

TERMS AND CONDITIONS

of provision of housing services through the online application FLATIO (MID-TERM LEASE MARKET) at www.flatio.cz via means of remote communication.

(hereinafter referred to as the "**Terms and Conditions**")

Flatio, s.r.o., with registered office at Dominikánské náměstí 187/5, Brno-City, 602 00 Brno, company identification No.: 03888703, incorporated in the Companies Register kept by the Regional Court in Brno, file No. KSBR- C/87221 (hereinafter referred to as the "**Operator**") is the owner and operator of the web application FLATIO available at flatio.cz, flatio.com, flatio.pl, flatio.sk, flatio.hu, flatio.eu.

1. **Scope of business and services (What we offer)**

- 1.1. These Terms and Conditions apply only for private and non-profit purposes of *Prospective Tenants*, who are consumers, apply to services directly or indirectly provided to Prospective Tenants via the Internet at www.flatio.cz, and the content hereof may be subject to change by the Operator.
- 1.2. By viewing and using the website www.flatio.cz through any platform, the Prospective Tenant confirms that he/she has read and understood these Terms and Conditions, and agrees with them, and that he/she agrees with the principles of treating the personal data of Prospective Tenants. He/she also confirms the approval of the use of cookies.
- 1.3. Through the web application Flatio available at www.flatio.cz, **Flatio, s.r.o.** provides an online platform which enables owners, managers and tenants of housing facilities (hereinafter referred to as the "**Housing Provider**") offering housing facilities; and the Prospective Tenant sharing such offers and concluding an online agreement on the apartment lease, or sublease or an accommodation agreement (hereinafter referred to as the "**Agreement on Apartment Use**") with the Housing Provider via a secured access through the Flatio application "My leases".
- 1.4. The costs of communication and costs related to the conclusion of the Agreement on Apartment Use shall be borne by the respective parties.

2. **Procedure of search for housing and conclusion of Agreements on Apartment Use (How to find housing at Flatio and how to conclude the Agreement)**

The Agreements at Flatio are concluded directly by the Housing Provider and the Prospective Tenant. Flatio is an online application which has the status of a mediator and provider of online tools for finding suitable housing, its booking and concluding the Agreement directly with the Housing Provider. The signed Agreement may be easily managed. The rent may be paid online by payment card.

- 2.1. For the purposes hereof, the Agreement on Apartment Use is deemed a form (adhesion) contract in the textual form concluded with the Housing Providers in the remote method (i.e. without personal participation of the contracting parties) via means of remote communication on the website [flatio.cz](http://www.flatio.cz). The Agreement on Apartment Use is proposed by the Housing Provider, who shall be liable for compliance of the content of the Agreement with applicable legislation.
- 2.2. For the purposes hereof, the Agreement on Apartment Use is deemed the lease agreement, sublease agreement or agreement on accommodation.
- 2.3. For the purposes hereof, the Housing Provider is deemed the landlord, tenant, or accommodation provider.
- 2.4. For the purposes hereof, the *Housing User* is deemed the tenant, subtenant or accommodated person.
- 2.5. The procedure of concluding the Agreement on Apartment Use via the web interface at www.flatio.cz is as follows:
 - 2.5.1. The Prospective Tenant shall acquaint him/herself with the portfolio of housing offers, and if interested, shall choose a particular offer. The next step of the reservation is described in clause 2.5.1.2.1. Each offer at Flatio is listed at least with the following information and conditions:
 - 2.5.1.1. The minimum lease period is 18 days.
 - 2.5.1.1.1. The minimum price of lease for 18 days is 1 monthly rent. The Operator shall send the entire amount of the rent to the Housing Provider. The minimum price of lease in the amount of 1 monthly rent shall apply also if the condition described in clause 2.5.2.1.1. is fulfilled.
 - 2.5.1.1.2. The minimum period of lease may be extended depending on the terms of the Housing Provider.
 - 2.5.1.2. The monthly rent for the use of the apartment is final. Services connected with the apartment use (e.g. gas, electric power, water, services in the building) are included into the rent and shall not be reconciled. The rent also includes the Internet connection.
 - 2.5.1.2.1. Calculation of proportionate rent in case the Prospective Tenant uses the apartment for only a part of the month:
 - 2.5.1.2.1.1. Calculation of the 1 (first) month of lease: If the period between the reservation date and effective date of the Agreement is
 - **less than 18 days** (inclusive): the Prospective Tenant shall pay the 1st rent proportionately (e.g. living for 3 days in a month that has 30 days: The Prospective Tenant shall pay 3/30 of the rent).

