

Privacy Policy & Cookie Notice

Effective from 25 May 2018

About this document

This document describes how EuroWellness s.r.o. processes personal data of visitors and customers of its websites spa-virivky.cz in accordance with the GDPR Regulation (EU) 2016/679. It is intended for display in a pop-up window on the website and for distribution to third parties.

PART I — PRIVACY POLICY

01. Data Controller

The controller of personal data pursuant to Art. 4(7) of Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data (the "GDPR") is:

Company Name	EuroWellness s.r.o.
Company ID (IČ)	29152194
Registered Office	Strakonická 81, Praha 5 – Lahovice, 159 00, Czech Republic
E-mail	info@spa-virivky.cz
Website	spa-virivky.cz
Data Protection Officer	Not appointed

For all matters relating to personal data protection, please contact us at the e-mail address listed above.

02. What Personal Data We Process

Depending on how you use our website or services, we may process the following categories of personal data:

Category	Specific Data	Source
Identification	First name, last name, company name	Form, order
Contact	E-mail, phone, address	Form, order
Transactional	Orders, billing information, payment records	E-shop, invoicing
Technical	IP address, browser type, pages visited	Automatically — website

Personal data means any information relating to an identified or identifiable natural person within the meaning of Art. 4 GDPR.

03. Purpose and Legal Basis of Processing

Performance of a contract — Art. 6(1)(b) GDPR

We process your personal data to the extent necessary to fulfil the contract — in particular when processing orders through our e-shop, communicating about ordered goods and arranging delivery.

Legitimate interest — Art. 6(1)(f) GDPR

We process strictly necessary technical cookies and basic website operational statistics based on the legitimate interest of the controller in ensuring the functionality and security of the website.

Consent — Art. 6(1)(a) GDPR

Analytical, preference and marketing cookies are processed solely based on your freely given consent. Consent may be withdrawn at any time without affecting the lawfulness of prior processing.

Retention Period

We retain personal data for as long as necessary for the purpose of the contractual relationship and the exercise of claims arising from it (10 years from the termination of the contractual relationship). After this period, data is deleted or anonymised.

04. Your Rights

As a data subject, you have the following rights under the GDPR:

- Right of access (Art. 15 GDPR) — the right to obtain confirmation of whether your data is being processed and access to it.
- Right to rectification (Art. 16 GDPR) — the right to correct inaccurate or complete incomplete personal data.
- Right to erasure / "right to be forgotten" (Art. 17 GDPR) — the right to request deletion of personal data under statutory conditions.
- Right to restriction of processing (Art. 18 GDPR) — the right to request restriction of processing in certain circumstances.
- Right to data portability (Art. 20 GDPR) — the right to receive your data in a structured, machine-readable format.
- Right to object (Art. 21 GDPR) — the right to object to processing based on legitimate interest.
- Right to withdraw consent — at any time, without affecting the lawfulness of processing based on consent before withdrawal.
- Right to lodge a complaint — with the Office for Personal Data Protection (Czech Republic): www.uoou.cz, Pplk. Sochora 27, 170 00 Praha 7.

Exercise your rights by e-mail at info@spa-virivky.cz. We will respond without undue delay, no later than 30 days.

05. Data Security

All personal data entrusted to us will not be shared with third parties or other entities without your consent. We have implemented appropriate technical and organisational measures to protect your personal data against unauthorised access, alteration, disclosure or destruction.

Data transmission takes place over secure connections (HTTPS/SSL). Access to personal data is restricted to authorised employees bound by a duty of confidentiality.

06. Third Parties & Data Transfers

Your personal data is not transferred to third parties for their own marketing purposes. Data may be processed by processors with whom we have entered into a data processing agreement:

Recipient	Purpose	Location
Česká pošta, s.p.	Delivery of ordered goods	Czech Republic
Persons providing after-sales service	Handling complaints and service requests	Czech Republic
IT service providers	Website management and operation	EU
Marketing service providers	Marketing activities	EU

Data is not transferred outside the EU.

PART II — COOKIE POLICY

07. What Are Cookies

Cookies are small text files that websites store in your browser when you visit them. They allow the website to remember your actions and preferences for a period of time, so you do not have to re-enter them every time you visit.

The legal basis for strictly necessary cookies is the legitimate interest of the controller (Art. 6(1)(f) GDPR). All other cookies are used solely on the basis of your consent (Art. 6(1)(a) GDPR) given through the cookie banner on the website.

08. Categories of Cookies We Use

Strictly Necessary Cookies — always active, no consent required

These cookies are essential for the website to function properly — they enable page navigation, access to secure sections and shopping cart retention. Without them the website would not work. They do not require your consent.

Analytical & Preference Cookies — consent required

These help us understand how visitors use our website — anonymous statistics about visited pages and user behaviour (e.g. Google Analytics). Preference cookies remember your settings such as preferred language. Active only with your consent.

Profiling & Marketing Cookies — consent required

Used to track visitors for the purpose of displaying relevant advertising (e.g. Meta Pixel, Google Ads remarketing). Active only with your explicit consent.

09. Managing and Withdrawing Cookie Consent

You give consent to cookies through the cookie banner displayed on your first visit to the website. You may choose:

- Accept all — granting consent to all categories of cookies.
- Necessary only — declining optional cookies; only strictly necessary cookies remain active.
- Manage preferences — selecting specific categories of cookies.

Consent may be withdrawn or changed at any time by:

- clicking the "Change Cookie Settings" button on the website,
- deleting cookies directly in your browser settings.

Consent validity

Cookie consent is valid for 12 months from the date it is given, after which it will be requested again. Withdrawal of consent does not affect the lawfulness of processing carried out prior to withdrawal.

PART III — GENERAL TERMS & CONDITIONS

10. General Terms & Conditions

Delivery Conditions

After placing an order through the EuroWellness s.r.o. e-shop, you will receive your goods within 4 business days (commercial parcel). First-time buyers will be contacted by phone for identity verification. In the event of a stock-out, you will be notified by phone. Delivery times may be extended — thank you for your understanding.

Shipping and Payment Methods

Goods are shipped via Česká pošta (Czech Post). With cash-on-delivery, payment is made upon receipt. Advance payment by bank transfer is also available to account no. 209499156/0600 (Česká spořitelna / Czech Savings Bank). A payment request containing all relevant details will be sent by e-mail. Shipping method and payment are selected during the order process.

Money-Back Guarantee — 14 Days

If a product does not meet your expectations, you may return it within 14 days of delivery without stating a reason. Please send the goods by post to: EuroWellness s.r.o., Strakonická 81, Praha 5, 159 00, Czech Republic. Goods must be undamaged, in original packaging and unused. Do not send the parcel cash on delivery — insure it for its full value. The refund will be issued to your bank account or by postal order within 30 days.

Order Cancellation

An order may be cancelled by e-mail or phone within 10 hours of placement. Please provide the order number and your contact details, or reply to the order confirmation e-mail with the subject line CANCEL.

Document validity and updates

This document is effective from 25 May 2018. We reserve the right to update this document at any time. You will be informed of material changes by publication of the updated version at spa-virivky.cz. The date of the last update will always be stated in the document header.

EuroWellness s.r.o. · Strakonická 81, Praha 5 – Lahovice, 159 00, Czech Republic · ID 29152194