

# Personal Data Protection Policy

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We process personal data 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 (General Data Protection Regulation, hereinafter referred to as "GDPR" ) and Act No 18/2018 Coll. on the Protection of Personal Data (hereinafter referred to as the "PPD Act"). The security of personal data and its lawful processing is important to us. Here you will learn how we process your personal data and how we achieve its security.

## 1. OUR DATA

### Who are we?

Business name: Supanext s. r. o.

Registration: in the Commercial Register of Trnava District Court, Section: Sro, File No. 59638/T

Registered office: Ulica Jozefa Adamca 9983/24, Trnava 917 01

Reg. No.: 56 974 485

Tax No.: 2122519377

VAT No.: SK2122519377

Email address: info@slovenskaznamka.sk  
(hereinafter referred to as the „Operator“).

## 2. CATEGORIES OF PERSONAL DATA, PURPOSE, LEGAL BASIS AND PERIOD

### What personal data do we process, for what purpose, on what legal basis and for what period?

We only process personal data that we strictly need to achieve the stated purpose. We process personal data for this purpose:

#### Accounting agenda

We process the personal data of customers or other people listed in our accounting records, including their first name, last name, billing address, payment details, and email address, for accounting purposes and to fulfil our obligations under the Accounting Act and other relevant legal regulations. The legal basis for the processing of personal data is the fulfilment of legal obligations. We keep accounting documents for 10 years.

#### Provision of services

We process the personal data of customers who have ordered our services related to the purchase of Slovak highway vignettes, including their first name, last name, email, billing address, vehicle type, country of vehicle registration, vehicle registration number, vignette validity period, vignette start date, order details, and payment details for the following purposes:

- order acceptance,
- performance of the contract and provision of services to secure the purchase of a vignette,
- purchase of a vignette for the customer's vehicle,
- sending confirmation of vignette activation,
- recording of contracts for a specified period.

The legal basis for their processing is the performance of the contract. We store personal data processed for the purposes of concluding and performing the contract for 10 years.

### Complaints

We process the personal data of customers who have complained about services, including their first name, last name, address, email, order details, details of the service complained about, and the subject of the complaint, for the purpose of receiving and handling complaints and keeping records of complaints. The legal basis for processing this personal data is the fulfilment of a legal obligation under the Consumer Protection Act. We store personal data for 5 years from the date of handling the complaint.

### **Cookies**

We process cookies to ensure the functionality and ease of use of our website and for advertising purposes. The legal basis for the processing of cookies is your consent, which you give us by clicking the appropriate button on the cookie bar. We store cookies for 14 months. For more information about what cookies are and how we process them, see our Cookie Policy. If you decide to withdraw your consent, you can do so by changing your browser settings.

## **3. RECIPIENTS**

### **Who do we provide your personal data to?**

We only provide or disclose personal data to a third party if we are required to do so by a specific law or if it is necessary for the performance of a contract, in particular to public authorities and other authorised bodies. We provide personal data to the National Highway Company for the purpose of purchasing a highway vignette for your vehicle.

We also provide your personal data to intermediaries who supply us with professional and specialized services. We have entered into a data processing agreement with each processor and have bound them to confidentiality. We have entrusted the processing of personal data to:

- accountant,
- online invoice system provider,
- payment gateway provider,
- website administrator.

Your personal data may also be provided to other people, such as a shipping company, business partner providing services related to e-shop management and marketing.

## **4. THIRD COUNTRIES**

### **Where do we transfer your personal data?**

We transfer personal data to a third country in connection with the use of Google services and social networks, namely to the USA.

## **5. OBJECTION TO PROCESSING**

### **Are you not satisfied?**

If you are not satisfied with how we process your personal data, you can let us know about it by e-mail [info@slovenskaznamka.sk](mailto:info@slovenskaznamka.sk). You also have the option of filing a complaint to the Privacy Office if you believe that we process your personal data unlawfully.

Data protection office

Hraničná 12, 820 07 Bratislava

E-mail: [statny.dozor@pdp.gov.sk](mailto:statny.dozor@pdp.gov.sk)

## **6. METHOD OF PROCESSING PERSONAL DATA**

### **How do we process your personal data?**

We process personal data mostly in electronic form. We do not use any means of automated individual decision-making.

We keep records of all processing activities and have the necessary technical and organisational security measures in place to ensure the protection of personal data. These

measures include, in particular, anti-virus programs, a strong password policy and encryption. We regularly back up the personal data entrusted to us so that it can be immediately restored in the event of accidental damage or loss. Those who process personal data have been instructed and are bound by confidentiality. We take a very responsible approach to the selection of processors, ensuring that the selected processor provides us with adequate guarantees for the security of your personal data.

## 7. RIGHTS OF DATA SUBJECTS

### What are your rights?

The GDPR gives you certain rights that you can use to influence how we process your personal data. However, not all rights can be exercised in all circumstances. This must be based on the legal basis for the processing of your personal data.

#### a) **Right to access to data**

You have the right to know if we process your personal data. If we process it, you can ask for access to your data. Based on your request, we will issue a confirmation with information about processing your personal data by our company.

#### b) **Right to correction**

You have the right to ensure that your personal data we process is correct, complete and up to date. If your personal data is incorrect or out of date, you may ask us for a correction or addition.

We will carry out the repair without undue delay, taking into account the technical possibilities.

#### c) **Right to deletion**

Under certain circumstances, you have the right to delete your personal data. You can ask us to delete your data any time. We will delete your data if:

- we do not need it any more for the purpose for which you provided it,
- you revoke your consent,
- if you object against the processing of your personal data,
- we process your personal data unlawfully,
- personal data must be deleted in order to comply with the statutory duty,
- if you are a child, parent of a child who has agreed to process personal data over the Internet.

#### d) **Right to restrict processing**

You may ask us to restrict the processing of your personal data. If we accept your request, we will only retain your personal data and we will not work with it. The processing of your data will be restricted if:

- you let us know that your personal data is incorrect, until we have verified its correctness,
- we process your personal data unlawfully, but you do not agree with its deletion, and instead you ask us to only restrict the processing of your personal data,
- we no longer need your data, but you need them to prove, enforce or defend your rights,
- you object against the processing of your personal data, until we have verified that our legitimate interests prevail over your reasons.

#### e) **Right to data portability**

In the cases prescribed by law, you have the right for us to transfer your personal data to the selected company. This applies in particular to the processing of personal data with consent or for the performance of a contract, if the processing is carried out by automated means and it is technically feasible.

**f) Right to object**

Where we process your personal data based on a legitimate interest, you have the right to object to the processing. Unless we can prove that there is a compelling legitimate ground for processing that overrides your interests or rights, the processing of your personal data will be terminated without undue delay on the basis of your objection.

You can send us a request to exercise your rights by email or by post to the address above. We will deal with all your requests and will inform you of the outcome in the same way as you make your request.

**8. FINAL PROVISIONS**

This Personal data protection policy shall take effect on the date of its publication on 10.2.2026. We reserve the right to change this policy if there is a change in the processing of personal data in our company.