- **more than 18 days** (inclusive): the Prospective Tenant shall pay the 1st rent in the amount of exactly 50 % of the monthly rent if he/she moves in on the 15th day of the month or later. If he/she moves in earlier than on the 15th day of the month, the first rent shall amount to the whole monthly rent.

2.5.1.2.1.2. Last month of lease shall be calculated in the following method: if the Prospective Tenant uses the apartment for less than 15 days in the last month, he/she shall pay exactly 50 % of the monthly rent (e.g. the Prospective Tenant has the Agreement effective until the 4th day of the month. Thus, he/she shall pay 50 % of the rent for 4 days of lease). If this period is 15 and more days, he/she shall pay 100 % of the monthly rent.

2.5.1.3. In case the Prospective Tenant requires additional information concerning the apartment use beyond the scope specified on the website, he/she can ask at the call center via the contact form or by e-mail at info@flatio.cz.

2.5.1.4. Further contact details are at <https://www.flatio.cz/stranka/kontakt>.

2.5.2. In the first step of the housing reservation, the Prospective Tenant shall fill in the required personal data:

- name and surname, phone and e-mail
- date of birth, permanent address
- citizenship, sex
- personal information (hobbies etc.)

which shall serve solely to the needs related to the decision-making regarding the acceptance of the Prospective Tenant by the Housing Provider. The protection of personal data of Prospective Tenants is specified herein below.

2.5.2.1. The Prospective Tenant is liable for accuracy of the information stated in the application. Any misrepresentation shall be deemed a particularly serious breach of the Agreement on Apartment Use and shall be subject to procedure under the Agreement that is available in the detailed description of each apartment at Flatio.cz.

2.5.3. In the next step, the Prospective Tenant shall deliver to the Housing Provider the (i) application for approval of reservation (Application for Reservation), (ii) required personal data in the

sufficient extent for the Housing Provider to approve the Prospective Tenant, this via the web interface, and (iii) shall block the reservation fee of CZK 500 via the payment gate GoPay (for details see www.gopay.com/cs) (the Prospective Tenant's account is not debited with the amount).

2.5.4. In case the Housing Provider fails to accept the Prospective Tenant, the Operator undertakes to inform the Prospective Tenant promptly and unblock the reservation fee on the Prospective Tenant's account within 1 hour of the notice of refusal. Unblocking in this case means informing the Prospective Tenant's bank of cancellation of the blocking. The period of unblocking the financial means depends on the Prospective Tenant's bank. The financial means are usually unblocked within 2 to 5 business days.

2.5.4.1. In this context, we would like to stress that acceptance of the Prospective Tenant by the Housing Provider is free of any negative connotations. The reason for refusal of acceptance must never be the race, religious, ethnic, gender or any discriminative grounds. The **Housing Provider** is not obliged to give reasons for its decision on accepting or refusing the Prospective Tenant. The Housing Provider's decision on accepting or refusing the Prospective Tenant's application is its absolute property right enabling the Housing Provider to manage its property. This right is guaranteed by the Charter of Fundamental Rights and Freedoms and the Constitution of the Czech Republic and is exclusively an expression of its free and serious will.

2.5.5. After the Prospective Tenant has been accepted by the Housing Provider, the Operator shall promptly inform the Prospective Tenant of this fact. At that moment, the Operator shall collect the blocked amount of CZK 500.

2.5.6. The Operator shall issue and deliver to the Prospective Tenant the invoice (tax document) to his/her e-mail address for the reservation fee of CZK 500.

2.5.7. After the acceptance, the Prospective Tenant shall fill in further required personal data. The draft of the Agreement on Apartment Use shall be binding upon the Housing Provider (now in the legal position of the Landlord). The Prospective Tenant now has the housing reserved for 24 hours and has sufficient time to conclude the Agreement on Apartment Use.

2.5.8. The Agreement on Apartment Use in the textual form shall be concluded in the remote method (i.e. without personal participation of the contracting parties) via means of remote communication. The Agreement shall become valid and effective as of the moment when the electronic signature is attached below its text. By executing the Agreement on Apartment Use including its annexes, the Prospective Tenant

declares that the Agreement is an expression of his/her free and serious will, he/she has read it carefully, understands its content and agrees therewith, and undertakes to comply with it. A prerequisite to the validity of the Agreement on Apartment Use is attaching a copy of the valid identity document (ID card or passport in pdf, according to instructions stated on the website).

