IT OnLine · info@it-online.cz · +420 725 144 519
it-online.cz

Privacy policy

Effective from 20 November 2026.

> English translation provided for convenience. The Czech version is legally binding.

Who processes the data

The controller of personal data is IT OnLine (Václav Novotný, registered office at Lindnerova 998/6, 180 00 Praha 8, Czech Republic, company ID (IČO) 48557668), "we". Contact for questions about personal data: info@it-online.cz.

What data, why and on what legal basis

- **Diagnosis order:** name, e-mail, phone, town and a description of the problem. So that we can contact you and handle the order (steps taken at your request before entering into a contract, Article 6(1)(b) GDPR).
- **Customer account:** name, e-mail, phone, password (stored only as an encrypted hash) and an overview of orders and a record of your agreement to the terms (version and time). To perform the contract (Article 6(1)(b) GDPR).
- **Payments:** the ordered service, amount, date and payment identifier. Card details are processed only by the Stripe payment gateway, we have no access to them. To perform the contract and because of obligations under tax and accounting law (Article 6(1)(b) and (c) GDPR).
- **Remote support:** the connection runs encrypted through the RustDesk program. When connected, we see the screen of your computer. We work with the data on the computer only to the extent necessary for the repair and do not copy anything without your consent (performance of the contract). For business customers whose computers hold personal data of their customers or employees, we act as their processor; we conclude a data processing agreement under Article 28 GDPR on request.
- **Communication:** we keep e-mails, phone calls and WhatsApp messages with you for as long as needed to handle the job and to protect legal claims (performance of the contract, legitimate interest). When you use WhatsApp, its operator Meta also processes the data under its own terms.
- **Form protection:** the Cloudflare Turnstile service checks that a form is not being sent by a robot (legitimate interest in protection against abuse, Article 6(1)(f) GDPR).
- **Cookieless visitor statistics:** our own statistics on our web hosting. They store the address of the page visited, the referring website, the country and region (for example a Czech region), language, device and browser type, screen width, time on page, page load speed and clicks on contact links. A visitor is recognised only by a one-way fingerprint of the shortened IP address and the browser, which changes every day; the IP address is not stored and nothing is stored on

your device. We delete detailed records after 90 days, only summary figures remain. When Do Not Track or Global Privacy Control is on, we do not measure (legitimate interest in finding out how the website is used, Article 6(1)(f) GDPR).

- **Google Analytics measurement:** only if you give your consent (Article 6(1)(a) GDPR). You can withdraw your consent at any time in the cookie settings.

The data for the order, account and payment are necessary to conclude and perform the contract; without them we cannot provide the service. Other data are provided voluntarily. We do not carry out automated decision-making or profiling.

Who we share the data with

- WEDOS Internet, a.s.: website and e-mail hosting,
- Stripe: card payment processing,
- Cloudflare: form protection,
- Google: visitor measurement, only with your consent,
- an accountant or tax adviser, where record keeping requires it.

Stripe, Cloudflare and Google may transfer data to the USA. Transfers take place under the EU-U.S. Data Privacy Framework or standard contractual clauses approved by the European Commission.

How long we keep the data

- the customer account until it is deleted,
- payment records for the period set by tax law,
- diagnosis orders without a subsequent payment for at most 2 years,
- website database backups for at most 14 days, after which they are overwritten by newer ones.

Your rights

You have the right to access your data, to have it corrected or erased, to restrict processing, to data portability and to object. You can withdraw your consent to measurement at any time. Just send your request by e-mail to info@it-online.cz; we reply without undue delay and within one month at the latest. If you believe we handle your data in breach of the law, you can contact the Czech Office for Personal Data Protection (uoou.gov.cz).