At Ray Service we recognize that you, our customers, partners and others who visit the Ray Service website, or visit any of our premises or otherwise come into contact with us or our employees, value your privacy. As in some cases we require or obtain your personal data which we further process, we carefully protect the personal data and handle this data in full compliance with the applicable legislation. By means of this notification, we hereby inform you on the processing of your personal data.

Personal data controller and contact data

The personal data controller is **Ray Service, a.s.**, Commercial registration no.: 277 56 203, registered office at Huštěnovská 2022, 686 03 Staré Město, Czech Republic, incorporated in the Commercial Register kept by the Regional Court in Brno, section B, file 5165 (hereinafter "Ray Service" or "we").

If you have any questions, do not hesitate to contact us via e-mail at **info@rayservice.com** or in writing at Huštěnovská 2022, 686 03 Staré Město, Czech Republic.

Basic information

On 25 May 2018, Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, publicly known as **GDPR**, entered into force. It regulates the obligations of **the controller** of personal data (Ray Service), but also the rights that **the subjects** of personal data (you as a customer, visitor, etc.) have. These rights and obligations relate to **personal data** which means any information through which you can be directly or indirectly identified (e.g. your name, surname, birthdate, email address, etc.). In some cases, we use other companies to handle personal data – they are helping in processing and other operations. These are the so-called **processors** of personal data.

Processed data and the scope of processing

In order to be able to effectively carry out our business and communicate with you, or to conduct a recruitment process, we collect certain personal data from you. These are, for example:

- name and surname,
- phone number and email,
- CV,
- job title, etc.

The information we request from you varies depending on the position from which you are providing them. They will be different if you are acting towards us as a business partner, as a visitor of our company or as a job seeker. We do not process any sensitive data, such as health, race or biometric ones.

Purpose and legal basis for the processing of personal data

The main reason for processing your personal data is, in particular, the efficient performance of our business activities and communication with you. We process your personal data only to the extent

necessary to achieve such purposes and we regularly check whether they are still relevant and up to date.

Under the rules of the GDPR, if the controller wishes to process personal data, he must always process it on the grounds of **a legal basis**. At Ray Service, when processing personal data, we always verify the existence of a legal basis. This can be, for example, the **performance of a contract** if your personal data are necessary for e.g. concluding a contract or fulfilling a contractual relationship, or our **legitimate interest** in e.g. processing CVs of individual job seekers or sending newsletters to our customers. If this legal reason ceases to exist and there is no other, your personal data will be deleted.

In case you refuse to provide us with data for any reason, we may not be able to continue to effectively communicate with you or cooperate in other ways.

Processors and recipients of personal data

For maximum efficiency of our activities, but also for the security of your personal data, we cooperate with some processors and recipients in the following areas:

- providers of information systems, software, databases and IT services,
- providers of marketing and communication services,
- intermediaries in sending newsletters,
- contractual partners, etc.

If we are about to transfer your personal data to countries outside the EU, each transfer is based on an adequacy decision or appropriate safeguards to ensure maximum security.

Period of the processing of personal data

The period of processing your personal data varies depending on the purpose for which we process it. However, they are always processed for the period required for the contract, period for which you consent lasts, or which is specified in applicable legal provisions, or our internal regulation. If you are interested in the specific period for which we store your particular data, do not hesitate to contact us via email on info@rayservice.com.

If you are interested in more detailed information about the specific purposes for which we process your personal data, please find further information below:

Sending newsletters

You have received the newsletter from us if you are our customer. Thus, we can send you offers for products or services similar to those we have already provided to you – this is our legitimate interest. We use your email address as long as you are our customer, or for the period of 24 months. You can cancel the sending at any time just by clicking on the cancellation option in your inbox or via e-mail.

Use of cookies

On our websites we may use cookies. Cookies are small text files stored in users' computers for use to improve user comfort, to recognise repeated visits, evaluate visit statistics (while ensuring anonymity), and personalise content and advertisements so that Ray Service can improve website content. Cookies do not identify individual users (they cannot recognise e.g. your name, password, etc.) and do not influence files or computer settings. If you do not want the Ray Service website to use cookies, you can block or limit them in your web browser.

Inquiry list

If you have used our online catalogue and sent us an inquiry, we will process following personal data: name and surname, phone number, email, job title and other data that will be included in your demand. The legal reason for such processing is the performance of the contract. We will process this personal data for a period of 1 year, unless business cooperation is initiated – then it will be as long as our cooperation lasts.

Job applicants

If you are interested in a job position in our company Ray Service, we will process following personal data: name and surname, phone number, email and other information contained in the CV you sent. The legal basis for processing is our legitimate interest in organizing a selection procedure. For certain positions where it is required by their nature, we may also conduct a screening of job applicants through our screening service provider. In such cases, we process personal data provided by the applicant in their CV, other publicly available personal data, and the screening results, for the purpose of verifying the accuracy of the information provided by the applicant. The legal basis for this processing is our legitimate interest in ensuring the accuracy of the applicant's data and assessing their reliability. We will process your personal data as long as the specific selection procedure lasts, screening results will be processed for the duration of the employment. If you grant us your consent to retain your CV for potential future job opportunities and to share it with other companies within the 3G Group, we will store it for a maximum period of three years, after which it will be deleted. A list of 3G Group companies is available upon request on the HR department. Please note that you may withdraw your consent at any time during this period.