- 2.5.8.1. The Prospective Tenant may inspect the Agreement template in the detailed description of the advertisement at Flatio.
- 2.5.8.2. The concrete draft of the Agreement shall be submitted to the Prospective Tenant upon the approval of the Application for Reservation by the Housing Provider and supplementing the personal data to the Agreement by the Prospective Tenant. Supplementing the personal data and creating the draft of the Agreement is not binding upon the Prospective Tenant. It is only a proposal submitted by the Housing Provider.
- 2.5.9. Since acceptance of his/her reservation by the Housing Provider, the Prospective Tenant has 24 hours to:
 - 2.5.9.1. sign the Agreement on Apartment Use
 - 2.5.9.2. settle the first rent or security deposit in the amount and under the terms specified in the Agreement on Apartment Use
 - 2.5.9.3. attach the file with a copy of the ID card or passport
- 2.5.10. A resolute condition shall be stipulated in the Agreement on Apartment Use according to the provision of Section 548 par. 2 Civil Code. The resolute condition shall be tied to the settlement of debt of the Prospective Tenant by paying the first rent or security deposit in the agreed amount and in the agreed method. If the resolute condition is met (the first rent or security deposit is not paid duly and in time), the Agreement on Apartment Use shall expire.
- 2.5.11. The process of conclusion of the Agreement between the Prospective Tenant and Housing Provider shall be completed by paying the first rent or security deposit in the agreed method, and the Prospective Tenant shall assume the position of the Housing User. The Agreement on Apartment Use in the pdf format may be converted into the printed form via the website [flatio.cz](https://www.flatio.cz).
- 2.5.12. The House Rules or Rules of Accommodation and the Handover/Takeover Certificate form an integral part of the Agreement. The House Rules are available at: <https://www.flatio.cz/domovni-rad>

3. **Legal withdrawal from the Agreement on Apartment Use within protection period**

With respect to provisions of the Civil Code in Section 1840 clause d), and Section 1837 clause j), the provision of Section 1829, i.e. the legal right to

withdraw from the Agreement on Apartment Use without reason within the statutory period of 14 days of its effective date, shall not apply to the Prospective Tenant / Housing User.

4. Rights and duties of accommodated person

- 4.1. Mutual rights and duties of the Housing Users and Housing Providers shall be governed by the Apartment Lease Agreement or the Agreement on Apartment Use, and as the case maybe, by the House Rules or Rules of Accommodation and other generally binding legal regulations.
- 4.2. Flatio shall grant a unique right to the Housing User in the Agreement on Apartment Use. The Housing User shall have the right to cancel the Agreement on Apartment Use **without reason** at any time within 24 hours of the first agreed time of the apartment handover. The Housing User thus has a unique right to test the apartment without sanction due to the fact that he/she has not seen the premises before. If such right is exercised, the Housing User shall only pay to the Housing Provider for 1 day of lease. The rest of the payments made to the Housing Provider shall be fully refunded by the Operator. The reservation fee of CZK 500 shall not be refunded in this case. After the lapse of 24 hours of the 1st agreed time of the handover, the Prospective Tenant shall cease to have the above right.
- 4.3. The Prospective Tenant is obliged to inform Flatio of this fact and to **state the reason** for exercising this right in writing.
 - 4.3.1. In case the Prospective Tenant uses this right because the apartment is different than presented in the web application Flatio.cz, the Operator shall procure alternative housing to the Prospective Tenant (the providers of alternative housing are listed at www.flatio.cz/nahradni-ubytovani) for 7 days free of charge and provide active assistance in search for new suitable residential premises at a similar price. The Operator shall also provide to the Prospective Tenant a discount on the 1st rent in the amount of 50 % of the original monthly rent as compensation for damage. Such compensation shall only apply to apartments found through Flatio.cz. The alternative housing and compensation of one half of one monthly rent shall be refunded by Flatio retrospectively after investigation to the matter, however, within 7 days at the maximum. Flatio reserves the right not to refund the compensation in the event of ambiguities (i.e. there is doubt about the real condition versus the advertisement). However, the Operator is interested in indemnifying the Prospective Tenant. The Operator shall compare the detail of the Housing Provider's advertisement with the Handover/Takeover Certificate executed between the Prospective Tenant and Housing Provider and shall physically verify the condition in the real estate that is the subject of the Agreement on Apartment Use.

