

**STATEMENT ON DATA PROCESSING FROM WEB ENVIRONMENT AND COOKIES**  
**TMR Group**

Tatry mountain resorts plc, Demänovská dolina 72, 031 01 Liptovský Mikuláš, Company Registration Number: 31 560 636, registered with Commercial Registry of County Council Žilina File: Sa insert No 62/L

The following companies are members and joint data controllers of TMR Group:

- Tatry mountain resorts plc
- 1. Tatranská plc
- EUROCOM Investment Ltd
- WORLD EXCO Ltd
- KORONA ZIEMI SP. Z O.O. – without employees
- ŚLĄSKIE WESOŁE MIASTECZKO SP Z O O
- Szczyrkowski Ośrodek Narciarski S.A.
- Tatry mountain resorts PL- plc
- Tatry mountain resorts CR plc – without employees
- Tatry mountain resorts Ještěd
- CAREPAR plc
- Melida plc
- Hotel ALPINA Ltd
- HAMBRAND plc

### **Cookies**

If you visit a webpage which writes cookies, a small text cookie file is made in your computer. Cookie file is a short text file which a website saves in your computer or a mobile device (including a tablet) when browsing the webpage. When you visit the webpage next time, you connect to it faster due to cookies. Besides, the webpage recognises you and offers you such information you prefer, it ensures that an advert which has been displayed will not display again, or it enables you to enter it without repeated inserting your password. In case of filling in your identification data, the webpage offers you to add the information you filled in when visiting the webpage before and as a follow-up to the information, it displays relevant content and offers estimated activities and services which, we assume, you could use.

We use cookie files to analyse the attendance of websites through Google Analytics, Google AdSense, Facebook, Strossle and Gemius SA, Exponea, HotJar, SaS, Adform – Audience network Ecommerce. It is a tool for analysing, which helps the owners of websites and applications understand how these facilities are used by visitors. Cookie files are possible to be used for statistical data about the use of websites without a personal identification of individual visitors.

### **Legal basis for the processing**

If we are able to identify a visitor of a webpage when recording, it is the case of the processing of personal data. We must have a legal basis for such processing. Your consent as the data subject can be one legal basis. The legitimate interest of the data controller, that is us, to offer you the best setting of services or support at your activities in the contractual relation with our company, including direct

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marketing, is another legal basis. The latter option comes up in particular at monitoring of your activities and their assessment.

### What kinds of cookies do we assess?

**Session cookies** are temporary cookies which are saved in your computer or laptop or a mobile device until you leave a webpage (website); in that moment they are erased. Such cookies help a webpage (website) to remember the information when you go from one webpage to the other one and it means that you do not have to enter the information again or repeatedly fill them in.

**Persistent cookies** stay saved in your computer or laptop or a mobile device after you leave a webpage (website); such cookies help a webpage (website) to remember you when you come back as a visitor yet they do not identify you as a person.

### For what purpose do we use cookies?

In general, we can divide cookies into 4 categories depending on their function:

- Necessary
- Operational
- Functional
- Promotional

Necessary cookies enable you to browse websites and use basic functions such as secure spaces, shopping baskets and online payments. Such cookies do not collect any information about you which can be possibly used in marketing nor they remember where you moved on the Internet.

With their help

- we, for instance, remember the data which you put in your order when you go from one screen to another during your visit;
- we remember goods and services which you have ordered when you come to the webpage for payment;
- we detect your identity when you log on;
- we ensure for you that you can find a needed service in our website even in the case we have reorganized our website in a way;

When they are banned, we cannot guarantee the complete functionality of our website.

Operational cookies collect information on how you use our website, for instance, which webpages you visit, whether you encounter any errors, for instance, in forms. Such cookies do not collect any information which could help reveal your identity. All the collected data are anonymous and serve only to enable us to optimize the functioning of our website. It also enables us to find out what interests our customers and gives us the information how effective our advert was.

