

Privacy Policy

General Information

Within this Privacy Policy, you will find information about the processing of personal data carried out by **us**, **ENERGOCENTRUM PLUS, s.r.o.**, with its registered office at Technická 1902/2, Dejvice, 16000 Prague 6, ID No.: 26781026, VAT No.: CZ26781026, file No. C 93305 kept at the Municipal Court in Prague ("**we**" or "**our company**") about you, as the data subject ("**you**").

Our company develops software for building monitoring and control, collectively referred to under the Mervis brand ("**Product**"), and operates the websites <https://www.energocentrum.cz/> and <https://mervis.info/> ("**Website**").

We process your personal data if you (i) use the Website, (ii) register or log in to the Website, (iii) purchase and/or use our Product, or (iv) use our other services.

This Privacy Policy applies only to cases where our company acts as a personal data controller, i.e., we process personal data in our own name and for our own purposes. Conversely, if we process personal data on behalf of and according to the instructions of our customers, we act as a processor in such cases, and this Privacy Policy does not apply. If you wish to exercise your rights, you must do so **directly with the controller of your personal data**. In such cases, we process your data exclusively according to their instructions and are not authorized to handle requests independently. If you contact us, we will immediately forward your request to the relevant controller.

The processing of personal data is governed in particular by Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation) ("**GDPR**").

What personal data do we process?

For various purposes, we process various categories of personal data about our customers, Product users, and visitors of our Website. Specifically, these categories are:

- identification data (e.g., name, surname, e-mail address, telephone number, delivery and billing address);
- device information (e.g., IP address, browser used, language preferences);
- information related to the provision of the Product (e.g., contract information including contract date, duration, date and reason for termination, user account information, Product information);
- communication (all information contained in mutual communication).

What personal data we process about you, for what purpose and for how long depends on how and why you have provided us with your personal data or how we obtained it from you. In the following overview, you can find information about the processing of your personal data depending on the context in which the personal data is processed.

Processing related to the use of the Website

Purpose	Scope of processed information	Legal basis	Processing period
Sending newsletters, special offers of our products or services.	Identification data	- Pursuant to Section 7(3) of Act No. 480/2004 Coll., on certain information society services, unless you opted out when ordering the service, creating an account, or making a purchase. - Pursuant to Article 6(1)(a) GDPR, we may process personal data if we have your consent – consent to receive newsletters.	Until you inform us that you no longer wish to receive commercial offers or up to 2 years from the termination of the contractual relationship, cancellation of your account, or the last purchase.
Managing the operation of our Website and legitimate interest in analyzing the behavior of our website users to improve it	Device information	Pursuant to Article 6(1)(f) GDPR, we may process personal data if we have a legitimate interest in improving the quality of our Website and marketing.	For the strictly necessary time, up to a maximum of 3 months.
Mutual communication and answering inquiries	- Identification data - Communication	Pursuant to Article 6(1)(b) GDPR, we may process personal data if it is necessary for the performance of a contract.	For 3 years from answering the question or for 3 years from the last communication between our company and you regarding the relevant question.

Processing related to the user account

Purpose	Scope of processed information	Legal basis	Processing period
Creation and management of a user account	Identification data	Pursuant to Article 6(1)(b) GDPR, we may process personal data if it is necessary for the performance of a contract.	For the duration of the user account and subsequently for a maximum of 6 months from its cancellation.
Providing customer support and resolving technical issues	- Identification data - Communication with customer support - Device information	Pursuant to Article 6(1)(b) GDPR, we may process data if it is necessary for the performance of a contract.	For the duration of the contractual relationship and subsequently up to 20 years from its termination, if necessary to ensure the continuity of service provision, resolve subsequent technical requests from customers, and protect legal claims. After this period or upon objection to processing, personal data will be deleted or anonymized unless there

			is another legal reason for their further retention.
Sending account and security notifications	• Identification data	– Pursuant to Article 6(1)(b) GDPR, we may process personal data if it is necessary for the performance of a contract.	For the duration of the user account and subsequently for a maximum of 3 months after the cancellation of the user account.
Mutual communication and answering inquiries	• Identification data • Communication	– Pursuant to Article 6(1)(b) GDPR, we may process personal data if it is necessary for the performance of a contract – Pursuant to Article 6(1)(f) GDPR, we may process personal data if we have a legitimate interest - legitimate interest in answering the question.	For the duration of the contractual relationship and subsequently up to 20 years from its termination, if necessary to ensure the continuity of service provision, resolve subsequent technical requests from customers, and protect legal claims. After this period or upon objection to processing, personal data will be deleted or anonymized unless there is another legal reason for their further retention.

