

# PRIVACY POLICY

Last updated: June 1, 2025

## A. Introduction

The privacy of visitors to our website is very important to us, and we are committed to protecting it. These rules explain what we do with your personal data.

## B. Cookie Usage Statement

Your consent to the use of cookies in accordance with our terms during your first visit to our website allows us to use cookies each time you visit our site.

## C. Collection of Personal Data

The following types of personal data may be collected, stored, and used:

1. Information about your computer, including your IP address, geographic location, browser type, and operating system;
2. Information about your visits and usage of these websites, including referral source, visit duration, viewed pages, and website navigation;
3. Information such as your name and email address entered when signing up for our email services and/or newsletters;
4. Information generated when using our websites, including when, how often, and under what conditions you use them;
5. Information contained in any communication sent to us by email or through the website, including content and metadata;
6. Any other personal data you send to us.

Before providing us with the personal data of another person, you must obtain that person's consent to the disclosure and processing of such personal data in accordance with these principles.

## D. Use of Your Personal Data

Personal data provided to us through our websites will be used for the purposes outlined in these principles. We may utilize your personal data for the following purposes:

1. Management of our websites and business;



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2. Customization of our websites for you;
3. Facilitation of the use of services available on our websites;
4. Provision of services purchased through our websites;
5. Sending statements, invoices, payment reminders, and collecting payments;
6. Sending non-commercial business communications;
7. Sending specifically requested email notifications;
8. Sending our email newsletter, if requested (you can inform us anytime if you no longer desire it);
9. Sending marketing communications related to our business or the business of carefully selected third parties, by email if you expressly consent, or by similar technology (you can inform us anytime if you no longer desire marketing communications);
10. Providing statistical information about our users to third parties (these third parties, however, will not be able to identify any individual user from this information);
11. Handling inquiries and complaints raised by you or otherwise related to our website;
12. Maintaining the security of our websites and preventing fraud;
13. Other uses.

If you submit personal data for publication on our website, we will publish and use it in accordance with the license you provide us.

Your privacy settings can be used to limit the publication of your data on our website, and they can be adjusted using the privacy control features on this website. Without your explicit consent, we will not provide your personal data to any third party for the purpose of direct marketing by them or any other third party.

## E. Disclosure of personal data

We may disclose your personal data to any of our employees, officers, insurers, professional advisers, agents, suppliers, or subcontractors as reasonably necessary for the purposes set out in these principles.

We may disclose your personal data to any member of our group of companies (i.e., our subsidiary companies, our ultimate holding company, and all its subsidiary companies) as reasonably necessary for the purposes set out in these principles.

We may disclose your personal data:

1. To the extent required by law;
2. In connection with any ongoing or prospective legal proceedings;
3. For the purpose of establishing, exercising, or defending our legal rights (including providing information to others for the purpose of fraud prevention and reducing credit risk); and



4. To any person we reasonably believe may apply to a court or other competent authority for disclosure of these personal data, and if, in our opinion, such court or authority may order the disclosure of these personal data.

Except as provided in these principles, we will not provide your personal data to third parties.

## F. International Data Transfers

1. Data we collect may be stored, processed, and transferred between any of the countries in which we operate to enable us to use it in accordance with these principles.
2. Personal data that you post on our website or submit for publication on our website may be available via the internet worldwide. We cannot prevent the use or misuse of this information by others.
3. You explicitly agree to the transfers of personal data described in this section F.

## G. Storage of Personal Data

1. This section establishes the principles and procedures for the storage of data, aiming to ensure compliance with our legal obligations regarding the retention and deletion of personal data.
2. Personal data processed for any purpose must not be retained longer than necessary for that purpose or those purposes.
3. Without prejudice to G 2, we delete personal data falling under the categories below at the date and time specified below:
  - 3.1. Personal data will be automatically deleted five years after acquisition.
4. Regardless of other provisions in this section G, we will retain documents (including electronic ones) containing personal data:
  - 4.1. To the extent required by law;
  - 4.2. If we believe the documents may be relevant to any ongoing or prospective legal proceedings; and
  - 4.3. For the purpose of establishing, exercising, or defending our legal rights (including providing information to others for the purpose of fraud prevention and reducing credit risk).