With their help

- we obtain statistical data how our website is used;
- we find out the effectiveness of our advertising (Notice! WE DO NOT USE these data to send you our adverts in case you visit another website.);
- we provide our partners with information that one of our visitors also visited their webpages. Such information includes, for instance, the data about a purchased product. Our partners can

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thus improve their webpages but they are strictly not allowed to use the information in a subsequent advertisement;

- we can discover potential errors and improve website by their removal;
- we test various conceptions of our website;

We cannot guarantee the complete functionality of our website when you ban the cookies.

**Functional cookies** serve the provision of services or remembering settings to ensure maximal comfort when you visit us.

With their help

- we remember what setting you have chosen, for instance, graphic design, font, pre-sets and colours;
- we remember if we have already asked you if you want to fill in a questionnaire (and we do not have to bother you with that again);
- we can offer you a support in the form of proactive chatting programmes;
- you find out if you are logged on our website;
- we can provide your data to our partners who can subsequently offer you their services on our website. The data will serve exclusively for the provision of services, products or functions but for nothing else.

**Promotional cookies** are connected to services provided by other companies, for instance, icons like “I like it” and “Share”. These services are provided by another company as a follow-up to the fact that you have visited our webpages.

With their help

- we can connect you to social networks, such as Facebook, and on the basis of your visit you will then get advertisements from another website;
- we can provide the data about your visit to advertising agencies which will subsequently send you adverts which you could possibly be interested in;

### What data about you can we assess?

The information about your visit on our website (www);

The information about the Mac address of the device from which you are connecting to us;

The information about the IP address of the connection;

The information from Google analytics which collects the data about the platform, browser, geolocation, language location etc.

The information about the time period spent in a certain part of the web, heat maps – how the user works with the web etc.

### Automated decision-making and profiling

In case we have your consent from some other of your activities, we connect the above-mentioned information with the information about your activities for which you have given us your consent (for

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instance, by stating your telephone number, e-mail address, the number of your discount voucher, registration number, the number of your loyalty club card etc.). The aim of the connection is better understanding of your preferences and interests and subsequent better setting of the offer directly for you.

You are allowed to object to such processing anytime or in case the automated decision-making should impact on your rights and freedoms, you can require an individual decision-making from our party (for instance, in the form of our better offer).

### How to check the setting of cookies

You can either check or erase cookie files by your own consideration. For further information see webpage [aboutcookies.org](http://aboutcookies.org). You can erase all cookie files from your computer and you can set majority of browsers in the way to disable them to save cookies.

Cookies are useful unless a website owner misuses them for an unauthorised collection of data. If you do not trust cookies, you can erase them from your disc regularly. In some cases, there can come to an incorrect write of information cookies and so a problem can occur to log on our Internet applications (webmail.telekom.sk). You can find instructions for the erasure of all cookies, including the incorrectly written ones, on websites mentioned below.

### Instructions how to erase cookies in individual Internet browsers

- Internet Explorer™ <http://windows.microsoft.com/sk-SK/windows-vista/Block-or-allow-cookies>
- Safari™ <http://www.apple.com/>
- Opera™ <http://help.opera.com/Windows/10.20/sk/cookies.html>
- Mozilla Firefox™ <http://support.mozilla.org/sk/kb/povolenie-zakazanie-cookies>
- Google Chrome™ <https://support.google.com/chrome/answer/95647?hl=sk&hlrm=en>

We do not transfer your information to third countries outside EU and EEA.

### How long will we store the data from browsing?

The data that are stored according to the setting of the cookies are not stored in our systems. We store the information which we combine with the data from cookies according to your provided consent or according to the duration of the contractual relation between you and our company. We will store the combined data from cookies and our systems during your membership in our loyalty club and also during the time period for which we will have your consent. In the opposite case the data will be anonymized.

Data in CRM system are valid during your membership in our loyalty programme. After the termination of your membership, we will anonymize them.

Anytime, you can initiate the supervisory body of the Slovak Republic, that is the Office for Personal Data Protection of the Slovak Republic for the purpose of your protection.

### Withdrawal of the consent

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In the case we process your personal data on the basis of your consent, it is possible to withdraw the consent anytime or you can object to and initiate our places of the first contact or you can send your initiation to the contact point stated in the part about contact data.

**Your rights by the act on the data protection**

You have some rights by the act on the data protection.

