Personal Data Protection

Privacy Policy

This privacy policy sets out how HAPPY SKI SPORT s.r.o., with its registered office at Plzeňská 435/338, Řepy, 163 00 Prague 6, Company ID No.: 274 81 310, and HS Ski Services s.r.o., with its registered office at Příčná 1892/4, Nové Město, 110 00 Prague 1, Company ID No.: 22091084 (together "HAPPY SPORT"), use and protect any information provided to them through the use of the website www.happysport.cz (the "Website"). HAPPY SPORT is committed to ensuring the security of your personal data. Should we ask you to provide certain information by which you can be identified when using this Website, we assure you that this information will only be used in accordance with this Privacy Policy (the "Privacy Policy"). HAPPY SPORT may change this policy from time to time by updating this page. You should check this Privacy Policy from time to time to make sure that you are happy with any changes. This Privacy Policy is effective from 1 February 2025.

The data controller is HAPPY SPORT.

By providing us with your personal data ("Personal Data"), you give us your consent to the processing and administration of Personal Data, the purpose and conditions of use of which are set out below. All of your Personal Data that we receive from you will be collected, stored and used in accordance with applicable legal regulations, in particular Act No. 101/2000 Coll., on the Protection of Personal Data (the "Act"), 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 (General Data Protection Regulation, the "GDPR"), Act No. 480/2004 Coll., on Certain Information Society Services, and the relevant provisions of the Civil Code.

Personal data is information that can identify you as a living individual, either on its own or together with other information that we hold or may have at our disposal.

WHAT WE COLLECT

We may collect and process the following data about you:

a) Information that you provide to us by accessing and completing a form on the Website.
b) If you contact us, we may keep a record of that correspondence.
c) Details of your visits to the Website and of the resources you accessed.

If you do not agree to your Personal Data being used in accordance with this privacy policy, please do not provide us with your Personal Data through the Website.

YOUR PERSONAL DATA

The information we ask you for may include:

a) First name / surname
b) Permanent residence address, town, postcode / correspondence address
c) E-mail address
d) Mobile telephone number or work telephone number
e) Password for communication
f) Payment method or bank details
g) Other information relating to your identification

h) Information provided in any “free text” field on the Website (i.e. blank spaces where you can enter comments as you wish)

This list is not exhaustive and may be updated.

WHERE WE STORE YOUR PERSONAL DATA

Your Personal Data obtained through the Website is directed to one or more IT systems. There it is stored and used for the purpose of (for example) processing your request for information so that you receive a proper response to your enquiry and information about our products, and for the purpose of concluding a contract (receiving and processing your order for products).

Your Personal Data may be kept on our secure servers in our IT systems in the Czech Republic. By providing your Personal Data, you consent to this transfer, storage or processing. To ensure that your data is processed securely in accordance with this Privacy Policy, we take all possible measures necessary for this purpose.

You agree that the Personal Data you provide will be systematically administered by automated means using automated and all other information system tools.

WHAT WE USE THE INFORMATION FOR

a) Ensuring that the content of our Website is presented to you in the most effective manner
b) Ensuring performance of the contract
c) Internal record keeping
d) Providing information, products or services that you request, or providing information and services that we believe may be of interest to you, including the circulation of marketing materials using the e-mail address you have provided to us
e) Contacting you from time to time for market research purposes
f) Sending direct marketing by electronic means (e-mail or SMS) about products and services
g) Notifying you of changes to our services

DIRECT MARKETING

For each set of your personal information on the Website, we will clarify with you whether your data may be used for direct marketing purposes. At the same time, we will ask for your consent to receive it or allow you to unsubscribe from it.

We will contact you by electronic means (e-mail) or by telephone regarding the information you have requested and information on a similar subject to the one stated in your request or to the subject of your previous purchase from us. If you do not wish us to use your data in this way, do not tick the relevant box on the form through which we collect your personal data.

Whenever you are asked to complete a form on the website, do not tick the relevant box if you do not agree. In direct marketing, we would show you by electronic means (e-mail or telephone) a simple way to refuse further direct marketing.

DATA RETENTION PERIOD

The consent to the administration of data that you give us is valid for 10 years from the day on which you provided your data to us through the Website.

