

PRIVACY POLICY

These Privacy Policy Principles (hereinafter also referred to as the “*Policy*”) explain how your personal data are collected, used, and managed through the website: www.help.obcanskeporadny.cz (hereinafter the “*Website*”).

Statement on the processing of personal data pursuant to 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 (hereinafter the “*GDPR*”).

Association of Citizens Advice Centers

Company ID No.: 65998642

Registered office: Sabinova 287/3, 130 00 Prague 3 – Žižkov

Registered in the register maintained by the Municipal Court in Prague, Section L, Insert 8008

E-mail: aop@obcanskeporadny.cz

Tel.: +420 284 019 220

Website: www.help.obcanskeporadny.cz

as the controller of personal data pursuant to Article 4 (7) GDPR (hereinafter the “*Controller*”)

I. Processing of Personal Data

1.1. Personal data means any information relating to an identified or identifiable living person. Personal data also include individual pieces of information which, when combined, may lead to the identification of a particular person.

1.2. An identifiable natural person is any natural person (human being) who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, identification number, location data, online identifier, or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that person.

1.3. In connection with the provision of debt counselling services, the Controller processes personal data provided by the client through the online form entitled “Debt Counselling” or the online form entitled “Possibility of Arranging an Appointment” (hereinafter the “*Online Form*”) located on the Website.

For natural persons, this includes:

- first name and surname, or a nickname if provided by the client,
- username,
- region in which the permanent or actual place of residence is located,
- telephone number,
- e-mail address,
- IP address (Internet Protocol Address),
- any other data necessary for the provision of debt counselling services and contained in attachments submitted by the client together with the Online Form.

1.4. The Controller, in connection with the provision of debt counselling services, also processes user data that the client provides upon registration to the Discussion Forum located on the Website, pursuant to Article 6 (1) (a) of the GDPR. User registration is necessary in order to communicate with other users within the Discussion Forum.

1.5. The processing of personal data is necessary, pursuant to Article 6 (1) (a) and (c) of the GDPR, for the provision of debt counselling services by the citizen advice centres associated within the Association of Citizens Advice Centres, and for interaction with other users in the Discussion Forum.

1.6. Personal data are stored and processed for a maximum period of 3 years from the date the counselling service is provided.

1.7. In the case of a valid registration in the Discussion Forum, the user’s personal data are stored and processed until the user account is deactivated by the user.

II. Statement of the Personal Data Controller

2.1. In connection with the provision of free debt counselling services and the operation of the Discussion Forum, the Controller processes personal data voluntarily provided through the Online Form located on the Website and/or through user account registration.

2.2. The Controller declares: “The processing of personal data pursuant to Article 6 (1) (a) and (c) GDPR is necessary for the provision of free assistance / answering a client’s inquiry / interaction with other users. Your personal data are processed exclusively for these purposes. Personal data are not used for any other purposes than those stated in this section of the Policy.”

2.3. By clicking the “Submit” button, you consent to the collection and processing of personal data by the Controller.

By submitting the Online Form, you declare: “I consent to the processing of personal data for the purpose of receiving free debt counselling services, in accordance with the Privacy Policy, with which I have duly familiarized myself before submitting this form.”

By registering a user account intended for communication within the Discussion Forum, you consent to the processing of personal data in accordance with this Policy.

III. Recipients of Personal Data

3.1. The recipient of personal data is the Controller.

3.2. Recipients of personal data may also include member organizations of the Association of Civil Advice Centers, public authorities of the Czech Republic, or institutions of the European Union, specifically for the purpose of verifying the provision of free online counselling services and, consequently, the proper fulfilment of the requirements of grant-funded projects.

3.3. The Controller processes personal data within the territory of the European Union. The Controller does not transfer personal data to third countries or international organizations.

3.4. The Controller has not appointed a Data Protection Officer.

3.5. If you have any questions regarding personal data, please contact the Controller at: aop@obcanskeporadny.cz.

IV. Security of Personal Data

4.1. The Controller declares that all appropriate technical and organizational measures have been adopted to secure personal data in electronic form.

4.2. The Controller declares that personal data are accessible only to authorized persons and authorized persons of the recipients referred to in Article III, Section 3.2 of this Policy. The Controller further declares that personal data are not disclosed to third parties nor made available to the public.

V. Rights of Data Subjects

5.1. The client may at any time contact the Controller to obtain information about which personal data are being processed, request access to such data for the purpose of updating or correcting them, request a copy thereof, or request restriction of processing.

5.2. The client also has the right to data portability and, where applicable, erasure of personal data, provided this does not conflict with applicable legal regulations or the legitimate interests of the Controller.

5.3. An objection to the processing of personal data based on the legitimate interest of the Controller may be raised by contacting the Controller at: aop@obcanskeporadny.cz.

5.4. If you believe that the Controller handles personal data in violation of the GDPR, you are entitled to lodge a complaint with the supervisory authority or seek judicial protection.

VI. Use of Cookies

6.1. The Controller declares that only strictly necessary cookies required for the operation of the Website are used. Therefore, user consent to the storage of cookies is not required.

6.2. The sole recipient and processor of cookies is the Controller.

VII. Final Provisions

7.1. By submitting the Online Form, you declare: “I have read the Privacy Policy and give my explicit, free, and informed consent to it in its entirety.”

7.2. The Controller is entitled to amend this Policy unilaterally at any time. Any new Privacy Policy will be published on the Website.

This Privacy Policy enters into force on 1 January 2026.