

Privacy Policy

1. Who are we?

We are ENIGOO s.r.o., ID: 08750823, with registered address at Hlaváčova 207, Zelené Předměstí, 530 02 Pardubice (hereinafter also “We”) and we operate the website <https://enigoo.cz>, which may have subpages for individual event organizers and a mobile application (hereinafter also “Application”) and we also provide services to event organizers in connection with our software and hardware system (hereinafter also “Services”). Although when ordering tickets, a specific organizer acts as the personal data controller, it may happen that in some cases we will also process your personal data in the position of personal data controller.

Below you will find basic information about how we handle your personal data as data controllers.

2. What personal data do we process?

We process the following information:

If you are a customer of our Services, or a representative of the customer, or you request Our Services via the contact form

In this case, we process your identification data, contact data, specifically, for example, your name, last name, telephone number, e-mail address, identification data (ID, TIN) and other information that you provide to us for the possible fulfillment of the contractual relationship. This information may relate to your delegated persons, beneficial owners, representatives or other persons authorized to act on your behalf.

For the purposes of making the payment gateway available and providing payment gateway services, we need to obtain some additional information in connection with Act No. 253/2008 Coll., on certain measures against the legalization of proceeds from criminal activities and the financing of terrorism, or other information the operator of the payment gateway will require from Us. In connection with this processing, a copy of the identity card and other information that the obliged person should obtain in connection with your identification may also be required. We can also process this information about your delegated persons, beneficial owners, representatives and other persons authorized to act on your behalf.

In the course of providing the Services, it may happen that We process other personal data necessary for the fulfillment of the contractual relationship.

When using our Application

When using the Application, certain information may be collected passively. These are primarily IP addresses, browser type and operating system type. We also use cookies and navigation data to collect information regarding the date and time of your visit and the information you searched for and displayed. If you use our mobile applications, we may also receive information about how you use the Services we provide to our customers on your device, including information about your location if you have enabled this function on your mobile device.

If our Application allows you to set up a user account, we will process your personal data that you provide to us for the purposes of setting up a user account and subsequently other information obtained when you use your user account (such as credit obtained).

If you contact us through the contact form or enter your phone number and do not wish to subscribe to our Services

In this case, we will process the personal data that you provide in the contact form, i.e. your name, last name, e-mail address, telephone number and other information that you provide in the text of the message or that you communicate to us by phone.

3. For what purposes do we process your personal data and what is the legal basis for it?

We process your personal data to enable you to access our Services, to fulfill all obligations that may arise from our mutual relationship and, if we have not yet established a contractual relationship, for the purposes of pre-contractual negotiations. At the same time, we need your personal data for the purposes of fulfilling legal obligations.

The legal basis in such a case is the fulfillment of contractual obligations (which also includes pre-contractual negotiations) and the fulfillment of legal obligations.

In the event that there is a dispute between us and you, or if we have to use any of your personal data for administrative and other proceedings, we will process your personal data for these purposes based on our legitimate interest, which consists of protecting our own legal claims.

In the event that the provision of a payment gateway is part of the Services, we will process the personal data provided by you in this context for the purpose of passing it on to the relevant bank that operates the payment gateway, for the purpose of your sufficient identification and the fulfillment of all obligations that apply to us. The legal basis is the fulfillment of the contractual obligation between us and you and at the same time the fulfillment of legal obligations that apply to us in this context, or legal obligations that apply to the bank operating the payment gateway that we help to obtain this data.

Information obtained when using our Application

We use this data to better understand how you use the Application, or to resolve various service and other actions that may be related to the operation of the Application.

As for cookies, they are divided into two types. The first type are so-called functional cookies. They are necessary for the operation of the Application and the website, and if you do not want us to process these cookies, you must stop using the Application and visiting the website.

We also use statistical cookies and social network cookies. In order to be able to use these cookies, we need your explicit consent, which you can give us through the cookies bar, purely at your choice. You can revoke your consent given at any time by changing your choice in the cookie settings.

Personal data is processed on the basis of our legitimate interest, which consists of ensuring the functionality of the Application and improving our Services; in the case of non-functional cookies, on the basis of your consent.

We will process personal data for the creation and use of a user account based on the fulfillment of a contractual obligation and on the basis of our legitimate interest, which consists of ensuring the functioning of the user account and providing special actions associated with the user account. If you have given consent to share your location, we will process this data based on your consent, which you can revoke at any time.

If you contact us via the contact form or you enter your phone number and do not wish to subscribe to our Services

We process personal data for the purposes of processing your request or answering your question, based on our legitimate interest, which consists of ensuring communication between you and us.