- 4.4. In the event that the Housing Provider refuses to hand over the apartment to the Prospective Tenant on the basis of a valid Agreement on Apartment Use, the Operator shall provide to the Prospective Tenant securities and guarantee as follows: The Operator shall provide alternative housing to the Prospective Tenant (the providers of alternative housing are listed at www.flatio.cz/nahradni-ubytovani) for 7 days free of charge. Such provision is made automatically and without investigation to the matter. Further, the Operator shall also provide to the Prospective Tenant a discount on the 1st rent in the amount of 50 % of the original monthly rent. Such compensation shall only apply to apartments found through Flatio.cz.

5. Protection of personal data and confidentiality

- 5.1. The Prospective Tenant hereby voluntarily grants his/her consent to the operator of website www.flatio.cz, which is Flatio, s.r.o., with registered office at Dominikánské náměstí 187/5, Brno-City, 602 00 Brno, company identification No.: 03888703, registered in the Companies Register kept by the Regional Court in Brno, file No. C/87221 (hereinafter referred to as the "Operator") under Act No. 101/2000 Coll. on the Protection of Personal Data, as amended (hereinafter referred to as the "Act on Personal Data Protection") and Act No. 480/2004 Coll. on Certain Services of Information Society and on amendment of certain acts, as amended, to
- 5.1.1. processing his/her personal data mentioned in the Agreement on Apartment Use and other data disclosed to or created by the Operator in connection with the Agreement on Apartment Use, and
- 5.1.2. processing his/her birth certificate No. for the purposes of performance of the Agreement on Apartment Use and for registration, inspection and marketing purposes within the framework of business of the Housing Provider and the Operator as the personal data controller. The Prospective Tenant grants such consent for the term of the Agreement on Apartment Use and further for the period of 15 years of termination of the last contractual relation between the Housing Provider and the Prospective Tenant, however, at least for the period necessary for the protection of rights of the Housing Provider. The Prospective Tenant also grants his/her consent to the processing of his/her name, address, e-mail address and telephone number for the purpose of sending advertisements and commercial communication by the Housing Provider or the Operator or any of its business partners, this by mail, e-mail or SMS. The Prospective Tenant grants such consent until revoked.
- 5.2. The Operator is entitled to process the personal data systematically, by automated or other means through the Flatio information system. The processing of personal data in particular means their collection, disclosure, modification, amendment or correction, search, use, distribution, publication, archiving, blocking and storing to data carriers.

- 5.3. The consent of the Prospective Tenant under this Article shall include the consent to sharing personal data in other information systems for the purpose of mediation or offering of the Operator's services by third parties (especially by business partners of the Operator) and to disclosure and transfer of personal data to third parties, in particular to:
- 5.3.1. persons mediating and offering the possibility of concluding a contractual relation with the Housing Provider
 - 5.3.2. persons securing for the Housing Provider or the Operator the fulfillment of their statutory or contractual obligations or cooperating with the Housing Provider or the Operator in connection with the Agreement on Apartment Use (in particular tax and accountancy advisors, auditors and attorneys).
 - 5.3.3. persons securing for the Housing Provider the delivery of contractual documents in connection with the draft of the Agreement on Apartment Use; and
 - 5.3.4. persons to whom the Housing Provider assigns its receivable in the Prospective Tenant or with whom it negotiates such assignment.
- 5.4. The Prospective Tenant hereby expressly agrees and authorizes the Operator to transfer the personal data for the purposes of mediation or offering the Operator's services and for further processing to companies cooperating with the Operator. The updated list of such companies is published at www.flatio.cz. The Prospective Tenant grants this consent for the period of 15 years of the date of its granting.
- 5.5. The Prospective Tenant hereby grants his/her consent to the Operator to verify the authenticity, completeness and accuracy of documents and information contained therein, which were submitted by the Prospective Tenant in connection with the conclusion of the Agreement on Apartment Use and pursuant thereto, concerning persons with a relationship to the documents and information contained therein. By granting the consent to the processing of personal data under this Article the Prospective Tenant shall have the right to access his/her personal data, the right to correct the personal data as well as other rights set out in Section 21 Act on Personal Data Protection, i.e. he/she has the right to claim explanation from the Housing Provider and the Operator, if there is doubt whether the processing contravenes the Act on Personal Data Protection and/or privacy protection, or if there is doubt whether the personal data are accurate; the Prospective Tenant has the right to claim remedy e.g. by blocking, correcting, supplementing or disposing of the personal data. In case the Prospective Tenant is entitled to withdraw his/her consent under the Act on Personal Data Protection, he/she shall do so by registered letter sent to the address of the registered office of the Housing Provider or the Operator with the effectiveness as of the date of delivery of such notification to the Housing Provider or the Operator.
- 5.6. The contracting parties shall not provide any confidential information to a third party for any purpose and shall not use such information for their own benefit, except for cases where