SECURITY

We are committed to ensuring that your data is secure. In order to prevent unauthorised access to it or its unauthorised disclosure, we have put in place suitable physical, electronic and managerial procedures to protect and secure the information we collect on the Website. You agree that the data you provide to us will be administered systematically and by automated or manual means. All information you provide to us is stored on our secure servers and/or on the secure servers of the Website operators.

DISCLOSURE OF YOUR DATA

We may provide your personal data to other companies that we engage to help us with our activities, e.g. companies providing transport and delivery of the products you have purchased, market research companies, IT hosting and maintenance providers, and companies that act as processors of Personal Data for us with which we have concluded an appropriate personal data processing agreement. We may also transfer your Personal Data to parties for which we receive your consent to the transfer of your data.

We may also transfer your personal data to third parties if we are obliged to provide or share your personal data in order to comply with our legal obligation.

RIGHTS OF DATA SUBJECTS

Below we inform you of the rights to which you are entitled under the relevant legal regulations in connection with the processing of your Personal Data, specifically:

a) The right of access to your Personal Data
b) The right to rectification of Personal Data
c) The right to erasure (the so-called "right to be forgotten") (effective from 25 May 2018)
d) The right to restriction of processing of your personal data (effective from 25 May 2018)
e) The right to object at any time to the processing of your Personal Data on grounds relating to the customer's particular situation (effective from 25 May 2018)
f) The right to data portability (effective from 25 May 2018)
g) The right to withdraw your consent at any time
h) The right to lodge a complaint about the processing of your personal data with the Office for Personal Data Protection, Pplk. Sochora 27, 170 00 Prague 7, www.uoou.cz.

If you believe or discover that we or third parties authorised by us are processing your Personal Data in a way that is contrary to the protection of your private and personal life or contrary to the relevant legal regulations, in particular if your Personal Data is inaccurate with regard to the purpose of its processing, you may ask us to complete, rectify, block or destroy your Personal Data. You can withdraw your consent at info@happysport.cz or in writing at HAPPY SKI SPORT s.r.o., Plzeňská 435/338, Řepy, 163 00 Prague 6. Withdrawal of your consent does not affect the lawfulness of processing based on consent given before its withdrawal.

LINKS TO OTHER WEBSITES

Our Website may contain links to other websites of interest. However, if you use such a link and leave our Website, you should note that we have no control over these other websites. We therefore cannot be responsible for the protection and privacy of any information you provide when visiting such websites, and such websites are not covered by this Privacy Policy. You should exercise caution and look at the privacy statement applicable to the website in question.

DOES THE WEBSITE USE COOKIES AND WHAT ARE THEY?

We may collect information about cookies on the user's terminal device and about other similar technologies, such as the browser's local data storage or help.

A cookie is a small text file that the browser stores on the user's terminal device. Cookies often contain an anonymous, unique identifier that allows us to identify and count the browsers that visit our website. Cookies also allow us to collect information about how and when the services are used: for example, from which page the user reached our services, when and what the user views on our Website, which browser they use, what the screen resolution is, what the operating system is, what the IP address of the user's terminal is and its serial number. Cookies also give the user the option of not having to enter their user name, password and personal settings every time.

Cookies do not travel across the network by themselves; they are only assigned to the user's terminal by the website the user loads. A cookie can later be read and used only by the server that sent it. Cookies and similar technologies do not damage the user's terminal or its files, nor can they be used to run programs or spread viruses.

Users cannot be identified by cookies or other technologies alone, and our Website cannot know, for example, the user's e-mail address unless the user has provided it to us. With regard to the legal regulations on privacy and the privacy principles of each service, information obtained from cookies and other similar technologies may be combined with any other information obtained from the user in another way.

Why are cookies used?

Cookies and similar technologies are used for the analysis and further development of our services so that we can provide our users with better services. We also use cookies and similar technologies to determine the number of visitors and in statistical monitoring to measure the effectiveness of advertising. For example, for marketing e-mails and leaflets we can find out which messages were opened and, on that basis, track, for example, the subsequent visit to the online shop. To improve the usability of our Website, we carry out short-term studies in which we may store data on the user's mouse movements and visits to specific pages.

Need advice?

If you would like to ask us anything or tell us something, please contact us on our customer line +420 774 493 483 or send your enquiry to info@happysport.cz. We will be happy to advise you and will answer your questions by the end of the second working day at the latest.