

# PRIVACY POLICY

The service provider and website operator <https://play.esp.imo.sr/> is a trading company **MILES s.r.o.**, with its registered office at 740, Moravský Svätý Ján, postal code 908 71, business ID 36 285 609, enrolled in the Commercial Register of the District Court Bratislava I, section s.r.o., file no. 39783 / B (hereinafter referred to as "**Provider**"). Provider contact details: [play@imo.sr](mailto:play@imo.sr).

**The provider** protects the personal data of individuals following the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons concerning the processing of personal data and the free movement of such data ("**GDPR**") and Act no. 18/2018 Coll. on Personal Data Protection.

The GDPR gives individuals a wide range of rights in relation to their personal data ("**individual rights**"). Individuals may, among other things, request the control, modification, deletion, correction of personal data or object to their processing.

Find what kind of information we collect and how we use it below. By using our website, you agree to the terms mentioned in this statement as described below. Do not use the website if you do not agree to these terms.

We may gather and store various types of information about you. It will depend on how you use the site.

We collect information like your computer's browser, as well as the IP address and the location of the person, the type of browser, the operating system, and the sites you visit. If you visit the website from a mobile or other devices, we may collect the unique identifier for that device. This information allows us to display or format relevant content and services for that device.

When you browse our site, we may collect anonymous information about where you are and how you use and navigate the site. We'll use the information to improve the functionality and accessibility of the site for users so that we can track the site's traffic.

If you write, call or email us, we will use your information to reply while keeping the records of your correspondence.

If you fill out the registration form to register and order the online education service we provide in the form of the game "I'mO." In that case, we also collect all the data input during the registration, namely:

Personal information - for example, name and surname, address of permanent residence, login, grade, and type of school;

Contact information - for example - email and phone number (optional);

System Information - the IP address or other unique identifier of the device,

to ensure the possibility of registration and use of the online education service in the form of the game "I'mO," that the provider operates through the website play.imo.sr, also for purposes such as accounting; marketing; improving business products and services; research and statistical analysis; business strategy; internal controls or investigations; and/or compliance with legal obligations.

The provider processes your personal data while only providing them to its contractual partners under the contract to ensure the protection of data stored on the server in the data center. They process the data for us based on our instructions and in accordance with this document:

EKOFAN s.r.o. (Business ID: 35 771 488),  
Net & Web Services, s.r.o. (IČO: 36548910).

Our contractual partners are obliged to comply with all the necessary safety, technical and organizational measures to provide the necessary protection for your personal data.

We commit to keeping your information safe and secure, using appropriate technical and organizational safety measures to prevent its loss or unauthorized access.

## **What are your rights?**

### **A. Right of access**

Upon specific request from the concerned party, the provider has the following obligations:

- to confirm whether they process the personal data of the concerned person;
- to explain why and how the provider processes the person's data and to provide the person with further details regarding the processing of their personal data; and
- to give the person a copy of the personal data.

### **B. Right to erasure (also called the "Right to be Forgotten") and rectification**

The data subject may request the deletion or erasure of their personal data in certain circumstances. If, at any time, for example, they withdraw their consent to their processing (when the processing is carried out with the data subject's consent). The data subject may also require correcting or mending their personal data if it is inaccurate or incomplete.

If we share any personal data with a third party (such as an intermediary), we must notify them of the erasure or limitation of that personal information.

### **C. Right to restrict processing**

The data subjects may ask us to restrict their personal data processing while handling complaints (concerning, for example, the accuracy of the data). When processing is limited, we can store the personal data but not process it further until the matter has been resolved. Similarly, suppose we share personal information with any third party (such as an intermediary). In that case, we must notify them about the imposed restrictions on processing that person's data, which will apply until further notice. Upon appeal, we must also inform the third party.

### **D. Right to object**

The data subjects may object to the processing of their personal data concerning their specific circumstance. The provider may subsequently process the relevant personal information only if they can provide compelling legal reasons for the processing (which are determined on a case-by-case basis).

However, the data subjects may object without justification if we use the data for direct marketing purposes.

## E. [Data portability](#)

If the data subject provides their personal data, they have (upon request) the right to:

- obtain the copy of their personal data; and/or
- if technically feasible, request to send the personal data to a third-party organization in a structured and commonly used automatic format.

## What is the procedure in case of a request?

### A. [Reply to the request.](#)

After the change, removal or restriction has been carried out, the provider must communicate with the person who made the request and with all third parties with whom they have shared their personal information.

The information or communications provided to the data subjects upon request must be conveyed:

- in a concise, clear, easy-to-understand, and accessible format and using simple language;
- in writing (e.g., letter or email); and
- if a person submits the request in electronic form (e.g., by email), you can also provide the answer in electronic format (i.e., by email) - if possible, and if the person is not asking for a different form of response.

### B. [Time for the response to the request.](#)

Upon receiving a valid request, we must respond "without delay," but in no case later than one month from the reception of the request. This one month may be extended by two months if the request is complex or we have received numerous requests. We must inform the concerned person of the extension within the first month of receiving the request, with the reasons for the delay or extension.

### C. [The costs of sending a response to a request.](#)

All information or communications regarding a particular request must be free of charge. There may be exceptions if the data subject's request is "*manifestly unfounded or disproportionate*" (for example, in the case of repeated requests). In these cases, we may: (a) charge the person a reasonable fee; or (b) reject the request.

You can contact us at any time to find out what information we have about you or to request a copy of your data. If you require us to remove your personal information, you should notify us. If you think our information is inaccurate or incorrect, we will be happy to correct it.

If you would like to request the actions listed above or have questions regarding our use of your personal information, please contact us.