



Privacy Policy

Bohemia-cloud s.r.o. · valid and effective from 17 October 2026

English translation. The Czech version is the original; in the event of any discrepancy, the Czech version prevails.

1. Introduction

We take the protection of your personal data and your privacy seriously. This policy explains what personal data we process, for what purposes, on what legal basis, how long we keep it, to whom we may disclose it and what rights you have. It applies in particular to our customers and their representatives and contact persons, job applicants and visitors to our websites.

This policy is issued in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council, the General Data Protection Regulation (the “**GDPR**”), and Czech Act No. 110/2019 Coll., on the Processing of Personal Data.

2. Who is the controller

The controller of your personal data is **Bohemia-cloud s.r.o.**, with its registered office at Jiráskova 297/14, Hodolany, 779 00 Olomouc, Czech Republic, Company ID (IČO) 07161719, VAT ID CZ07161719, registered in the Commercial Register maintained by the Regional Court in Ostrava, Section C, Insert 74720 (the “**Provider**”, “**we**” or “**us**”).

The Provider mainly provides businesses and legal entities with the rental of virtual (VPS) and dedicated servers, which it sets up individually and hands over to them, and related services — network connectivity, backup and technical support (the “**Services**”).

For any matter concerning personal data protection, you can contact us by e-mail at info@bohemia-cloud.cz or in writing at our registered office. The Provider has not appointed a data protection officer.

3. In what role we process data

As a controller, we determine the purposes and means of processing the personal data of our customers, their representatives and contact persons, job applicants and visitors to our websites. Sections 4 to 12 apply to this processing.

As a processor, we process personal data that customers store or process on the servers we rent to them (for example data in databases, files or backups). The controller of such data is the customer: the customer decides what data is processed and why, and we handle it only on the customer’s instructions and under a contract concluded in accordance with Article 28 GDPR (it forms part of our general terms and conditions). We do not interfere with the content of such data. The customer is responsible for having a legal basis for the processing and for properly informing the data subjects; we cooperate with the customer in protecting the data. If your data is held in our customer’s systems, please address your requests primarily to that customer.

4. What personal data we process

- **identification data** — name and surname, business name, Company ID and VAT ID, registered office or place of business, for natural persons possibly date of birth, for customer representatives their position;
- **contact data** — e-mail address, telephone number, postal address;
- **contractual and billing data** — ordered Services and their parameters, contracts, quotations, invoices, payments, bank account number;
- **communication data** — e-mails, support requests, records of service interventions;
- **data on the use of the Services** — access name for the Services, records of logins and of operations performed, including the IP address;
- **job applicant data** — data from the CV and from communication during the selection procedure;
- **technical data of website visitors** — IP address, browser identification, page visited, referring page and time of access (see Section 6 for details).

As a controller, we do not process special categories of personal data (so-called sensitive data). Nor do we process payment card data; when you pay through a payment gateway, the processing is governed by the terms of its operator.

5. Purposes, legal bases and retention periods

We process personal data only to the extent and for the time necessary for the given purpose:

Purpose	Legal basis	How long
Negotiating, concluding and performing a contract — setting up and operating rented servers, technical support, invoicing	performance of a contract and steps taken prior to entering into it (Art. 6(1)(b) GDPR)	for the term of the contract and thereafter for the limitation periods for claims under the contract
Compliance with legal obligations — accounting, taxes, cooperation with public authorities	compliance with a legal obligation (Art. 6(1)(c) GDPR)	for the period required by law (see Section 7)
Protection of our rights and legal claims, debt collection, records of communication with customers	legitimate interest (Art. 6(1)(f) GDPR)	for the term of the contract and thereafter for the limitation periods, or until a dispute is resolved
Ensuring the security and operation of our systems and websites (operational logs)	legitimate interest (Art. 6(1)(f) GDPR)	web server logs 14 days; login records for as long as necessary to ensure security
Cookieless website visitor statistics	legitimate interest (Art. 6(1)(f) GDPR)	a pseudonymous fingerprint until the end of the day, then only aggregate data without personal data (see Section 6)
Selection procedure for a job position	steps prior to entering into an employment contract (Art. 6(1)(b) GDPR)	until the end of the selection procedure

Purpose	Legal basis	How long
Keeping applicants on file for future job offers	consent (Art. 6(1)(a) GDPR)	for the period stated in the consent, at most 5 years after the end of the selection procedure, or until consent is withdrawn

Providing the personal data necessary for concluding and performing a contract and for compliance with legal obligations is mandatory; without it we cannot provide the Services. We do not need your consent for processing based on a contract, the law or a legitimate interest. Giving consent is voluntary and you may withdraw it at any time; withdrawal does not affect the lawfulness of processing before it.

We do not send commercial communications (newsletters, advertising e-mails or text messages) and we do not use your data for marketing purposes. No automated decision-making or profiling takes place.

6. Websites, cookies and visitor statistics

Cookies

Our websites use a single cookie, **bc_lang**, which remembers the chosen language version of the website (Czech / English). It is strictly necessary and therefore does not require consent; it is valid for 1 year and contains no personal data.

We do not use analytics, advertising or tracking cookies, third-party visitor tracking tools (such as Google Analytics) or social media plug-ins. The website does not load scripts, fonts or any other content from third-party servers, so browsing it does not disclose your data to any third party. You can delete or block cookies in your browser settings at any time; the website will still work, it just will not remember your chosen language.