CCTV system with recording

Passers-by, visitors, carriers, employees and other persons entering the Ray Service premises or passing along its perimeter may become data subjects. The perimeter of the Ray Service site, located at Huštěnovská 2022, Staré Město 686 03, is monitored by a CCTV system with recording on the basis of the Company's legitimate interests, in particular for the purposes of ensuring the security of the Company and its employees and protecting the Company's property. The premises are monitored 24 hours a day. Recordings are stored by our security system provider for a period of 10 days and are then automatically deleted, unless they are required for use in proceedings before public authorities. In such cases, the recordings will be deleted within a reasonable period following the conclusion of such proceedings, unless otherwise instructed by the relevant public authority.

During certain periods, if the perimeter is breached, the relevant recording of the breach is assessed and, where appropriate, a security response team may be dispatched to the site.

Visiting Ray Service – Reception App

If you visit our company, you will be asked at reception to register your visit in the Reception App. We will therefore process your personal data in connection with your visit on the basis of Ray Service's legitimate interest in protecting property and ensuring the safety and security of individuals. The personal data processed in this context include your first name, surname, company, email address, the employee you are visiting and information relating to your registration in the application. Information about your visit will be retained for a period of one year and will then be automatically deleted, unless it is necessary to use such information in connection with proceedings before public authorities. In such cases, the information may be retained for the period necessary for the relevant proceedings. The Reception App application has replaced the previously used physical Visitor Book, and visitor registration is therefore now maintained electronically. We do not disclose these data to third parties unless they are required in connection with proceedings before public authorities. Access to these data is granted to employees working at reception.

Business Communication and Communications with the Public

If you establish contact with Ray Service, its employees or persons acting on its behalf, we will use the information you provide to communicate with you. This may include your email address, telephone number, address, name and any other information obtained or provided for the purpose of such communication. As we store contact details in our systems for as long as necessary for the relevant purpose (i.e. for the duration of the cooperation or communication), such data may be accessed not only by our employees involved in the communication, but also by our auditors and IT service providers. Once the contact details are no longer relevant for the specified purpose, they will be deleted without undue delay. The legal basis for processing in this case is generally the performance of a contract (or taking steps at your request prior to entering into a contract).

Whistleblowing

Ray Service has established a whistleblowing system in accordance with Directive (EU) 2019/1937 of the European Parliament and of the Council of 23 October 2019 on the protection of persons who report breaches of Union law (the "Directive") and Act No. 171/2023 Coll., on the Protection of Whistleblowers (the "Whistleblower Protection Act"). If you report suspected unethical or unlawful conduct, or any other matter (in particular via the FaceUp platform or through other means of communication, such as by telephone, email or in person), we will process the personal data you provide in connection with your report. Such data may include, for example, a description of the reported conduct, the first name, surname and job position of persons involved in the reported conduct (the "persons concerned"), and, where applicable, other identifying information, information about other persons connected with the report, visual, audio or audiovisual recordings, the whistleblower's name and other information provided in the report. Reports may also be submitted anonymously. The applicable legal basis for processing depends on the content of the particular report:

- legal obligation in connection with reports of unlawful conduct falling within the scope of the Directive or the Whistleblower Protection Act;
- legitimate interest in connection with reports of unethical conduct or other conduct that does not fall within the scope of the Directive or the Whistleblower Protection Act.

The FaceUp platform and other reporting channels are secured by appropriate security measures, and access to the reports is restricted to the person responsible for handling the report and a representative of the Legal Department. In order to process all reports in accordance with applicable legislation, we retain reports for a period of 10 years. After this period, the personal data are deleted. Further information on the whistleblowing system and its operation is available in the Compliance section.

Your Rights in Relation to the Processing of Personal Data

With regard to the processing of your personal data, you may assert the following rights with us:

- to ask for confirmation as to whether or not your data are processed, and if yes, we will provide you more information on the processing of data;
- to request corrections to personal data if they are incorrect or missing;
- to withdraw consent to the processing personal data;
- to object to the processing of personal data;
- to request limitations to the processing of personal data in the case the you question data accuracy or if we do not need the specific personal data for processing purposes but you need the data to determine, assert or defend of legal claims, or if you have already contested the processing of personal data;
- to ask for the transfer of your personal data (the right to data portability);
- to request the deletion of your personal data if we do not need the specific personal data for processing purposes, if you withdraw your consent, or if you contested the processing of personal data and there is no legitimate grounds for saving this data.

To facilitate exercising rights with us, you can request form templates via email sent to info@rayservice.com.

Right to lodge a complaint with the supervisory authority

You also have the right to lodge a complaint regarding processing your data. The complaint may be submitted to the Office for the Protection of Personal Data, Pplk. Sochora 27, 170 00 Praha 7. For more information, visit the website www.uoou.cz.

These updated rules are effective from **1.6.2026**