

Privacy  
**Website Privacy Notice**

**Your consent to the processing of personal data for marketing purposes of  
Never Happened s.r.o. (the ‘Company’ or ‘Never Happened’)**

**Dear clients**

This Notice contains detailed information on the processing of your personal data for marketing purposes. We would like to begin by explaining why do we need your consent to the processing of personal data for marketing purposes.

Please read the information below on the processing of personal data, which we have prepared in the form of questions allowing you to easily access and search for relevant information. If you have any inquiries or comments about your consent, please send an email to [\*\*info@neverhappened.eu\*\*](mailto:info@neverhappened.eu)

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**1. WHO IS THE CONTROLLER OF YOUR PERSONAL DATA?**

The Controller of personal data is the Company that decides the purpose and means of processing personal data. The Controller of your personal data for marketing purposes is the company: Never Happened s.r.o., Žižkova 17, 811 02 Bratislava, Company ID: 50 901 575.

## **2. WHAT PERSONAL DATA DO WE PROCESS?**

We process the following categories of personal data for marketing purposes in order to identify a range of products and services you may like and to address your needs.

- Basic identification data: name, surname, registered office, date of birth, address of residence.
- Contact details: phone number, email address.
- Socio-demographic data: statistics on age, gender, education, employment, number of children.
- Information on the use of products and services: what services you have had with us in the past, information on the use of the Internet Customer Zone. Based on this information, we can recommend suitable products and services.
- Information from phone call records or other interactions with you, such as email, chat, or SMS.
- Geolocation data: geolocation data from a web browser. This information can usually be used to recommend contacting the nearest vendor or office.

## **3. WHAT SOURCES DOES PERSONAL DATA ORIGINATE?**

We collect the personal data listed above directly from you. You enter this personal data in the client agreement, or you have stated it in other documents.

Personal data may also come from publicly available sources, registers, and records, e.g. Commercial Registry. Your personal data may also come from third parties who are authorized to process it.

## **4. FOR WHAT PURPOSES DID YOU GIVE YOUR CONSENT?**

You have given your consent for marketing purposes, which include the following activities:

- offers of products and services With your consent, we may provide you with electronic offers, in particular in the form of email messages or messages sent to mobile devices via a telephone number or via a website client zone, in writing or in the form of a telephone call;
- automated processing of personal data in order to tailor our business offer to your individual needs;
- market surveys and customer satisfaction surveys of the products and services used.

Consent given for marketing purposes is voluntary. However, it is necessary for us to send you personalized product and service offers and offers of your business partners. We cannot provide you personalized offers without your consent.

## **5. WHAT IS THE PURPOSE OF PROFILING AND AUTOMATED DECISION MAKING?**

Our company strives to provide you with personalized product and service offers. For the foregoing reason and with your consent, we profile your personal data. We use automatic information systems, web applications, or web calculators to this end. Afterwards, we send you personalized messages and offers of our company's products and services.

Automatic profiling of personal data allows us to better understand you and your needs, estimate future actions, and customize our products and services accordingly.

## **6. HOW LONG WILL WE PROCESS YOUR PERSONAL DATA?**

You have given your consent to the Company for the duration of the Agreement and for the next 5 years afterwards or until you revoke your consent.

If you are not or become a client of the Company, your consent will be automatically revoked after 5 years or until you revoke your consent.

After the time period above, your personal data will be deleted, but only to the extent and for the purposes not subject to your consent under the law.

## **7. WHO CAN ACCESS YOUR PERSONAL INFORMATION?**

Third parties may gain access to your personal data for marketing purposes, such as vendors that provide services on the Company's behalf. These may include third party companies that manage our systems or other operation-relevant services and/or process personal data for marketing purposes. We have a written agreement on the processing of personal data with these third party vendors that affirms their strict adherence to personal data protection rules.

## **8. WHAT RIGHTS DO YOU HAVE WITH REGARD TO THE PROCESSING OF PERSONAL DATA?**

Processing of personal data is essential for Slovak companies, and their protection is of the utmost importance. You can exercise the following rights with regard to personal data processing:

### **Request information on the processing of your personal data**

This information includes, inter alia: Controller identification and contact details, including its representative, and where applicable, managers, personal data categories, personal data recipient or categories of recipients, information on the transfer of personal data, personal data retention period, authorized controllers, the list of your rights, such as the right to contact the Office for Personal Data Protection, the source of personal data, and information as to whether and how automated-decision making and profiling take place.

### **Right to access personal data**

You have the right to request confirmation whether or not your personal data is being processed, and if so, you have access to information on the processing, personal data categories, recipients or categories of recipients, personal data retention period, as well as information on your rights and on the right to lodge a complaint with the Office for Personal Data Protection, the information on the source of personal data, information as to whether and how automated-decision making and profiling take place, and information and warranties if personal data are being transferred to third countries or an international organization. You have the right to receive copies of your personal data that is being processed.

### **Right to rectification**

Do we process your outdated or inaccurate personal data? For instance, have you changed your address? Please let us know and we will update your personal data.

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

In some cases stipulated by law, we have the duty to delete your personal data at your request. However, any such request is subject to individual assessment, because Never Happened has also a duty or a legitimate interest to retain your personal data.

### **Right to restriction of processing**

If you want your personal data to be processed exclusively for the most essential legal purposes or you want to block your personal data.

### **Right to data portability**

If you wish us to provide your personal data to a third party, we deliver your personal data in the appropriate format to the recipient you request, unless we are prevented from doing so by any legal or other major obstacles.

### **Right to object and automatic individual decision-making**

If you find or believe that we are processing personal data in violation of the protection of your private and personal life or in non-compliance with legislation applicable, please contact us and seek explanation or rectification. You can also object directly to automated decision-making and profiling.

### **The right to lodge a complaint with the Office for Personal Data Protection.**

You can contact your relevant government authority—the Office for Personal Data Protection of the Slovak Republic residing at Hraničná 12, 820 07 Bratislava 27—at any time with your complaint regarding the processing of your personal data.

### **Where can you exercise your rights, and are these rights charged?**

You can exercise individual rights in the company by sending an email to [info@neverhappened.eu](mailto:info@neverhappened.eu) or by written request to the Company's registered office or to the following mailing address: Žižkova 17, 811 02 Bratislava.

All information and representations on your rights are provided free of charge.

### **How long does it take for the Company to reply?**

Any and all representation and/or information on the measures are provided as soon as possible but no later than one month. If necessary and given the complexity and number of inquiries, we can extend this period to two months. We will notify you of this extension and of the explicit reasons.

## **9. HOW CAN YOU REVOKE YOUR CONSENT TO THE PROCESSING OF PERSONAL DATA?**

Consent to the personal data is based on the principle of voluntariness. This means that you can revoke it at any time. Do you no longer want to receive our marketing offers? We are sorry, but we fully respect your decision.

### **What should the consent revoke request include?**

- Who sends the request? Please provide your name, address, and date of birth for us to identify you.
- Who do you send the request? You can send the request to revoke consent to any Company's office; if you want to keep receiving offers from certain offices, list only those you no longer wish to receive offers.
- Information that you do not want us to process your personal data. If you would like to receive only some offers, please list those you no longer wish to receive in order for us to serve your request.
- Your handwritten signature.

### **How do I send the request?**

- Withdrawal of consent to the processing of personal data for marketing purposes can be sent in writing in order for us to have a proper record of your request. Do not forget to sign the request.
- By a written declaration of will sent to the registered office or mailing address of the Company.

The English version hereof shall prevail over the Slovak version should any legal disputes arise between the Parties.