

# **GDPR Privacy Notice**

## **Reference**

GDPR REC 4.1

## **Organisation issue no**

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## **Organisation issue date**

1 August 2025

## **Classification**

Public

## **Owner**

Forclima UK Ltd, Reg. No. 16543676

### **1. Scope**

All data subjects whose personal data is collected, in line with the requirements of the General Data Protection Regulation (GDPR).

### **2. Responsibilities**

2.1 The Data Protection Officer - Mrs. Dita Jakubcova, GDPR Owner: Forclima UK Ltd, Company Nr. 16543676

The personal data controller is the FORCLIMA UK LTD company (hereinafter referred to as the "Company"), which hereby informs you in accordance with Article 12 of the GDPR about the processing of your personal data and about your rights.

2.2 All Employees/Staff of „Company“ who interact with data subjects are responsible for ensuring that this notice is drawn to the data subject's attention and their consent to the processing of their data is secured.

### **3. Privacy notice**

#### **3.1 Who are we?**

FORCLIMA UK LTD is London based company, subsidiary from Czech company Forclima s.r.o. We have many years of experience in shading practically any type of space, from family houses, winter gardens to large office and commercial complexes. We are proud that we have taken care of many satisfied customers during our time and that we cooperate with leading suppliers of shading technology, such as the Czech manufacturer Climax.

Our Data Protection Officer - Mrs. Dita Jakubcova, GDPR Owner: Forclima UK Ltd, Company Nr. 16543676

And data protection representatives can be contacted directly here:

Address: 124 City Road, London, EC1V 2NX  
E-mail: london@proklima.co.uk  
Phone No.: +44 7990 293649

You can also contact us through our contact form on our web page .

The personal data we would like to collect are:

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Address and identification data used for unambiguous and unmistakable identification of the data subject (e.g. first name, surname, title, possibly birth number, date of birth, address of permanent residence, TIN and VATIN number) and data enabling contact with the data subject (contact data - e.g. contact address, telephone number, fax number, e-mail address and other similar information)

- IP addresses, phone numbers and other operational and location data resulting from operation of services collected and stored due to legal obligation
- IP addresses and other operational and location data to the extent necessary to maintain service quality
- Descriptive data (e.g. bank details)
- Other data necessary for performance of the contract
- Data provided beyond the scope of relevant laws processed within the framework of consent granted by the data subject (photo processing, use of personal data for personnel management purposes, etc.)

### **How we get your personal information and why we collect it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You've visited our web page
- You showed interest in our products and services
- You've placed order for our product and services

We also receive personal information indirectly, from the following sources in the following scenarios:

- During visiting our presentation at exhibition
- During visiting our store (in future)
- While reacting to our online campaign
- from obtained business cards
- from publicly accessible registers
- from received e-mails
- from telephone conversations

The personal data we collect will be used for the following purposes:

### **Our legal basis for processing the personal data:**

When processing personal data, we honor and respect personal data protection standards and adhere to the following principles: we always process personal data for a clearly and comprehensibly defined purpose, by defined means and in a manner only for the time that is absolutely necessary. We collect the personal data of our clients and employees only to the extent necessary and do not pass them on to third parties, with the exception of those who are directly involved in processes within the company for the purpose of their

necessary processing. Collaborating persons (employees, subcontractors) are required to comply with the controller's personal data processing principles and undergo regular training sessions.

As a data controller, the company has created the role of a Data Protection Officer (DPO), who oversees the proper protection of the personal data owners, i.e. the company's customers. The contact for the DPO is published in a remotely accessible way on the controller's (company's) website.

Personal data is processed to the extent that the relevant data subject has provided it to the controller, in connection with the conclusion of a contractual or other legal relationship with the controller, for reasons of legitimate interest, or that the controller has collected otherwise and processes them in accordance with applicable legal regulations or to fulfill the controller's legal obligations.

Personal data is processed by the controller. Processing is carried out in its establishments, branches and the controller's headquarters by individually authorized employees of the controller, or by the processor (if applicable). The processing takes place by means of computer technology, or also in a manual way for personal data in paper form, subject to compliance with all security principles for managing and processing personal data. For this purpose, the controller has adopted technical and organizational measures to ensure the protection of personal data, in particular measures to prevent unauthorized or accidental access to personal data, their alteration, destruction or loss, unauthorized transfers, their unauthorized processing, as well as other misuse of personal data. All entities to which personal data may be made available respect the data subjects' right to privacy protection of personal data.

