

# INFORMATION ON THE PROCESSING OF PERSONAL DATA

clients of Calafate s.r.o.

dated 1.12.2025

## CONTENTS

1. Who is the controller of personal data? .....	2
2. For what purpose do we need personal data? .....	3
3. What are our legitimate interests? .....	3
4. How was the personal data obtained? .....	4
5. What categories of personal data are processed? .....	4
6. What is the legal basis for processing personal data? .....	4
7. Will we share personal data with anyone else? .....	5
8. Will we transfer personal data to a third country or international organization? .....	5
9. How long will we store personal data? .....	5
10. What are your rights related to the processing of personal data and how can you exercise them .....	6
apply? .....	6
11. Are personal data automatically evaluated? .....	7

Dear Sir/Madam,

The document you are reading now contains basic information about how we process your personal data. We value the fact that you share your personal data with us and are committed to protecting it to the greatest extent possible. We also strive to be as transparent as possible with you, especially about how we process your personal data.

In view of European Union legislation, this information document has been prepared in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC ( **GDPR** ).

In this document, we try to provide you with information as clearly as possible, which is why we have chosen the form of questions and answers to provide you with them. You will learn the information in the following order:

1. Who is the controller of personal data?
2. For what purpose do we need personal data?
3. What are our legitimate interests?
4. How was the personal data obtained?
5. What categories of personal data are processed?
6. What is the legal basis for processing personal data?
7. Will we pass on personal data to anyone else?
8. Will we transfer personal data to a third country or international organization?
9. How long will we store personal data?
10. What are your rights related to the processing of personal data and how can you exercise them?
11. Is personal data automatically evaluated?

This information document presents the basic information that we, as a personal data controller, are required to provide.

If you have any questions regarding the processing of your personal data, please do not hesitate to contact us at the e-mail address [zajickova.hotelpraha@email.cz](mailto:zajickova.hotelpraha@email.cz) . In all cases, you can contact us at our delivery address. Hotel Praha, Hřensko 37, 40717.

## 1. Who is the controller of personal data?

The controller is the person who, alone or together with others, determines the purposes of processing personal data and decides how personal data will be processed.

The personal data controller is the company Calafate, s.r.o., with its registered office at Bynovec 138, 405 02 Bynovec, identification number 066 41 628, a company registered in the Commercial Register at the Regional Court in Ústí nad Labem, file number C 40606. The administrator can be contacted at the email address [zajickova.hotelpraha@email.cz](mailto:zajickova.hotelpraha@email.cz).

For handling inquiries and requests regarding personal data, the contact person is Ms. Michaela Zajíčková, which can be contacted at [zajickova.hotelpraha@email.cz](mailto:zajickova.hotelpraha@email.cz).

## 2. For what purpose do we need personal data?

The administrator, operating Hotel Praha at the address Hřensko 34, 407 17, Hřensko, processes personal data for:

- a. ensuring the conclusion and subsequent performance of a contractual obligation between the controller and you (Article 6(1)(b) GDPR). Such a relationship gives rise to other legal obligations and the controller must process personal data for this purpose as well (Article 6(1)(c) GDPR);
- b. protection of its legitimate interests (Article 6(1)(f) GDPR), which is the enforcement of legal claims (warranties and complaints), protection of the administrator's property or ensuring the protection of the administrator's business rights (e.g. extrajudicial recovery of claims);
- c. protection of your legitimate interests (Article 6(1)(f) GDPR), which is to ensure the protection of your property or your health (camera system);

The provision of personal data to the controller is generally a legal and contractual requirement. The provision of personal data for the purposes of protecting the controller's property or business or protecting your property and health, which does not constitute the fulfillment of a contractual and legal obligation of the controller, is carried out on the basis of the controller's legitimate interest (Article 6(1)(f) GDPR). On the basis of this title, the Participant has the opportunity to exercise his right to object at any time to the processing of personal data for this purpose. (Article 21(1) GDPR).

## 3. What are our legitimate interests?

The controller also processes personal data to protect its and your legitimate interests. The controller's legitimate interests are, in particular, the proper performance of all contractual obligations of the controller, the proper performance of all legal obligations of the controller, the protection of the controller's property and business and, last but not least, the protection of health and the environment. Your legitimate interests are, in particular, the protection of your property and health.

The processing of personal data, within the framework of your legitimate interests and those of the controller, includes the following types of processing:

- a. Recording of camera systems, ensuring the protection of the administrator's and clients' property. Camera systems record the parking area, the hotel entrance, the loading and unloading of goods, the restaurant terrace and the restaurant area with the cash register;
- b. Recording and processing of personal data necessary for conducting complaint procedures and possible legal disputes.