Processing related to the provision of the Product

Purpose	Scope of processed information	Legal basis	Processing period
Sending newsletters, special offers of our products or services.	• Identification data	– Pursuant to Section 7(3) of Act No. 480/2004 Coll., on certain information society services, unless you opted out when ordering the service, creating an account, or making a purchase. – Pursuant to Article 6(1)(a) GDPR, we may process personal data if we have your consent – consent to receive newsletters.	Until you inform us that you no longer wish to receive commercial offers or up to 2 years from the termination of the contractual relationship, cancellation of your account, or the last purchase.
Order processing, including payment, service delivery, and related communication	• Contract • Identification data	– Pursuant to Article 6(1)(b) GDPR, we may process personal data if it is necessary for the performance of a contract. – Pursuant to Article 6(1)(f) GDPR, we may process personal data if we have a legitimate interest - legitimate interest in maintaining the continuity and history of	For the duration of the contractual relationship and subsequently up to 20 years from its termination, if necessary to ensure the continuity of service provision, resolve subsequent technical requests from customers, and protect legal claims. After this period or upon objection to processing, personal data will be deleted or anonymized unless there

		communication with customers when providing long-term services and technical support.	is another legal reason for their further retention.
Fulfillment of legal obligations in the area of consumer protection law, accounting, and tax law	• Contract • Identification data	– Pursuant to Article 6(1)(c) GDPR, we may process personal data if it is necessary for compliance with our legal obligations.	For the period stipulated by law
Fulfillment of legal obligations regarding the provision and handling of complaints	• Contract • Identification data	– Pursuant to Article 6(1)(c) GDPR, we may process personal data if it is necessary for compliance with our legal obligations.	For the duration of the contract and for 3 years from the fulfillment of the contract; basic information about the legal relationship and its existence (contracting parties, subject of the obligation, etc.) for up to 20 years from the fulfillment of the contract
Mutual communication and answering inquiries	• Identification data • Communication	– Pursuant to Article 6(1)(f) GDPR, we may process personal data if we have a legitimate interest - legitimate interest in answering the question.	For the duration of the contractual relationship and subsequently up to 20 years from its termination, if necessary to ensure the continuity of service provision, resolve subsequent technical requests from customers, and protect legal claims. After this period or upon objection to processing, personal data will be deleted or anonymized unless there is another legal reason for their further retention.
Product security, data protection, error prevention	• Identification data of your device • Operational and security data	– Pursuant to Article 6(1)(f) GDPR, we may process personal data if we have a legitimate interest - legitimate interest in the safe and reliable provision of services.	For 6 months since the occurrence of the error state.

Who do we share your personal data with?

It is not possible to determine in advance which specific persons will process your personal data or be recipients of the personal data. Therefore, we list here the categories of possible recipients with an explanation of the purposes for which they may be granted access to your personal data.

Recipient	Reason for disclosure
Tax, accounting, and legal advisors	To ensure proper accounting, legal support for the provision of the service, and other related services, we need the services of third parties – tax advisors, accounting advisors, or lawyers. These entities are bound by confidentiality.
Payment service providers (payment gateway operators, banks, etc.)	For the purpose of ensuring the proper execution of payment transactions (operation of the payment gateway, payment deductions, payment blocking, etc.), we must transmit your personal data to the entity providing the payment system.
Third-party service providers	We may use third parties to perform activities on our behalf, deliver parcels, send mail and emails, and provide customer service. These third-party service providers have access to personal data only to the extent necessary to perform their designated activities, but may not use it for other purposes.

Retention of your personal data

We retain personal data only for as long as necessary or legally permitted, based on the purpose(s) for which it was collected. For specific retention periods, please refer to the table above, where each purpose is matched with its corresponding retention timeframe.

Please note that in some circumstances we may store your personal data for longer periods of time, for example (i) where we are required to do so in accordance with legal, regulatory, tax or accounting requirements, or (ii) for us to have an accurate record of your dealings with us in the event of any complaints or disputes, or (iii) if we reasonably believe there is a prospect of litigation relating to your personal data.

Due to the nature of some of our products, whose life cycle typically spans decades, we may retain selected communications for up to 20 years from the termination of the contractual relationship. This retention is based on our legitimate interest in ensuring continuity of technical support and defending our legal claims. After this period, or if you object to such processing and no other legal ground for further retention exists, your personal data will be deleted or anonymized.

Transfer of personal data to third countries

As part of our main activity, we do not transfer your personal data outside the European Economic Area (EEA).

However, we may use third-party service providers to perform certain activities on our behalf. These activities may include the collection, use, or transfer of your personal data. Some of these providers may be established outside the EEA, in which case personal data may be transferred to third countries. These service providers comply with the Standard Contractual Clauses approved by the European Commission (SCCs) or are subject to an adequacy decision regarding the transfer of personal data from the EEA to the US or other countries that do not have equivalent privacy and data protection laws. We remain responsible for the processing of personal data we receive under the SCCs, and for ensuring that any onward transfer to these service providers acting on our behalf complies with applicable data protection laws.

What are your rights?

Below is a full list of what you can do in relation to the personal data processed. If you wish to exercise any of your rights, please contact us at the contacts provided below.

