

## PRIVACY POLICY

The Company Exion s.r.o. with seat at Belinského 18, 851 01 Bratislava, Slovakia, ID: 54 783 127, phone: +421 915 772 347, e-mail: info@q-pump.com, www.q-pump.com as the controller (hereinafter as the „Controller“) considers your privacy important. Therefore, we have developed a privacy policy that lists how we collect, use, transfer and store your personal data.

### **The personal data and processing range**

The Controller handles your personal data that you provided when filling out the Contact Form on the Website www.q-pump.com (hereinafter as the „Website“) or by phone or in writing, in the form: name, surname, company name, telephone number, email, and your message.

An IP addresses, cookies, aggregated and anonymized statistics on site traffic and visitor behavior are also processed in connection with the electronic access to the Website.

The Controller process your personal data in electronic form.

The Controller process only regular personal data and does not process any sensitive personal details or personal data of a particular category. In certain circumstances (in the verification of your identity in the case of the obligation to send you personal details about you), you may ask for an identity card or other identifier proving a clear and unambiguous relationship to your personal data.

Children under the age of 16 may not communicate through the Contact Form.

### **Presentation on the Website, data recording**

In order to display the Website in your browser, we use various technical devices to make sure that any content (text, images, video, etc.) is always up-to-date. The data collected in this way will only be used to display the content of the Website in your internet browser and will be deleted in reverse after temporary storage within the scope of delivery.

For technical purposes, your internet browser automatically sends information to our server all the time when you view our Website (i.e. the collected data). We store some of this information in a log file such as:

- date of access;
- access time;
- the URL of the page being accessed;
- the version of the HTTP protocol used;
- files visited;
- the volume of data transferred;
- type and version of internet browser;
- type of operating system;
- IP address (anonymous).

The log files do not contain any personal data. We only analyse the collected data when necessary on an event-by-event basis, especially when we want to correct errors in the operation of our Website or clarify security incidents. We store this data indefinitely.

There may be times when it is necessary to record the IP address of a device in order to correct errors or to preserve evidence relating to security incidents. We will delete this data when the error has been corrected or the security incident has been fully clarified, or if the original purpose of the processing is no longer relevant for other reasons. In the event of a security incident, we will hand over the collected data to the competent authorities conducting the investigation. Each case will be considered individually as far as possible. We keep such data records separate from other data relating to the use of our Website.

## **Personal data obtained via the Contact Form**

You can contact us via the Contact Form available on our Website. In order for us to process your specific request in this form of contact, we may ask you to provide personal data. This includes, for example, your first and last name, email address, company name and telephone number, or other information such as your message. We collect the requested information so that we can deal with your request appropriately.

The personal data provided in this way is only used for the purpose for which you provide it to us when you contact us - especially when processing your request. The data will not be used for other purposes or passed on to third parties without your express consent. Excluded from this - insofar as this is necessary to fulfil your request - are persons and companies involved in the operation of the communication and the response to your request. If no legal retention obligation applies, your personal data will be deleted after the processing of your request (not later than in the three-year period as stated below).

## **Legal basis for data processing**

We base the above data processing operations on:

i. the authorisation pursuant to Article 6(1)(f) of Regulation (EU) 2016/679:

- the technical provision of the Website presentation (e.g. content delivery networks);
- additional web functions;
- data records;
- Contact Form;
- session cookies and persistent cookies for facilitation functions;
- web analytics and statistics.

ii. your consent pursuant to Article 6(1)(a) of Regulation (EU) 2016/679:

- persistent cookies to record user behavior;
- analytical and functional cookies.

## **Cookies**

Our Website uses "cookies" and the other technologies. These cookies help the Controller to better understand behavior of users, find out which parts of the Website people visited. We treat data collected through cookies and the other technologies as well as an Internet Protocol (IP) as personal details.

To disable cookies for your web browser, go to Web Browser Settings or Manage Cookies Settings on our Website, where you can then change your settings and/or block cookies. Some cookies are necessary to help our Website work properly and can't be switched off, and some are optional but support the Website and your experience in other ways. In the case of disabling the cookies, some features of the Website may become unavailable. You may find more information in our [Cookies Policy](#).