### **3.2 Disclosure**

„Company“ pass on your personal data to third parties

The controller will make your personal data available to other persons only to the usual extent given by the reason and the course of cooperation of the parties, usually only to processors or other recipients, typically suppliers of external services or other collaborators, in compliance with all principles arising from the GDPR. In addition, personal data may be made available to legal, economic and tax advisors to the extent necessary. Personal data relating to debtors may also be made available to debt collection agencies for the purpose of debt collection. Upon request or in the event of suspicion of illegal activity, personal data may also be forwarded to public administration bodies upon their request.

### **3.3 Retention period**

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In accordance with the periods specified in the relevant contracts, in the file and shredding

regulations of the controller or in the relevant legal regulations, this is the time absolutely necessary to ensure the rights and obligations arising both from the contractual relationship and from the relevant legal regulations.

Typically, personal data are processed in their entirety only for the duration of the contractual relationship, and after the expiration of the contract, the data are processed only within the framework of legal regulations.

After the termination of the contractual relationship, personal data is kept only for the period necessary for the controller's legitimate reason or for the fulfillment of legal obligations, but no longer than 10 years, or for another period specified in the concluded contract.

The stated deadlines apply when all liabilities are settled (borrowed equipment, invoices, equipment, etc.), otherwise your data will be kept until mutual settlement. These deadlines can also be extended, e.g. by litigation, tax audit, etc.

### **3.4 Your rights as a data subject**

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that the organisation refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in Clause 3.6 below.
- All of the above requests will be forwarded on should there be a third party involved (as stated in 3.4 above) in the processing of your personal data.

### **3.5 Complaints**

In the event that you wish to make a complaint about how your personal data is being processed by „Company“ (or third parties as described in 3.2 above), or how your complaint has been handled, you have the right to lodge a complaint directly with the

supervisory authority and „Company“ 's data protection representatives

The details for each of these contacts are:

### **Supervisory authority**

#### **Forclima s.r.o.**

##### **contact details:**

Address: Vrchlického 5a, Prague 5, 150 00

Email: dita@proklima.cz

Telephone: +420 724 974 162

## **3.6 How we use your information**

### Personal data

Under the GDPR, personal data is defined as:

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

### How we use your information

This privacy notice tells you how we, „Company“ , will collect and use your personal data.

### Why does „Company“ need to collect and store personal data?

The controller processes data with the consent of the data subject, with the exception of cases established by law, when the processing of personal data does not require the consent of the data subject.

In accordance with Article 6, paragraph 1 of the GDPR, the controller may process data without the consent of the data subject in the following cases:

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- processing is necessary for the fulfillment of a contract to which the data subject is a contracting party, or for the implementation of measures taken prior to the conclusion of the contract at the request of this data subject,
  - processing is necessary to fulfill a legal obligation that applies to the controller,
  - the processing is necessary to protect the vital interests of the data subject or other natural persons,
  - processing is necessary for the fulfillment of a task carried out in the public interest or in the exercise of public authority entrusted to the controller,
  - processing is necessary for the purposes of the legitimate interests of the relevant controller or third party, except in cases where the interests or fundamental rights and freedoms of the data subject requiring the protection of personal data take

We need to collect personal data for Company In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy. In terms of being contacted for marketing purposes, “Company“ would request your specific consent for this processing.

Will „Company“ share my personal data with anyone else?

We may pass your personal data on to third-party service providers contracted to „Company“ in the course of dealing with you. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only necessary purposes. When they no longer need your data to fulfil this service, they will dispose of it in line with our procedures. If we wish to pass your sensitive personal data on to a third party, we will only do so once we have obtained your consent, unless we are legally required to do otherwise.

How will „Company“ use the personal data it collects about me?

We will process (collect, store and use) the information you provide in a manner compatible with the GDPR. We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary. We are required to retain certain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

If you wish to know more about our retention and disposal procedures, please contact person stated in this notice.

Under what circumstances will „Company“ contact me?

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

Can I find out the personal data that “Company“ holds about me?

At your request, we can confirm what information we hold about you and how it is processed. If we do hold personal data about you, you can request the following information:

- Identity and the contact details of the person or organisation that has determined how and why to process your data.
- Contact details of the Data Protection Officer , where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of „Company“ or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. It is not approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority.
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it was not collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

#### What forms of ID will I need to provide in order to access this?

We accept the following forms of ID when you request information about your personal data:

Personal ID document (passport, ID card, driving license,...)+ other document as proof of address

#### Contact details

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Regarding the protection of your personal data, you can contact us at any time at:

**FORCLIMA UK Ltd**

124 City Road

**London, EC1V 2NX**

**Email: [london@proklima.co.uk](mailto:london@proklima.co.uk)**

If need be, you can get in touch with the Personal Data Protection Officer:

Mrs. Dita Jakubcova

e-mail: [dita@proklima.cz](mailto:dita@proklima.cz)

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This statement is publicly available on the controller's website and at the place of the controller's