In order to ensure the greatest possible protection of your privacy, you have the right to object to the processing of your personal data solely for the most necessary legal reasons or to have your personal data blocked. You can read more about your rights related to the processing of personal data in Article 10 of this information document.

#### 4. How was the personal data obtained?

The administrator obtained personal data directly from you, based on completed forms, mutual communication or from concluded orders/accommodation reservations.

#### 5. What categories of personal data are processed?

To ensure your satisfaction with the proper fulfillment of the obligation, to ensure the fulfillment of legal obligations, to ensure the services of the administrator and for other purposes listed above, the administrator processes the following categories of personal data:

##### Basic identification data

This is common information that identifies you, such as your name and surname, date of birth, and possibly citizenship. This data is necessary for the administrator to be sure that he is contacting the right person and to be able to ensure the performance of services related to the subject of the contract for you and to be able to fulfill legal obligations.

##### Contact details

Contact data is information such as your residential address, telephone number or e-mail address that the controller needs from you in order to be able to communicate with you flexibly in the event of the provision of services, the processing of service orders or complaints. Without this data, the controller would also not be able to fulfil its legal obligations.

##### Sociodemographic data

This data includes common statistical information such as gender, title, etc. Without this data, the administrator would not be able to address you correctly in the event of communication.

##### Information for mutual communication

This data contains, in particular, information from e-mail communication between you and the administrator, or information from other contact forms.

##### Business data

This is information that arose from your communication with the administrator, such as the date and time of arrival and departure, the price of the service, etc. This information is necessary for the administrator to establish a business relationship between you and the administrator.

##### Billing and transaction data

This mainly concerns information appearing on invoices, agreed billing conditions and received payments.

#### 6. What is the legal basis for processing personal data?

The lawfulness of processing is determined by Article 6(1) of the GDPR, according to which processing is lawful if it is necessary for the performance of a contract, for compliance with a legal obligation of the controller, for the protection of the controller's legitimate interests, or if the processing is based on the consent you have given us.

The lawfulness of processing is also based on, for example:

- Act No. 563/1991 Coll., on accounting, pursuant to which billing data is processed and stored;  
or

- Act No. 235/2004 Coll., on Value Added Tax; or
- Act No. 326/1999 Coll. on the residence of foreigners in the Czech Republic

## 7. Will we share personal data with anyone else?

The controller must, within the legal limits, provide personal data to state administration authorities, such as tax authorities or criminal prosecution authorities.

Personal data protection regulations allow the controller to entrust the processing of personal data to a processor. A personal data processor is any entity that processes personal data on the basis of a special law or an authorization or mandate from the controller.

In the event that your personal data is processed by a processor, the same protection of your data as is guaranteed by the controller is guaranteed contractually and by regulatory regulations.

Your personal data may be processed by the following processors:

- Jakub Doležal** (IČO: 65117310, Boženy Němcové 170, 407 22, Benešov nad Ploučnicí) – entity providing IT services and camera system management
- Agnis sro** (IČO: 26795736, Jiráskova 762, 790 01 Jeseník) – a company providing software support for hotels and restaurants
- Bookolo system sro** (IČO: 02450895, U Nikolajky 833/5, 150 00, Prague) – a company providing support for the hotel reservation system
- Jiří Rynda – JCR** (IČO: 49115618, Benešovská 432/3, 405 02 Děčín2) – a company providing management of the hotel's economic and personnel agenda

We will also transfer personal data to other third parties not listed above only if you are properly informed and consent to this.

## 8. Will we transfer personal data to a third country or international organization?

We will not transfer personal data to countries outside the European Union or the European Economic Area, nor to any international organization.

## 9. How long will we store personal data?

Personal data will be processed and stored at least for the duration of the service and subsequently, to pursue the legitimate interests of the administrator and fulfill legal obligations, for a maximum of one year after the end of the service.

Some personal data required, e.g. for tax and invoicing obligations, will be stored for longer, usually 10 years starting from the year following the occurrence of the stored fact.

Personal data will never be stored for longer than the maximum period set by law. After the archiving period has expired, personal data will be securely and irreversibly destroyed to prevent misuse.

## 10. What are your rights related to the processing of personal data and how can you exercise them?

### apply?

The administrator does everything to ensure that the processing of your data is carried out properly and, above all, securely. You are guaranteed the rights described in this article, which you can exercise with the administrator.

