Netuvio Terms of Service

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

26 November 2026

1 Service provider and scope

Netuvio is the trading name under which Stanislav Škudrna provides services in his own name as a sole trader. His business identification number (IČO) is 30183758, his registered office is at Hornická 582/3, 434 01 Most, and he is registered in the Czech Trade Licensing Register. In these Terms, “Netuvio” refers to Stanislav Škudrna as the service provider. For orders, support and complaints, contact info@netuvio.com.

These Terms cover netuvio.cz and netuvio.com, Netuvio Platform, Forms, Identity, user accounts, Hosting, storage, notifications, licences, online tools and individually agreed services where Netuvio provides them. The offer, confirmed order or individual agreement defines the scope of each service.

2 Entering into a contract and paid services

An enquiry through the website starts a discussion. The contract is concluded through the applicable ordering process or when both parties confirm an offer. The contract incorporates the Terms Netuvio made available to the customer before conclusion and the customer accepted. Any individually agreed terms prevail where they differ.

If Netuvio processes personal data on the customer’s behalf in providing an agreed service, Annex 1 also forms part of the contract. The customer accepts it with these Terms or when arranging the relevant service, in either case before processing begins.

Before the customer orders a service, Netuvio provides its features, the total price including applicable taxes and fees, the billing interval, activation conditions, the duration and any terms for automatic renewal or termination. The agreed service determines plan features, capacity, technical requirements and any availability commitments.

3 Accounts and acceptable use

The customer protects login and integration credentials, manages team members and their access, and reports suspected account misuse. The customer uses the services lawfully and only with content for which they have the necessary rights. Sending spam, accessing systems without authorisation and disrupting services are prohibited.

Special categories of personal data, including health data, may be processed through Netuvio services only under an individual agreement setting out the applicable safeguards and any arrangements required under Article 28 GDPR.

The customer retains their rights in their content. Netuvio handles that content to the extent necessary to provide the agreed service, in accordance with the contract and the applicable data processing rules. The relevant licences and statutory exceptions apply to Netuvio software and materials.

4 Operating and ending services

Netuvio may carry out maintenance. In the event of a security incident, misuse or a serious breach of the contract, Netuvio may restrict the affected feature or account to a proportionate extent. Where possible, Netuvio will explain the reason, scope and steps for restoring access. The contract and applicable law govern paid service availability and remedies for defects.

The order, contract and applicable law govern how a subscription ends and how charges are settled. The agreed service, data processing agreement and applicable law govern the export, return and deletion of customer data.

Changes to the Terms for ongoing contracts apply where permitted by law and where the parties agreed a procedure for making changes. Netuvio will give advance notice through the agreed channel. Where the law or contract so provides, the customer may reject a change and terminate the contract.

5 Liability

Netuvio is liable for breaches of its own obligations to the extent provided by the contract and applicable law. The customer is responsible for their instructions, lawful collection and use of customer content, choice of recipients, and the conduct of people to whom they grant account or data access, to the extent provided by law.

Any individually agreed limitations apply only to the extent permitted by law. This preserves, in particular, liability that cannot be limited in advance under Section 2898 of the Czech Civil Code, consumer rights and the rights of data subjects, including the right to compensation under Article 82 GDPR.

6 Consumers and complaints

Consumers may report a defect by emailing info@netuvio.com or writing to Netuvio's registered office. They should identify the service, describe the defect and specify the remedy they are requesting. Netuvio will acknowledge the complaint in writing and communicate the outcome. For digital content or a digital content service, Netuvio will resolve complaints within a reasonable time having regard to the nature and purpose of the content or service. In other cases the period is up to 30 days from receipt, unless the parties agree a longer period.

Under a distance contract for services or digital content supplied remotely, a consumer generally has 14 days from conclusion to withdraw. Annex 2 contains instructions and a form. Before a paid contract is concluded, Netuvio also provides a contact phone number, the terms for delivery and any statutory exceptions to the right of withdrawal. Consumers ordering through an online interface will be expressly informed of their obligation to pay before submitting the order. For a distance contract, the consumer receives confirmation in text form after conclusion.

Consumers may seek out-of-court dispute resolution through the Czech Trade Inspection Authority unless another body is designated by law. Information and the application procedure are available in the out-of-court consumer dispute resolution section of coi.gov.cz. Czech law applies, subject to mandatory consumer protections.

Annex 1 Processing of personal data

Contractual terms under Article 28 GDPR

1 Parties and scope

The processor is Stanislav Škudrna, business identification number (IČO) 30183758, with registered office at Hornická 582/3, 434 01 Most, trading as Netuvio. The contact address for processing matters is info@netuvio.com. The controller is the customer identified in the order or service activation record, where the customer determines the purposes and means of processing. Before processing begins, the parties exchange contacts for instructions and incident notifications.

This Annex applies where Netuvio processes personal data on the customer's behalf. For each such service, it includes a processing specification made available to the customer before acceptance of the Annex and before processing starts. Together with this Annex, the specification defines service operations, deletion and backup rules, security measures and subprocessors. Section 2 also applies to Forms. On processing matters, this Annex takes precedence over the general Terms. The customer or its authorised representative may accept it electronically in a manner that can be documented.