- 5.6.1. a written consent of the other contracting party was obtained in advance
- 5.6.2. such disclosure is required by generally binding legal regulations
- 5.6.3. confidential information is provided to the group of the contracting party and its agents, attorneys, accountants and expert advisors
- 5.6.4. one of the contracting parties asserts a claim against the other party by litigation, where such information is necessary for the judicial proceedings or
- 5.6.5. expressly permitted by these Terms and Conditions. For the purposes of this provision, confidential information is deemed any information concerning the terms of the Agreement on Apartment Use as well as information provided by the contracting parties and their advisors to each other in connection with negotiating these Terms and Conditions or pursuant thereto. Confidential information does not include information that is or becomes publicly available (otherwise than through unauthorized use or disclosure) or information provided to one of the contracting parties by a third party that is entitled to provide such information.

6. Use of cookies

- 6.1. The flatio.cz interface uses the service Google Analytics, provided by Google, Inc. (hereinafter referred to as "Google"). Google Analytics uses cookies, which are text files stored by the computers of users and visitors of the flatio.cz interface, enabling the analysis of the manner of use of the interface by its users and visitors. The information generated by the cookie file about the use of the website (including your IP address) shall be transferred by Google and stored on servers in the United States. Google shall use the information for the purposes of evaluating the use of the flatio.cz interface and reporting on its activity. Such evaluation is intended for the Operator of the flatio.cz interface and for the provision of other services concerning activities on the interface and use of the Internet in general. Google may also provide the information to third parties if required by law or if such third parties process such information for Google. Google shall not match the IP address of the user or visitor of the flatio.cz interface with any other available data. The user or visitor of the flatio.cz interface may refuse the use of cookies by selecting the appropriate settings in the Internet browser, but in such case it is not excluded that he or she will not be able to use all the functions of the interface. By using the flatio.cz interface, the user or visitor of the website flatio.cz agrees with processing their data by Google in the manner and for the purposes set out above.
- 6.2. If the user has any questions concerning these Terms and Conditions and the Agreement, the Operator shall promptly provide all necessary information to the user.

7. Legal disclaimer

- 7.1. Information published at www.flatio.cz is provided by Housing Providers, who are solely liable for the price update, availability of housing and other details displayed at www.flatio.cz. The accuracy, completeness and correctness of the (descriptive) information (including prices and availability) displayed at www.flatio.cz shall be the sole responsibility of the Housing Provider; therefore the publication of the offered housing shall not be deemed recommendation or verification of quality, level or rating of the housing facilities. In the provision of its services, the Operator always proceeds impartially and independently, protects and advocates the rights and legitimate interests of users, and acts with due diligence. The Operator acts solely in the position of a mediator between the Prospective Tenant and the Housing Provider.
- 7.2. All details mentioned in the housing offer at www.flatio.cz are for information only and non-binding (i.e. they do not propose conclusion of the Agreement on Apartment Use); the Housing Provider is not obliged to conclude the Agreement on Apartment Use with the Prospective Tenant and provide the services concerning the advertised offer.
- 7.3. The Operator shall not bear legal or other liability for the content of the Agreement on Apartment Use or for potential defective fulfillment by the Housing Provider or for the Housing Provider's breach of or non-compliance with legal regulations and contractual rights and obligations.