## **Compliance with legal obligations**

The Controller processes your personal data even in connection with the fulfillment of legal obligations as are, or will be determined by the laws of the Slovak Republic and / or the EU.

## **Recipients of personal details**

The Controller may use intermediaries (processors) to provide services and process your personal data. Intermediaries process your personal data solely as directed by the Controller and are required to comply with generally binding privacy laws. When choosing intermediaries, the Controller ensures that they provide reasonable assurance that they have taken appropriate technical and organizational measures so that the processing of personal data complies with the requirements of generally binding legislation and that the protection of your rights is ensured.

The Controller provides you with your name, surname, company name, e-mail, phone number, your message, and your behavior in the use of our Website.

We work with a number of service providers to implement and administer our Website. We have carefully selected these providers and have entered into a data protection agreement with each of them to safeguard your information.

The service providers, who implement and operate our Website are:

- hosting service provider, including related technical services (e.g. performance monitoring and measurement, content delivery networks);
- a service provider to provide additional functionality for our Website;
- a provider of programming services;
- a provider who analyzes traffic on the Website (Google Analytics).

Where necessary, we transfer your data to other recipients to fulfil a contract with you where we or the recipient have a legitimate interest in disclosing your data, or where you have consented to the transfer. In these cases, your data will be processed in accordance with the data protection regulations applicable to the recipient of your data. These recipients include service providers and other companies within our business group.

The Controller may make your personal data available to entities authorized under special regulations (such as law enforcement agencies, courts, etc.).

The Companies that are provided with your personal details are required to protect your details. The Controller does not transfer your personal data to a third country or international organization.

Your personal data is not transferred to countries outside the European Economic Area (EEA).

### **Time of retention of personal details**

Your personal details regarding your contact information filed out in the Contact Form are kept for a period of three (3) years since sending your data via the Contact Form. The Controller performs the deletion of your personal data from the database to the extent that it no longer needs to be stored, within no more than 30 days after this period or after delivery of your request to limit or erase your data. In relation to the data provided by the Controller (for accounting, tax and archiving purposes), your personal data shall be retained for a period of time determined by a generally binding legal regulation.

### **Revocation of consent to the processing of personal details**

Providing consent to the processing of personal data is always voluntary. You have the right to withdraw your consent, if given, at any time, either completely or in part. The consent can be revoked by a written notice containing the unique identifier of the person sent to the mailing address of the Controller, with the seat at Belinského 18, 851 01 Bratislava, Slovakia or by e-mail: info@q-pump.com From the date when the revocation of consent is notified to the Controller, the company may process personal data only for the extent of any other legal reason for processing, i.e., for the purpose of fulfilling legal obligations in the field of accounting, taxation and archiving, or for purposes of protection of rights and legal claims as described above.

### **Your rights in the privacy section**

You have the right to be provide with the identity of the Controller, or provided with additional supplementary information, such as, in particular, notification of a special law (legal basis) under which personal data are processed and voluntarily provided with personal data.

Following a written request from the Controller you have the right to require:

- (a) in a generally understandable form of information on the state of processing of your personal data in the information system,
- (b) in a generally understandable form, accurate information on the source from which the company has acquired your personal data for the processing,
- (c) in a generally understandable form, the writing down of your personal data which is the subject of processing,
- (d) repairing your incorrect, incomplete or outdated personal data that is being processed,
- (e) the deletion of your personal data if the purpose of its processing has been fulfilled,
- (f) to liquidate your personal data that is subject to processing if the law has been violated.

**Right to access personal data:** You have the right to obtain from the Controller a confirmation of whether or not your personal data is being processed. If they are subject to processing, you have the right to provide the following information:

- (a) for what purpose do we process your data,
- (b) how much we process your data,
- (c) to whom your personal data will be made available,
- (d) the foreseeable period for the retention of personal data or, if that is not possible, the criteria for determining it,
- (e) the existence of the right to require the rectification of your personal or deletion or limitation of processing, or the right to object to such processing,
- (f) the right to lodge a complaint with the supervisory authority,
- (g) if we have not obtained personal information from you, any available information as to its source,
- (h) the existence of automated decision making, including profiling and meaningful information about the procedure used, as well as the significance and implications of such processing for you.

