Privacy Policy

ZEIE s. r. o., Sokolovská 178/10, 040 11 Košice, company ID: 56496621, EU VAT ID SK2122330639 (hereinafter referred to as "**ZEIE**"), as the operator of the online store/portal/project www.zeie.eu, processes the personal data of data subjects in accordance with applicable legal regulations, particularly 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, repealing Directive 95/46/EC (General Data Protection Regulation, "GDPR"), and Act No. 18/2018 Coll. on the protection of personal data and on amendments to certain laws (hereinafter the "Data Protection Act").

The protection of our customers' and other individuals' personal data is important to us. This policy provides information on how, to what extent, for what purposes, and for how long we process your personal data, as well as your rights related to data protection.

A/ Data controller

The data controller processing your personal data is our company – **ZEIE s. r. o** (hereinafter "**ZEIE**").

B/ Scope, Legal Basis, and Purpose of Personal Data Processing

We process your personal data in accordance with applicable legal regulations, based on legal grounds with or without your consent.

Processing with your consent:

Sending marketing materials

- **Data scope:** Email address
- **Legal basis:** Processing based on your consent as a data subject pursuant to Article 6(1)(a) of the GDPR
- **Purpose:** Marketing purposes

Creation and management of a customer account

- **Data scope:** Name, surname, email address, phone number, address, order history, possibly fax, company name, Company ID, Tax ID, other address
- **Legal basis:** Processing based on your consent as a data subject pursuant to Article 6(1)(a) of the GDPR
- **Purpose:** Provision of customer account services

Processing without your consent:

Contract fulfillment, including handling complaints

- **Data scope:** Basic information (name, surname, address, possibly Company ID for individual entrepreneurs), contact details (email, phone, address), transaction data (payment information), other data in order forms, records of email or other communication
- **Legal basis:** Necessary for contract fulfillment (Article 6(1)(b) GDPR) or to meet legal obligations (Article 6(1)(c) GDPR)
- **Purpose:** Fulfillment of contractual rights and obligations

Accounting and tax purposes

- **Data scope:** Billing data (name, surname, address, Company ID, Tax ID, VAT ID if applicable)
- **Legal basis:** Necessary to fulfill legal obligations (Article 6(1)(c) GDPR)
- **Purpose:** Accounting and tax records

Debt collection

- **Data scope:** All personal data related to contract fulfillment
- **Legal basis:** Legitimate interest of the controller (Article 6(1)(f) GDPR)
- **Purpose:** Proper fulfillment of monetary obligations

Processing of messages sent via contact form

- **Data scope:** Name and/or surname, email address, other information provided in the contact form
- **Legal basis:** Necessary for contract fulfillment (Article 6(1)(b) GDPR) or legitimate interest (Article 6(1)(f) GDPR)
- **Purpose:** Sales support and communication with potential or existing customers

Contact line and email

- **Data scope:** Information you provide by phone or email
- **Legal basis:** Necessary for legitimate interests (Article 6(1)(f) GDPR)
- **Purpose:** Sales support and communication with potential or existing customers

Website browsing

- **Data scope:** Date and time of access, referrer URL, accessed file, data volume, browser type and version, OS, IP address
- **Legal basis:** Legitimate interests (Article 6(1)(f) GDPR)
- **Purpose:** Statistics

Cooperation with public authorities

- **Data scope:** All personal data required by public authorities
- **Legal basis:** Legal obligation (Article 6(1)(c) GDPR)
- **Purpose:** Fulfillment of official requests

C/ Categories of Personal Data Recipients

We provide your personal data only when necessary to:

- Courier and delivery companies
- Accounting firms, auditors, and tax advisors
- IT service providers
- Law firms, debt collection agencies, courts, and bailiffs
- Public authorities, including law enforcement

Data sources:

- Data you provided as a data subject
- In justified cases, data obtained from public sources such as commercial registers

We do not transfer your data to third countries (outside the EU) or international organizations.

D/ Retention Period

- **With consent:** Until withdrawal of consent, but no longer than 5 years from granting it
- **Contract fulfillment:** For the duration of the contractual relationship, including warranty, complaints, and limitation periods
- **Legal obligation:** For the period required by law
- **Legitimate interest:** For the duration of the legitimate interest depending on purpose

E/ Your Rights as a Data Subject

You have the right to:

1. **Access your personal data** – obtain confirmation if your data is processed, including purpose, data categories, recipients, retention period, and source if not obtained from you.
2. **Rectification** – request correction of inaccurate or incomplete data.
3. **Erasure ("right to be forgotten")** – under certain conditions, e.g., withdrawal of consent, data no longer needed, unlawful processing, or compliance with legal obligation.
4. **Restriction of processing** – under conditions such as contesting accuracy, unlawful processing, or objection to direct marketing.
5. **Data portability** – receive your data in a structured, machine-readable format and transmit it to another controller.
6. **Object to processing** – particularly for processing based on legitimate interests or direct marketing.

7. **Automated decision-making** – you have the right not to be subject to decisions based solely on automated processing (no profiling is performed).

8. **Withdraw consent** – without affecting lawfulness of processing based on consent before its withdrawal.

9. **File a complaint with the supervisory authority** – Office for Personal Data Protection of the Slovak Republic, Hraničná 12, 820 07 Bratislava 27, https://dataprotection.gov.sk.

10. **Contact us** – for requests, questions, or complaints via email at hello@zeie.eu or by post to our company address.

We will respond free of charge within 30 days. In complex cases, we may extend the period by 60 days, informing you of reasons for the extension.