8. Final provisions

- 8.1. The relations ensuing from these Terms and Conditions and from the Agreement shall be governed by Czech laws.
- 8.2. In case any of the provisions hereof is or becomes invalid or ineffective, it shall be replaced with a valid and effective provision whose meaning is as close to the original provision as possible. Invalidity or ineffectiveness of any provision shall not affect validity of the remaining provisions.
- 8.3. Titles of articles / sections hereof shall not have legal meaning; they are used for the convenience of reference only.
- 8.4. Agreements on Apartment Use including all details of the Terms and Conditions shall be archived by the Operator in the textual (electronic) form and shall be provided upon written request of the Housing User. Agreements on Apartment Use may only be concluded in the Czech language.
- 8.5. The following annexes form an integral part hereof:
 - 8.5.1. Consent to the processing of personal data for the purposes of their disclosure to the system users, including the consent to the processing of information within the framework of the Watchlist Flatio service (Watchlist Flatio is the list of reviews of Prospective Tenants created by Housing Providers). The

Housing Providers may search for the review of the Prospective Tenant if they know at least two of the following: name and surname, telephone No., e-mail address, date of birth.

- 8.5.2. Consent to the processing of personal data for marketing purposes and for the purpose of sending commercial communication.
- 8.5.3. Copy of an identity document for the Consent to the processing of personal data.

In Brno, on 1 May 2016

Consent – ID card / passport

Hereby, I give my consent to the company Flatio, s.r.o. and Housing Provider to make a copy of my ID card/passport for the purpose of verification of my identity. Furthermore, pursuant to the § 5 sec. 2 and 4 of the Act No. 101/2000 Coll., on the Protection of Personal Data, as amended (hereinafter “**Protection of Personal Data Act**”) I give my consent to the company Flatio, s.r.o and Housing Provider with the processing of my personal data contained in the ID card/passport, especially in the form of collection, storage and use for the purpose of verification of my identity. This consent is given for the period of five (5) years from the provision of the personal data.

Instructions:

You are hereby informed pursuant to the § 11 sec. 1 and 2 of the Protection of Personal Data Act that the personal data contained in the ID card/passport will be processed by the company Flatio, s.r.o. And Housing Provider for the purpose of verification of your identity and collection of the provided personal data. The provided personal data will not be disclosed to other persons. Providing of the personal data is optional.

Furthermore, you are instructed about your right to request information about the processing of your personal data, which will be provided to you by the company Flatio, s.r.o. without undue delay pursuant to the § 12 of the Protection of Personal Data Act. Also, we instruct you about your rights pursuant to the § 21 of the Protection of Personal Data Act, especially that if you find or presume that the company Flatio, s.r.o. is carrying out processing of your personal data which is in contradiction with the protection of your private and personal life or in contradiction with the law, in particular if the personal data are inaccurate regarding the purpose of their processing, you may ask the company Flatio, s.r.o. for explanation and require from the company Flatio, s.r.o. to remedy the arisen state of affairs. It can mean in particular blocking, correction, supplementing or liquidation of personal data.

Consent – business communication

Hereby, pursuant to the § 5 sec. 2 and 4 of the Act No. 101/2000 Coll., on the Protection of Personal Data, as amended (hereinafter “Protection of Personal Data Act”), I give my consent to the company Flatio, s.r.o. with the processing of my following personal data: name and surname, place of residence, telephone number, email address, especially in the form of collection, storage, use and hand over for the purpose of marketing usage (the offering of goods and services) and handover to the following business partners: [fill in] (hereinafter as “Business partners”). This consent is given for the period of five (5) years from the provision of the personal data. Instructions: You are hereby informed pursuant to the § 11 sec. 1 and 2 of the Protection of Personal Data Act that the provided personal data will be processed by the company Flatio, s.r.o. for the purpose of the collection, marketing usage (the offering of goods and services) and handover to the Business partners mentioned below. The provided personal data may be disclosed to the Business partners. Providing of the personal data is optional.

Furthermore, you are instructed about your right to request information about the processing of your personal data, which will be provided to you by the company Flatio, s.r.o. without undue delay pursuant to the § 12 of the Protection of Personal Data Act. Also, we instruct you about your rights pursuant to the § 21 of the Protection of Personal Data Act, especially that if you find or presume that the company Flatio, s.r.o. is carrying out processing of your personal data which is in contradiction with the protection of your private and personal life or in contradiction with the law, in particular if the personal data are inaccurate regarding the purpose of their processing, you may ask the company Flatio, s.r.o. for explanation and require from the company Flatio, s.r.o. to remedy the arisen state of affairs. It can mean in particular blocking, correction, supplementing or liquidation of personal data.