**Privacy Right:** You have the right to correct your personal data, without undue delay, of your incorrect personal data relating to you. With regard to the purpose of processing your personal data, you have the right to complete incomplete personal details.

**Right to deletion of personal details:** You have the right to delete your personal data by the Controller, without undue delay, if the personal data relating to you and the following conditions are met:

- (a) Your personal data are no longer needed for purposes for which they were acquired or otherwise processed, or
- (b) withdraw the consent under which the processing is carried out and there is no other legal basis for processing; or
- (c) you will object to the processing and do not preclude any legitimate reason for processing or
- (d) personal data have been processed unlawfully,
- (e) personal data must be erased in order to comply with a statutory obligation under Union or Slovak law,
- (f) personal data were obtained in connection with the provision of information society services.

**Right to limit the processing of personal details:** You have the right to restrict the processing of your personal data to the Controller, in one of the following cases:

- (a) you challenge the accuracy of personal data during a period allowing the company to verify the accuracy of the personal data,
- (b) processing is unlawful and protects against the deletion of personal data and requires, instead, the restriction of their use,
- (c) the company does not need your personal data for processing but you need them to prove, apply or defend legal claims,
- (d) Proceed with the processing until the verification of whether legitimate reasons on the part of the company outweigh your legitimate reasons.

**Right to object to the processing of personal details:** You have the right to object to the processing of your personal data for your specific situation, including profiling based on these provisions. The Controller may not further process your personal data unless it demonstrates the necessary legitimate interests in the processing of your personal data that outweighs your rights or interests or the reasons for claiming a legal claim. You have

the right to object to the processing of your personal data relating to you for the purpose of direct marketing, including profiling to the extent that it relates to direct marketing. If you object to the processing of personal data for the purpose of direct marketing, the Controller will not process your personal data for the purpose of direct marketing.

**Right to Transparency of Personal Details:** You have the right to obtain personally identifiable details about you that you have provided to the Controller in a structured, commonly used and machine - readable format, and you have the right to transfer these personal data to another operator if technically possible.

The Controller is required to take appropriate action and provide you with information in accordance with the law and regulation concerning the processing of your personal data, in a concise, transparent, comprehensible and easily accessible form, clearly worded. The Controller will provide you with the information in paper or electronic form, usually in the same form as the application. If you so request, the Controller can also provide information orally if you prove your identity in another way.

**Right to Complaint:** In the case of your complaint, you can contact us or have the right to file a complaint regarding the processing of personal data at the Office for the Protection of Personal Data of the Slovak Republic (Úrad na ochranu osobných údajov Slovenskej republiky), based at Hraničná 4826/12, 820 07 Bratislava, if you feel that they have been infringed Your rights to privacy.

**The right to personalize / profiling personal details:** In addition to the above rights, in relation to the processing of personal data on personalized advertising, you have the right to participate in a natural person in deciding what information and advertisements you will be sent, the right to deny such processing and the right to submit your opinion.

#### **Questions regarding the protection of personal details**

If you have any questions or comments about the privacy policy of the Controller or processing them, you can contact us by e-mail: [info@q-pump.com](mailto:info@q-pump.com) or by calling +421 915 772 347 or by post to the Controller's address.

We will store your information (e-mail address, name and surname, company name, telephone number) to answer your questions or to handle your request. The data will be deleted if they are no longer required for processing purposes, or we will restrict their processing if there is a legal obligation to store them.

When we get a privacy issue, we'll try to resolve your specific complaint or issue. If this is a matter of a more substantial nature, we may ask for additional information. If your answer is unsatisfied, you can contact or file a complaint with the Office for the Protection of Personal Data of the Slovak Republic (Úrad na ochranu osobných údajov Slovenskej republiky), Hraničná 12, 820 07 Bratislava,

**The Controller may update this Privacy Policy from time to time. If we make a substantial change to these policies, we'll let you know by posting a notice on our Website along with our updated privacy policy.**