## H. Security of Your Personal Data

1. We will take reasonable technical and organizational measures to prevent the loss, misuse, or alteration of your personal data.
2. All personal data provided by you will be stored on our secure servers (protected by a password and firewall gate) or in a cloud service implementing the highest security standards in data security and handling (e.g., ISO/IEC 27001, GDPR, and others).



3. You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

## I. Changes

These principles may be updated by publishing a new version on our websites. You should occasionally check this page to ensure you understand all changes to these principles. We may notify you of changes to these principles by email or through private messages on our websites.

## J. Your Rights

You can instruct us to provide any personal data we hold about you. The provision of such information will be subject to the following:

1. Presentation of the relevant proof of your identity (for this purpose, we typically accept a photocopy of your passport certified by a notary and an original copy of a service invoice showing your current address).

We may refuse to provide the requested personal data to the extent permitted by law.

You can instruct us at any time not to process your personal data for marketing purposes.

In practice, you either usually explicitly consent in advance to how we use your personal data for marketing purposes or we offer you the option to opt out of the use of your personal data for marketing purposes.

## K. Third-Party Websites

Our websites contain hypertext links to third-party websites and details about them. We have no control over the privacy policies and practices of third parties and are not responsible for them.

## L. Updating Information

Please let us know if the personal data we hold needs to be corrected or updated.

## M. Cookie Files

Our websites use cookie files. A cookie file is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and stored by the web browser. This identifier is then sent back to the server whenever the browser requests a page from the server. Cookie files can be either "persistent" or "session" cookies. Persistent cookies are stored by the web browser and remain valid until their expiration date, unless deleted by the user before that date. Session cookies, on the other hand, expire at the end of the user's session when the web browser is closed. Cookie files typically do not contain any information that identifies the user personally, but the personal data we store may be linked to information stored and obtained from cookie files. On our websites, we use only session cookies .

You can change your cookie preferences on our website anytime by clicking on this link.



1. The names of cookie files we use on our websites and the reasons for their use are listed below:
  - 1.1. On our website, we use Google Analytics to recognize a computer.
2. Most browsers allow you to refuse cookies, for example:
  - 2.1. In Internet Explorer (version 10), you can block cookies by changing the cookie handling settings, available by clicking "Tools," "Internet Options," "Privacy," and then "Advanced".
  - 2.2. In Firefox (Version 24), you can block all cookies by clicking "Tools," "Options," "Privacy," then selecting "Use custom settings for history" and unchecking the box for "Accept cookies from sites"; and
  - 2.3. In Chrome (version 29), you can block all cookies in the "Customize and control" menu, where you click "Settings," "Show advanced settings," and "Content settings" under the "Cookies" header, then select "Block sites from setting any data."
3. You can delete cookie files already stored on your computer, for example:
  - 3.1. In Internet Explorer (version 10), you must manually delete cookies (instructions on how to do this can be found here: <http://support.microsoft.com/kb/278835>).
  - 3.2. In Firefox (Version 24), you can delete cookies by clicking "Tools," "Options," and "Privacy," then selecting "Use custom settings for history," clicking "Show Cookies," and then "Remove All Cookies"; and
  - 3.3. In Chrome (version 29), you can delete all cookies in the "Customize and control" menu, where you click "Settings," "Show advanced settings," and "Clear browsing data," and before clicking "Clear browsing data," select "Delete cookies and other site and plug-in data."
4. Deleting cookie files will negatively impact the usability of many websites.

## N. Governing Law and Jurisdiction

Use of the Service is governed by the laws of the Czech Republic. Any disputes shall be resolved by the competent court based on the Operator's registered office.

## Contact Us

If you have any questions about this Privacy Policy, you can contact us:

- By email: [gdpr@terraverse.info](mailto:gdpr@terraverse.info)
- Through our website: <https://www.terraverse.info/privacy-policy>.