**Your rights**

**What does it mean?**

Right to access

You can require to be informed how we process your personal data including the information about:

- the reason why we process your personal data
- what categories of personal data we process
- with whom we share your personal data
- how long we store your personal data or what criteria we exercise to determine the time limit
- what rights you have
- from where we obtain your personal data (if we have not obtained them from you)
- if processing includes automated decision-making (so called profiling)
- if your personal data have been transferred to a country outside EEA, how we ensure your personal data protection.

Right to remedy

All the above-mentioned information is available in the Principles of the Personal Data Protection.  
You can also ask for a copy of your personal data which we process. However, additional copies will be chargeable.  
It is important for us to have accurate information about you and we request you to inform us if any of your personal data is incorrect, for instance, if you have changed your name or if you have moved.

Right to be forgotten

If we process your personal data in an illegal way, for instance, if we process them longer than it is necessary or if we do it groundlessly, you can ask us for their erasure.

Right to restriction

From the moment you have asked for remedy of your personal data, or if you have objected to the processing and until we can look into the problem or confirm the accuracy of your personal data (or change them according to your instructions), you are entitled to restricted processing. It means that we can process your personal data only in accordance with your consent (with the exception of their storage) if it is necessary in connection with legal claims to the protection of somebody else 's rights or if there exists a significant public interest in the processing.

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| Right to object                | <p>You can also require restriction of the processing of your personal data if the processing is illegal, but you do not want us to erase your personal data.</p> <p>If you suppose that we do not have the right to process your personal data, you can object to our processing. In such cases we can continue to process them only if we are able to prove persuasive legitimate reasons which prevail your interests, rights and freedoms. But we can always process your personal data if it is necessary for determination, exercise and defence of legal claims.</p> |
| Right to data portability      | <p>You can demand your personal data, which you have provided us for processing based on your consent or for the contract performance, to be provided in structured commonly used and computer-readable format. You also have the right to require portability of the information to another data controller.</p>   |
| Right to withdraw your consent | <p>You have the right to withdraw your consent and subsequently we will stop our processing activities based on this legal ground.</p>  |

We will also inform other parties to which we were allowed to provide your data about your request/requests.

In case of any doubts you have the right to lodge a proposal for initiation of the procedure under section 100 of Act on personal data protection, for instance, via [www.dataprotection.gov.sk](http://www.dataprotection.gov.sk).

#### **How can I lodge a complaint regarding the use of my data? Or how can I exercise my rights?**

If you want to lodge a complaint about the way how we process your personal data, also in relation to the aforesaid rights, you can contact our person who is responsible for the supervision of the personal data protection, that is the Data Protection Officer (DPO), and your complaints and requests will be inspected.

The contact to our Data Protection Officer: [privacy@tmr.sk](mailto:privacy@tmr.sk).

If you are not satisfied with our reply or if you suspect that we process your personal data unfairly or illegally, you can complain to the supervisory body which is the Data Protection Commission (DPC). For further information about the Data Protection Commission and their procedures how to lodge a complaint visit [www.dataprotection.gov.sk](http://www.dataprotection.gov.sk).

If case of any other questions relating to the processing of your personal data, you can contact us through our Data Protection Officer, who is responsible for the supervision of personal data protection

#### **8 Contact data**

In case of any further questions relating to the processing of your personal data, you can contact us via Data Protection Officer (DPO). Please, send your e-mail to the following address: [privacy@tmr.sk](mailto:privacy@tmr.sk).

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If you want to lodge a complaint about how we process your personal data, and also in the relation to the above-mentioned rights, you can contact our Data Protection Officer, who is responsible for the supervision of personal data protection, and your complaints and requests will be inspected. Contact our Data Protection Officer at [privacy@tmr.sk](mailto:privacy@tmr.sk).

If you are not satisfied with our reply or if you suspect that we process your personal data unfairly or illegally, you can complain to the supervisory body which is the Data Protection Commission (DPC). For further information about the Data Protection Commission and their procedures how to lodge a complaint visit [www.dataprotection.gov.sk](http://www.dataprotection.gov.sk).

If case of any other questions relating to the processing of your personal data you can contact us through our Data Protection Officer, who is responsible for the supervision of the personal data protection.