2 Scope and duration of processing in Netuvio Forms

The subject matter is the operation of customer forms. Processing includes receiving and validating submissions, preventing abuse, retaining a submission history, making submissions available to authorised people, sending notifications or confirmations according to the settings, and deleting data. The purpose is to operate the service on the customer's instructions.

Data subjects include people who submit forms, people mentioned in submissions and designated recipients. The data may include names, contact details, field values and message contents, IP addresses, timestamps, screening results and delivery status. Special categories of data require an individual agreement under Section 3 of the Terms.

Processing continues for the duration of the agreed service and for the time needed to return or delete data under Section 7. The processing specification sets retention periods for submission history, operating logs, the queue and backups. The customer determines how long individual submissions are needed for its purposes and provides instructions for deletion.

3 Controller instructions and obligations

Netuvio processes data only on the customer's documented instructions, including for transfers outside the EEA. Agreed service settings and instructions demonstrably given by an authorised person also qualify as instructions. If EU or Member State law requires processing, Netuvio will inform the customer beforehand, unless that law prohibits disclosure on important grounds of public interest. Netuvio will immediately inform the customer if, in its opinion, an instruction infringes data protection law.

The customer is responsible for lawful collection, informing data subjects, choosing the scope of collection and determining who has access. The customer manages form settings, team permissions and designated recipients. Netuvio helps the customer meet its obligations and deal with data subject rights as provided in Section 6 of this Annex.

Security and end of processing

4 Confidentiality and security

Netuvio ensures that only authorised people have access to the data for providing the service, to the extent necessary, and that they are bound by confidentiality. Netuvio implements and maintains technical and organisational measures appropriate to the risk under Article 32 GDPR. For Forms these include protecting data in transit, verifying access to the team's submission history, checking designated recipients' team membership and restricting access to systems and backups. The specification provided before processing begins also describes protection for stored data, recovery of availability and testing the effectiveness of the measures.

5 Subprocessors and data transfers

By accepting this Annex, the customer gives general written authorisation for the subprocessors on the list provided before acceptance. The list identifies the providers, purposes and places of processing and reflects the features agreed for the customer. Netuvio will notify the customer in writing of any intended addition or replacement and give the customer a reasonable opportunity to object before the new provider processes its data.

The customer authorises the provider of ProxyCheck to process the visitor's IP address to assess the risk of form abuse. If the customer enables automated spam screening with Cloudflare Workers AI, the customer also authorises processing of the form name and submitted field values to detect spam. The subprocessor list identifies the providers, places of processing and any terms for transfers outside the EEA.

Netuvio will contractually impose on each subprocessor the same data protection obligations that apply to its activities under this Annex. Netuvio remains liable to the customer for its subprocessors' performance of those obligations. Transfers outside the EEA follow the customer's documented instructions and Chapter V GDPR. Where relevant, Netuvio will provide information on the destination, recipient and transfer mechanism.

6 Assistance and breaches

Taking account of the nature of processing, Netuvio provides appropriate technical and organisational assistance with data subject requests where possible, and assists the customer with its obligations under Articles 32 to 36 GDPR, taking account of the information available to Netuvio. If Netuvio becomes aware of a personal data breach affecting the customer's data, it will notify the customer without undue delay and provide available information for assessment, remediation and, where applicable, notification.

Netuvio makes available the information necessary to demonstrate compliance with Article 28 GDPR and allows and contributes to audits, including inspections, conducted by the customer or an auditor appointed by the customer.

7 Return and deletion of data

When the service ends, Netuvio returns or deletes the data, at the customer's choice, and deletes existing copies, including copies held by subprocessors, unless EU or Member State law requires retention. The procedures and deadlines in the processing specification also cover protected backups until deletion. These procedures apply to copies under Netuvio's control. The customer or recipient manages copies delivered to mailboxes controlled by the customer or designated recipients, according to their respective roles.

Annex 2 Withdrawal from a contract

Information for consumers

If you have a statutory right of withdrawal, you may withdraw from a distance contract without giving a reason within 14 days of its conclusion. Send an unequivocal notice within that period to info@netuvio.com or by post to Stanislav Škudrna, Hornická 582/3, 434 01 Most. You may use the form below. If you entered into the contract through an online interface, you may also use its withdrawal function where the law makes it available for your contract.

If you validly withdraw, we will refund payments received no later than 14 days after receiving your notice. We will use the same means of payment unless we agree another method that does not incur additional costs for you. If we began providing a paid service at your express request before the end of the withdrawal period, you will pay a proportionate amount for the service already provided, where the statutory conditions are met.

Your right to withdraw from a paid service may end once the service has been fully performed if performance began with your prior express consent and you were informed in advance that you would lose the right. For digital content supplied without a tangible medium, the right may end once performance begins only where the statutory conditions are met. Netuvio will inform you before ordering if an exception applies.

Withdrawal form

To: Stanislav Škudrna (Netuvio), Hornická 582/3, 434 01 Most, info@netuvio.com

I hereby withdraw from my contract for the following service or digital content:

Service or digital content and order number, if available: _____

Date ordered: _____

Consumer’s full name: _____

Consumer’s address: _____

Date: _____

Consumer’s signature (only if sent on paper): _____