Receiving newsletters

If you are our customer, i.e. you have used our services, we may from time to time send you a business communication or newsletter to your contact details, which we have obtained as part of our contractual relationship (especially via e-mail). We do this on the basis of our legitimate interest, which is direct marketing, and such processing is expressly permitted by law.

Of course, if you do not want us to send you newsletters, you can decline them at any time, either by e-mail sent to the address info@enigoo.cz, or in each individual message by clicking on unsubscribe.

4. How long will we process your personal data?

We will process your personal data only for the time necessary to fulfill the above-mentioned purposes for which it was collected – providing our Services, ensuring the functioning of the Application and fulfilling the legal obligations arising from these purposes. After the purpose for which the personal data was collected has expired and there are no other purposes, we will delete or anonymize the personal data. As these times may vary, we will be happy to inform you of the exact processing time based on your inquiry. However, if the law stipulates a retention period, we always comply with it.

In connection with the payment gateway, we will store personal data for the period required by law. Please note that the bank providing the payment gateway will store this information for a period of 10 years.

5. Who has access to your personal data?

We transfer your personal data to:

- Event organizers if you have a specific question or request for this event.
- Sales representatives who ensure the conclusion of contracts for us.
- If you want to use the payment gateway, then the bank that provides the payment gateway, namely Československá obchodní banka, a.s., with registered office in Prague 5, Radlická 333/150, postal code 15057, ID: 0000135.
- Our IT contractors, hosting and marketing services, providers of statistical, database and other software tools, and possibly other entities that provide us with their services;
- In the case of Google cookies.

On the basis of legal regulations, we may under certain conditions be obliged to share your personal data without your consent with third parties (for example, with law enforcement authorities, state administration bodies, etc.). This is a legal obligation that we have to comply with.

6. What are your rights?

In relation to our processing of your personal data, you have the following rights:

Right of access.

You have the right to obtain confirmation of whether we process personal data and what kind, including the right to copies of the personal data that we process. Please note that it will not be possible to disclose any information that would jeopardize our trade secrets or the rights of third parties.

Right to rectification and addition.

If you find that the personal data we process is inaccurate or incomplete, you have the right to ask us to correct and update it.

Right to erasure.

In some cases, you have the right to contact us with a request to delete your personal data that we process. Please note that it is not always possible to delete personal data, especially if the processing takes place for a legitimate purpose and in accordance with personal data protection regulations.

Right to restrict processing.

In some cases, e.g. when you question the accuracy, legality or our need to process your personal data, you have the right to ask us to restrict the processing of your personal data. If we comply with your request, we will limit the processing of your personal data to the necessary minimum (and as a rule we will not actively process the data further). We will note in our systems that your data is subject to restriction. If the restriction is lifted and we intend to continue processing your personal data, we will inform you of it in advance.

Right to portability.

You have the right to request that we transfer the personal data that you have provided to us which we process (in a commonly used and machine-readable format) to a third party (another data controller) that you specify in your request. Please note that you can exercise this right only if we process your personal data based on your consent or for the purposes of fulfilling our contract and the processing is likewise automated.

The right to object.

You can object to the processing of your personal data, which we process for the purposes of direct marketing or for reasons of legitimate interest. If you object to processing for the purposes of direct marketing, your personal data will no longer be processed for these purposes. In the event you object to the processing of your data based on other reasons, your objection will be evaluated and we will then inform you whether we have complied with it and will no longer process your data, or your objection was not justified and the processing will continue. In any case, the processing will be restricted until your objection is resolved.

Right to withdraw your consent.

If we process some data based on your consent (for example, location data in the Application or non-functional cookies), you have the right to withdraw this consent at any time. However, such a withdrawal does not affect the processing we did before you withdrew your consent.

Right to file a complaint with a supervisory authority.

If you believe that there has been a violation of the obligations established by the legal regulations for the protection of personal data, you have the right to file a complaint with the Office for the Protection of Personal Data or with another authority of a member state of the European Union, which is entrusted with the supervision of compliance with obligations involving personal data protection. We care about you, so we will be very happy if you contact us directly before filing a complaint and thus give us the opportunity to resolve everything directly with you.

You can exercise all your rights via the e-mail address info@enigoo.cz. In the event that you use the services of a payment gateway and would like to exercise the right to access, restrict or erase your personal data obtained for the purposes of making the payment gateway available, please contact us directly with this request and we, together with the provider of the payment gateway, will handle your request.

This policy goes into force and effect on 12. 11. 2021.

