

Information on the processing of personal data - Complaints

Operator: HOLLEN, s.r.o.

Contact details of the operator: Kosatcová 24 / A, 841 07 Bratislava, ID number: 35 804 505, registered in the Commercial Register OS Bratislava I, Section: Sro., File No .: 23309 / B

Contact details of the responsible person: the responsible person is not authorized

Purpose of processing: handling complaints.

Legal basis of processing: The processing is necessary to fulfill the legal obligation of the operator under Art. 6 par. 1, par. (c) Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of individuals with regard to the processing of personal data and on the free movement of such data (generally the Data Protection Regulation), in particular as follows:

- The Complaints Act

Beneficiaries / Beneficiary category: Inspectors of the Office for Personal Data Protection of the Slovak Republic.

Retention period: Documents containing personal data are physically destroyed after the end of the purpose of processing or if they are not bound by the Archives and Registry Act.

Requirement to provide personal data and possible consequences of not providing it: Providing personal data is a legal requirement. The data subject is obliged to provide personal data, otherwise the operator's duties related to the handling of complaints cannot be properly performed.

Transfer of personal data to a third country or international organization: Not applicable.

Automated decision making, including profiling: Not applicable

Rights of the data subject:

The data subject **shall have the right of access to personal data, the right to rectify, erase, restrict processing and the right to lodge a complaint with the Supervisory Authority**, the Office for Personal Data Protection of the Slovak Republic.

Detailed information on the rights of the persons concerned and the way they are exercised can be found on the operator's website at www.hollen.sk/en