Visitor statistics

To know which pages are useful to visitors, we keep basic visitor statistics **without cookies and without storing anything on your device**. When a page is displayed, a one-way fingerprint (hash) is calculated from the IP address and the browser identification using a random key. The IP address itself is not stored anywhere. The fingerprint serves only to ensure that one visitor is not counted more than once on the same day. The key is irreversibly discarded every day at midnight and the previous day's fingerprints are deleted, so visits on different days cannot be linked and cannot be used to find out who visited the website.

We keep only aggregate figures permanently: the number of visits and page views per page and day, the language version and the domain of the website from which the visitor came. These figures cannot be used to identify any individual. Automated access (search engine robots and monitoring tools) is not counted.

Web server logs

For each request, the web server records the IP address, time, requested address, result of the request, referring page and browser identification. We use these logs solely to ensure the security and operation of the website (e.g. to detect an attack or to troubleshoot errors). They are accessible only to our administrators and are automatically deleted after 14 days.

Contacting us via the website

Our websites contain no forms. If you send us an e-mail or call us, we will process your data to handle your enquiry and, where applicable, to negotiate a contract.

7. Retention of accounting and tax documents

We keep invoices and other accounting and tax documents for the periods required by law, in particular:

- Act No. 563/1991 Coll., on Accounting — accounting records for 5 years from the end of the accounting period to which they relate;
- Act No. 235/2004 Coll., on Value Added Tax — tax documents for 10 years from the end of the tax period in which the supply took place;
- Act No. 280/2009 Coll., the Tax Code — for the duration of the time limit for assessing the tax.

These documents contain mainly the customer's name or business name, address, Company ID and VAT ID. After these periods expire, we delete or anonymise the data.

8. Where we obtain data from

We obtain personal data primarily directly from you — when you place an order and conclude a contract, when we communicate with each other, when you use the Services and when you apply for a job. To verify a customer, we use public registers (the Commercial Register, the Trade Register, ARES). Technical data of website visitors is obtained automatically when you browse the website (Section 6).

9. To whom we disclose data

We do not sell personal data and we do not share it with other controllers for their own purposes. Access to it may be given only to:

- **our processors** who provide specific services to us — in particular accounting and tax services, e-mail services and other IT services. They process data only on our instructions, under a contract pursuant to Art. 28 GDPR, and are bound by confidentiality;
- **banks and payment service providers** when making payments;
- **public authorities** (courts, police, tax administrator and others) where required by law — only to the necessary extent;
- **legal and tax advisers** where necessary to protect our rights.

10. Transfers outside the European Union

We process personal data in data centres located in the Czech Republic. We do not transfer it to countries outside the European Union and the European Economic Area or to international organisations.

11. Security

We protect personal data by technical and organisational measures appropriate to the state of the art and the risks of the processing — against unauthorised access, misuse, loss, destruction and unauthorised disclosure. Among other things:

- only authorised employees and processors who strictly need the data have access to it, and all of them are bound by confidentiality;
- communication with the website is encrypted (HTTPS); access to the Services and to our systems is protected and restricted;
- we regularly update, test and back up our systems to other locations to ensure their confidentiality, integrity, availability and resilience and to be able to restore the availability of data in a timely manner after an incident.

Please help us keep your data secure: keep your access credentials confidential and follow standard security practices.

12. Your rights

Under the conditions laid down in the GDPR, you have the following rights:

- **right of access** — to find out whether and what data of yours we process and to obtain a copy of it (Art. 15);
- **right to rectification** of inaccurate or incomplete data (Art. 16);
- **right to erasure** where we no longer need the data or process it unlawfully (Art. 17);
- **right to restriction of processing**, for example while the accuracy of the data is being verified (Art. 18);
- **right to data portability** of data you provided to us under a contract or consent, in a machine-readable format (Art. 20);
- **right to withdraw consent** where processing is based on consent (Art. 7(3)).

Right to object (Art. 21 GDPR). You may object at any time, on grounds relating to your particular situation, to processing that we carry out on the basis of a legitimate interest. We will then no longer process the data unless we demonstrate compelling legitimate grounds that override your interests, rights and freedoms, or the processing is necessary for the establishment, exercise or defence of legal claims.

Please send your requests to info@bohemia-cloud.cz or by post to our registered office. We will handle them free of charge, without undue delay and at the latest within one month of receipt; in complex cases we may extend this period by a further two months and will inform you accordingly. To make sure we do not disclose your data to someone else, we may ask you to verify your identity.

You also have the right to lodge a complaint with the supervisory authority, the **Office for Personal Data Protection** (Úřad pro ochranu osobních údajů), Pplk. Sochora 27, 170 00 Prague 7, Czech Republic, www.uoou.gov.cz.

13. Changes to this policy

We review this policy regularly and update it when our Services, the way we process data or the law change. The current version is always published on our websites; we will inform customers of any material changes.

This policy is valid and effective from **17 October 2026** and replaces the privacy policy effective from 15 February 2021.

14. Contact details

Bohemia-cloud s.r.o.

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info@bohemia-cloud.cz

Our websites

bohemia-cloud.cz
bohemia-cloud.com
bohemiacloud.com
bohemia.cloud