

Bioveta, a.s. Ivanovice na Hané	Reklamace a stížnosti	Ident. kód: A00012 Strana: 1 z 3 Příloha: 3 Verze: V0013
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Bioveta, a. s.

Manufacturer of veterinary pharmaceuticals and immunological products

PERSONAL DATA PROCESSING INFORMATION

Bioveta, a.s., Company Identification Number: 253 04 046, VAT No.: CZ25304046, seated at Ivanovice na Hané, Komenského 212/12, postcode: 683 23, registered in the Commercial Register kept by the Regional Court in Brno under file no. B 2041 (hereinafter the “**Controller**”) hereby provides you, within the meaning of Article 12 of Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation, hereinafter “**GDPR**”), with the following information about the processing and access to your personal data in connection with your claim of the Controller’s product (asserting rights from defective performance) or your complaint about defects of the Controller’s product.

• CONTACT DETAILS OF THE CONTROLLER

- **Contact address:** Komenského 212/12, 683 23 Ivanovice na Hané
- **email:** reklamace@bioveta.cz
- **tel.:** 517 318 606

• PERSONAL DATA PROCESSED BY THE CONTROLLER

- Name and surname,
- ID No./VAT No.
- delivery address,
- email address,
- telephone number.

• PURPOSES OF PERSONAL DATA PROCESSING

Personal data are processed by the Controller in order to fulfil its **statutory obligations as a manufacturer of veterinary medicinal products**, i.e. for the purpose of fulfilling its obligations arising from Act No 378/2007 Coll., on Pharmaceuticals and Act No 89/2012 Coll., the Civil Code.

• WHO HAS ACCESS TO PERSONAL DATA

Appointed employees of the Controller have access to personal data. Personal data may be provided to selected public administration authorities and other entities authorised by law (the Institute for State Control of Veterinary Biologicals and Medicines, courts etc.).

• TIME FOR WHICH PERSONAL DATA WILL BE STORED

Personal data will be stored for a period of **10 years** from filing of the claim or complaint.

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In addition, the Controller provides you, in accordance with Article 12 of the GDPR, with the following information about your rights under the GDPR in relation to the processing of your personal data by the Controller:

- **RIGHT OF ACCESS TO PERSONAL DATA pursuant to Article 15 of the GDPR**

You have the right to obtain from the Controller confirmation as to whether or not the personal data concerning you are being processed and, where that is the case, access to the personal data. Upon request, the Controller will provide a copy of the personal data undergoing processing free of charge. If you make the request by electronic means, the Controller will provide the information in a commonly used electronic form, unless otherwise requested.

- **RIGHT TO RECTIFICATION pursuant to Article 16 of the GDPR**

You have the right to obtain from the Controller without undue delay the rectification of inaccurate personal data concerning you. Taking into account the purposes of the processing, you have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

- **RIGHT TO ERASURE (“RIGHT TO BE FORGOTTEN”) pursuant to Article 17 of the GDPR**

You have the right to obtain from the Controller the erasure of personal data concerning you without undue delay and the Controller has the obligation to erase personal data without undue delay where one of the following grounds applies:

- a) the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;
- b) the personal data have been unlawfully processed;
- c) the personal data have to be erased for compliance with a legal obligation in Union or Member State law to which the Controller is subject.

- **RIGHT TO RESTRICTION OF PROCESSING pursuant to Article 18 of the GDPR**

You have the right to obtain from the Controller restriction of processing where one of the following applies:

- a) the accuracy of the personal data is contested by you, for a period enabling the Controller to verify the accuracy of the personal data,
- b) the processing is unlawful and you oppose the erasure of the personal data and request the restriction of their use instead;
- c) the Controller no longer needs the personal data for the purposes of the processing, but you require the data for the establishment, exercise or defence of legal claims.

- **RIGHT TO DATA PORTABILITY pursuant to Article 20 of the GDPR**

You have the right to receive the personal data concerning you, which you have provided to the Controller, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance from the Controller to which the personal data have been provided.

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You may exercise all of the above rights with the Controller by email or letter sent to the Controller's contact addresses above.

- **AUTOMATED INDIVIDUAL DECISION-MAKING (Article 22 of the GDPR)**

You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you.

- **COMMUNICATION OF A PERSONAL DATA BREACH pursuant to Article 34 of the GDPR**

When the personal data breach is likely to result in a high risk to the rights and freedoms of natural persons, the Controller shall communicate the personal data breach to you without undue delay.

- **RIGHT TO LODGE A COMPLAINT WITH A SUPERVISORY AUTHORITY pursuant to Article 77 of the GDPR**

If you consider that the processing of your personal data infringes the GDPR, you have the right to lodge a complaint with a supervisory authority, i.e. Úřad pro ochranu osobních údajů (Personal Data Protection Office), seated at Pplk. Sochora 27, 170 00 Prague 7, Czech Republic.