

PRIVACY POLICY

1. INTRODUCTORY PROVISIONS

1.1 These personal data processing principles regulate the manner in which ELIA, s.r.o., with its registered office at Hviezdoslavovo námestie 7, 811 02 Bratislava, ID No.: 35 878 185, VAT ID: SK2021791981, registered in the Commercial Register of the City Court Bratislava III, Section: Sro, File No.: 30925/B (hereinafter referred to as the "Controller"), processes the personal data of natural persons.

1.2 The Controller processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council and Act No. 18/2018 Coll. on Personal Data Protection.

1.3 These principles apply mainly to the processing of personal data when using the ELIA Asistent service, the Controller's websites, and during communication with the Controller.

2. SCOPE OF DATA PROCESSED

2.1 The Controller processes mainly the following categories of personal data:

2.1.1 identification data

2.1.2 contact details

2.1.3 communication data

2.1.4 technical and operational data

2.1.5 other data provided by the data subject

3. PURPOSES OF PROCESSING

3.1 The Controller processes personal data mainly for the following purposes:

3.1.1 processing inquiries and communication before concluding a contract

3.1.2 provision of the service and performance of the contract

3.1.3 communication with the data subject

3.1.4 customer relationship management

3.1.5 invoicing and accounting

3.1.6 ensuring the functionality and security of the service

4. LEGAL BASIS FOR PROCESSING

4.1 The processing of personal data is carried out on the basis of:

4.1.1 the performance of a contract and the taking of steps prior to entering into a contract at the request of the data subject

4.1.2 compliance with a legal obligation

4.1.3 the legitimate interest of the Controller

5. DATA RETENTION PERIOD

5.1 Personal data is retained for the period necessary to fulfil the purpose of processing.

5.2 In the case of a contractual relationship, for the duration of the relationship and subsequently for the period necessary to protect legal claims.

5.3 Data processed based on consent are stored until the consent is withdrawn.

6. RECIPIENTS OF DATA

6.1 Personal data may be made accessible mainly to:

6.1.1 IT and hosting service providers

6.1.2 external suppliers and partners

6.1.3 accounting and legal advisors

6.1.4 public authorities

7. TRANSFER TO THIRD COUNTRIES

7.1 Personal data may be transferred to countries outside the European Economic Area, provided that an adequate level of protection is ensured.

7.2 Such transfer is carried out mainly on the basis of standard contractual clauses or another legal mechanism under the GDPR.

8. RIGHTS OF DATA SUBJECTS

8.1 The data subject has the right:

8.1.1 to request access to personal data

8.1.2 to request the rectification of inaccurate data

8.1.3 to request the erasure of data

8.1.4 to request restriction of processing

8.1.5 to object to processing

8.1.6 to data portability

8.1.7 to lodge a complaint with the supervisory authority

9. SECURITY

9.1 The Controller adopts appropriate technical and organizational measures to protect personal data.

9.2 These measures include, in particular, protection against unauthorized access, loss, misuse, or damage to data.

10. CONTACT DETAILS

10.1 In the case of questions or exercising rights, the Controller can be contacted at the email address info@elia-asistent.com.

11. FINAL PROVISIONS

11.1 These principles shall enter into force on the day of their publication.

11.2 The Controller is entitled to change or supplement these principles.

12. DATA PROCESSING WITHIN AI FUNCTIONALITIES

12.1 When providing the ELIA Asistent service, the Controller uses artificial intelligence technologies that may process input data for the purpose of generating responses, automating communication, and improving the functionality of the service.

12.2 Within these processes, data entered into the system may be processed, especially text inputs, communication, and other data provided by the user.

12.3 The Controller ensures that data processing within AI functionalities takes place in compliance with legal regulations and that personal data is not used unauthorizedly.

12.4 Data is not used for training artificial intelligence models unless there is a specific legal basis or consent of the data subject.

12.5 The Controller adopts appropriate measures to minimize the scope of processed data and recommends users not to enter personal data into the system that is not necessary.

13. AUTOMATED DECISION-MAKING

13.1 Automated data processing, including profiling, may occur during the provision of the service.

13.2 Such processing serves mainly to provide relevant responses and optimize communication.

13.3 The Controller does not make decisions that would have legal effects or significant impact on the data subject solely on the basis of automated processing, unless expressly stated.

14. LOGGING AND OPERATIONAL DATA

14.1 The Controller processes technical and operational data regarding the use of the service, especially logs, IP addresses, time data, and interactions with the system.

14.2 This data is used to ensure security, incident detection, performance analysis, and service improvement.

14.3 The data is processed to the extent necessary to achieve the stated purposes and retained for a reasonable period.