### How can you exercise your rights?

You can exercise your individual rights by sending an e-mail to [zajickova.hotelpraha@email.cz](mailto:zajickova.hotelpraha@email.cz). You can also exercise your rights by sending a written request to our correspondence address Hotel Praha, Hřensko 37, 40717.

All communications and statements regarding your exercised rights are provided by the controller free of charge. However, if the request is clearly unfounded or unreasonable, in particular because it is repeated, the controller is entitled to charge a reasonable fee taking into account the administrative costs associated with providing the requested information. In the event of a repeated request for copies of the processed personal data, the controller reserves the right to charge a reasonable fee for administrative costs for this reason.

The administrator will provide you with a statement and, if applicable, information about the measures taken as soon as possible, but no later than within one month. The administrator is entitled to extend the deadline by two months if necessary and taking into account the complexity and number of requests. The administrator will inform you about the extension, including the reasons.

### Right to information about the processing of your personal data

You are entitled to request information from the controller as to whether or not personal data is being processed. If personal data is being processed, you have the right to request information from the controller, in particular about the identity and contact details of the controller, his representative and, where applicable, the data protection officer, the purposes of the processing, the categories of personal data concerned, the recipients or categories of recipients of personal data, the authorised controllers, a list of your rights, the possibility of contacting the Office for Personal Data Protection, the source of the processed personal data and automated decision-making and profiling.

If the controller intends to further process your personal data for a purpose other than that for which they were obtained, it will provide you, prior to such further processing, with information about this other purpose and other relevant information. The information provided to you in the exercise of this right is already contained in this document, but this does not prevent you from requesting it again.

### Right to access personal data

You are entitled to request information from the controller whether your personal data are being processed or not and, if so, you have access to information about the purposes of the processing, the categories of personal data concerned, the recipients or categories of recipients, the period of storage of personal data, information about your rights (rights to request rectification or erasure from the controller, restriction of processing, objection to such processing), the right to file a complaint with the Office for Personal Data Protection, information about the source of personal data, information about whether automated decision-making and profiling are taking place and information about the procedure used, as well as the significance and anticipated consequences of such processing for you, information and guarantees in the event of the transfer of personal data to a third country or an international organization. You have the right to be provided with copies of the processed personal

data. However, the right to obtain this copy must not adversely affect the rights and freedoms of other persons.

#### Right to correction

If, for example, your address, telephone number or other fact that can be considered personal data has changed, you have the right to request the controller to correct the processed personal data. In addition, you have the right to supplement incomplete personal data, including by providing an additional statement.

#### Right to erasure (right to be forgotten)

In certain specified cases, you have the right to request that the controller delete your personal data. Such cases include, for example, that the processed data are no longer necessary for the above-mentioned purposes. The controller deletes the personal data automatically after the period of necessity has expired, but you can contact him with your request at any time. Your request is then subject to individual assessment (despite your right to erasure, the controller may have an obligation or legitimate interest to retain your personal data) and you will be informed in detail about its processing.

#### Right to restriction of processing

The administrator processes your personal data only to the extent strictly necessary. However, if you feel that the administrator, for example, exceeds the above-mentioned purposes for which the personal data is processed, you can submit a request that your personal data be processed exclusively for the most necessary legal reasons or that the personal data be blocked. Your request is then subject to individual assessment and you will be informed in detail about its processing.

#### Right to data portability

If you wish the administrator to provide your personal data to another administrator or another company, the administrator will transfer your personal data in an appropriate format to the entity designated by you, unless there are any legal or other significant obstacles preventing it from doing so.

#### Right to object and automated individual decision-making

If you find out or just believe that the controller is processing personal data in violation of the protection of your private and personal life or in violation of legal regulations (provided that the personal data are processed by the controller on the basis of public or legitimate interest, or are processed for direct marketing purposes, including profiling, or for statistical purposes or for purposes of scientific or historical significance), you can contact the controller and ask them to explain or eliminate the problematic situation.

#### The right to file a complaint with the Office for Personal Data Protection

You can at any time contact the supervisory authority with your suggestion or complaint regarding the processing of personal data, namely the Office for Personal Data Protection, with its registered office at Pplk. Sochora 27, 170 00 Prague 7, website <https://www.uoou.cz/>.

#### Right to withdraw consent

You have the right to withdraw your consent to the processing of personal data at any time, either by filling out the form/unchecking the box/sending an appeal to the address of the controller's registered office or using the link in the e-mail communication.

### 11. Is personal data automatically evaluated?

Personal data is not automatically evaluated.