Privacy Notice

Netuvio · netuvio.cz and netuvio.com · products and services

26 November 2026

1 Controller and scope of this notice

The controller for our website operations, account management, enquiries and contractual relationships is Stanislav Škudrna, business identification number (IČO) 30183758, with registered office at Hornická 582/3, 434 01 Most. You can contact us at info@netuvio.com.

When a customer determines why and how data in its form is collected and used, the customer is the controller for that purpose. Netuvio may process the contents as a processor under its agreement with, and on the instructions of, the customer. The controller provides information about the use of data and a contact for related requests at the relevant form.

2 Data purposes and lawful bases

Enquiries and support. We process your name, contact details, the type of service requested, your message and related correspondence to respond to you, prepare an offer or provide support. The lawful basis is taking steps at your request before entering into a contract or performing that contract (Article 6(1)(b) GDPR). Where applicable, we rely on our legitimate interest in responding to enquiries and communicating with representatives of organisations (Article 6(1)(f)). Providing a telephone number on our public enquiry form is optional. We reply using the contact details you provide.

Accounts and services. We process identification and contact details, account information, membership and permissions, subscriptions, licences and support requests. We do so to enable sign-in, manage your account and provide the agreed service (Article 6(1)(b)) or, where applicable, to manage access for members of customer teams on the basis of legitimate interests (Article 6(1)(f)). Information may come from the organisation that invited you to its team. We need certain information to create an account or provide a feature.

Billing and legal claims. We process identification, contract, billing and payment data to keep accounting and tax records (Article 6(1)(c)) and, where necessary, to establish or defend legal claims (Article 6(1)(f)).

Technical operation and abuse prevention. We process operational logs, IP addresses, request times and outcomes and, depending on the configuration, signals used to prevent spam. Our legitimate interests are security, troubleshooting and preventing abuse and spam (Article 6(1)(f)). We ask for consent for optional cookies and similar technologies where required by law.

3 How long we keep personal data

We keep correspondence while handling the matter and afterwards only as long as necessary to document it or protect legal claims. We keep account and service data while the account or contract is active and afterwards according to the purpose, applicable limitation periods and deletion obligations. We keep accounting and tax records for the period required by law. We keep operational logs as long as necessary for security, troubleshooting and resolving specific incidents. We retain customer form submissions under the contract and controller’s instructions. Recipients manage copies in emails delivered to them.

4 Recipients cookies and data transfers

Depending on the service, authorised Netuvio personnel and providers of infrastructure, email delivery, IT support and abuse prevention may access data. Accountants, legal advisers, payment service providers and public authorities may also receive data where permitted by law. Designated customer team members can access forms and submissions according to the service configuration.

The website and products may use technical cookies for sign-in, security and features you request. If Google reCAPTCHA is enabled, technical signals are sent to Google on submission and the _GRECAPTCHA security cookie is used. IP reputation screening may send your IP address to ProxyCheck. Optional spam screening may send text and other field values to Cloudflare Workers AI.

For transfers outside the European Economic Area (EEA), we rely on an adequacy decision where it applies to the recipient, or on appropriate safeguards such as standard contractual clauses, with supplementary measures where needed. You can request information about the applicable transfer mechanism and a copy of the relevant safeguards at info@netuvio.com. Spam screening may automatically reject or delay a submission. If you cannot send a general enquiry through the form, you can contact us by email.

5 Your rights

Subject to the conditions in the GDPR, you may request access to your data, rectification, erasure, restriction of processing or data portability. You may object to processing based on legitimate interests. Where we rely on consent, you may withdraw it at any time. Withdrawal does not affect earlier processing. We normally respond within one month. You can lodge a complaint with the Czech Office for Personal Data Protection (uoou.gov.cz) or another competent supervisory authority.

Send requests about your account, our website or enquiries you sent to us to info@netuvio.com. For data in a customer's form, contact the controller of that form. If Netuvio receives a request in its capacity as processor, it follows its agreement with the controller and provides the necessary assistance.

Legal references

GDPR, in particular Articles 6, 9, 13–14, 28, 32–35, 44–49 and 82

European Commission standard contractual clauses for controllers and processors

Czech Office for Personal Data Protection guidance on cookies