- **Right to withdraw consent.** If we process your personal data with your consent, it is your right to withdraw your consent to the processing of your personal data. This also applies to your consent to receive the newsletter. You can always withdraw your consent by following the instructions in each consent.
- **Right of access.** You have the right to access the personal data we process about you, as well as information about what personal data we process about you, for how long, for what purposes, who has access to it and whether we use it for automated decision-making (or how such automated decision-making works).
- **Right to correction.** If you discover that we are processing incomplete or incorrect personal data about you, you have the right to have your personal data corrected or, if the purpose of processing the personal data requires, completed.
- **Right to erasure.** You have the right to erase your personal data that we store and process about you.
- **Right to restriction of processing.** In cases where you believe that your personal data processed by us is inaccurate, you have the right to request that we restrict the processing of your personal data for the time necessary to verify the accuracy of your personal data and correct it, if necessary.
- **Right to data portability.** In the case of automated processing or based on your consent or performance of the contract, you have the right to receive the data in a structured, commonly used and machine-readable format and to have them transmitted directly to another personal data controller.
- **Right to object to the processing of your personal data.** You can object to the processing of your personal data by contacting us at email address gdpr@energocentrum.cz.
- **Right to complain.** You can lodge a complaint about how we process your personal data with a supervisory authority, specifically with the Office for Personal Data Protection of the Czech Republic, located at Podplukovníka Sochora 27, 170 00 Prague 7, Czech Republic, tel.: +420 234 665 111, e-mail: posta@uoou.cz.

Newsletters (commercial communications)

If you are a customer and did not opt out during the purchase, we will use your email address to send you our newsletters.

You can unsubscribe from our mailing list at any time via the link in the footer of each newsletter email, or by contacting us using the contact details listed below.

Cookies

Our Website uses cookies. Cookies are small text files that visited websites store on your computer or other device. They are used to ensure or streamline the functioning of websites, as well as to collect information for their owners about visitors and their behavior. Cookies are not harmful to your device or software.

For the purposes of this policy, the term cookies also means files stored via browser web storage. There are two types of web storage: local storage and session storage. The main difference compared to traditional cookies is that web storage data is not sent back to the server with every request and allows for a larger amount of data to be stored. In session storage, files are retained until the end of the session (i.e., until the browser is closed). In local storage, files can be stored for a longer period. Our Website utilizes local storage, which allows us to store certain information directly in your browser—primarily to ensure or streamline the functioning of the Website, or to remember your settings and other usage data.

Each cookie has a different data retention on your device. Some cookies are deleted from your device after you close the browser window (session cookies), while others remain on your device even after you finish browsing our Website (persistent cookies).

Cookies can be further divided into two categories: technical and secondary. Technical cookies enable navigation on the Website and help us operate and maintain its functionality. These cookies are automatically stored on your computer or other device when you access the Website or perform any activity on it. Secondary cookies allow us to analyze your behavior on the Website or display targeted advertisements.

What cookies do we use?

Technical cookies (necessary for the operation of the Website). These cookies ensure the proper functioning of our Website—for example, they enable functions like adding items to the shopping cart and ensuring efficient content display. We are legally permitted to store technical cookies on your device without your consent.

Name	Provider	Data retention	Description
[•]	[•]	[•]	[•]
[•]	[•]	[•]	[•]

Analytical cookies. These cookies are used to collect data about traffic on our Website, gather information about searches, and understand how you navigate our Website to make it as easy to use as possible. We have taken measures to prevent the misuse of these cookies (such as anonymization) and, at the same time, implemented measures that allow you to easily control and restrict their use.

Name	Provider	Data retention	Description
_ga	Google Ireland Ltd. (Google Analytics)	2 years	Used to distinguish and count unique visitors by assigning a randomly generated client ID. It allows us to analyse aggregated traffic and how visitors use our Website.
_ga_KFL8MV0SB8	Google Ireland Ltd. (Google Analytics)	2 years	Google Analytics 4 cookie tied to a specific measurement property. It stores and maintains the session state so that visits can be attributed to the correct session.
_ga_VW4Q52REEL	Google Ireland Ltd. (Google Analytics)	2 years	Google Analytics 4 cookie tied to a specific measurement property. It stores and maintains the session state so that visits can be attributed to the correct session.

Management or removal of cookies

Although most browsers accept cookies by default, you can adjust your settings to delete existing cookies or restrict their storage.

Find out how to manage cookies in popular browsers:

- [Google Chrome](#)
- [Microsoft Edge](#)
- [Mozilla Firefox](#)
- [Opera](#)
- [Apple Safari](#)

What else should you know?

Our company does not make decisions based on automated processing or profiling. We are not obliged to appoint a data protection officer in our company.

Contact

If you have any questions about the processing of your personal data, please contact us at:

Email: gdpr@energocentrum.cz

Address: Technická 1902/2, 166 27 Prague 6

Changes to the Privacy Policy

We may update this Privacy Policy from time to time. The current version will always be listed on our Website.

This Privacy Policy is effective from: **January 1, 2026.**