

Privacy Policy Statement

At Quantcom, a.s. we place great emphasis on our security policy within the company, employee confidentiality, compliance with internal guidelines and the selection of contractual partners. We maintain the confidentiality of communications, messages, operational and locational data in accordance with generally binding legal regulations. For the processing of personal data, we choose the latest technical means enabling its maximum protection. This statement defines what personal information we collect, what we use it for and how you can influence its use and how you can check and update your personal information.

Please read this statement together with the Quantcom General Terms and Conditions for the Provision of Electronic Communication Services as well as other documents forming the contractual documentation for products and/or services that Quantcom, a.s. provides.

For the purposes of this statement, the following terms will have the meanings indicated:
Subscriber is a natural or legal person to whom the electronic communication service is provided.
Provider is Quantcom, a.s.
Traffic data means any data processed for the purpose of message transmission over electronic communications networks or for its billing (telephone calls, data transmissions, short text messages and other services provided by the provider), in particular the number calling you (A-number), the number you have dialed (B-number), date, time, duration of transmission, type of service provided, etc.
Location data means any data processed in electronic communication networks that determine the geographical location of the user's terminal equipment, in particular the number, name and location of the base station, etc.
Acquired information is personal data in the sense of Regulation (EU) 2016/679 of the European parliament and of the Council on General Data Protection Regulation and Act No. 101/2000 Coll., On the protection of personal data, as amended, and other data provided by the subscriber or third parties in connection with the provision of services by the provider.
Commercial message means all forms of communication intended for the direct or indirect promotion of goods or services or the image of a natural or legal person; advertising under a special legal regulation is also considered a commercial message.

Quantcom, a.s. secures the acquired information with the utmost professional care and using the latest security standards, as your trust is our highest priority.

We use all acquired information to improve our products and services. Based this, we also prepare new products and services so that we can continue to offer you the fastest and highest quality products and services.

When processing the acquired information and providing services, we respect and consistently comply with all obligations imposed by applicable legal regulations, in particular:
Regulation (EU) 2016/679 of the European parliament and of the Council on General Data Protection Regulation; Act No. 127/2005 Coll., On Electronic Communications, as amended; Act No. 110/2019 Coll., On Data Protection Act, as amended; Act No. 480/2004 Coll., On Certain Information Society Services, as amended; Act No. 181/2014 Coll., On Cyber Security, as amended; and other relevant legal regulations.

What data is collected?

Quantcom, a.s. collects and further processes the personal data, mediation data, traffic and location data of both subscribers, and authorized representatives of subscribers and users. The provision of

certain personal data and its further processing is subject to the consent of the subscriber. However, the provision of data that is so-called necessary for concluding subscriber contracts and fulfilling obligations under these contracts is entirely based on Act No. 110/2019 Coll. On the Data Protection Act, and such processing does not require the explicit consent of the subscriber.

This data means in particular the data without which the contract could not be concluded in the sense of the provisions of § 5 of Act No. 110/2019 Coll., On Data Protection Act and Act No. 127/2005 Coll., On Electronic Communications and Data that are necessary for the collection of receivables in order to protect the rights and legally protected interests of the administrator.

The following, in particular, shall be deemed to be the data necessary for the performance of the purpose of the contract:

- Title, name and surname;
- Address;
- Birth certificate number or another national ID number;
- Business name, registered office, place of business, identification number;
- Fax and telephone number, e-mail address;
- Numbers of the submitted identification documents and their copies;
- Subscriber contract, active tariff, password for communication;
- Identification data of the customer's representative or contact person designated by the customer;
- Bill payer identification data;
- Payment method, bank details, financial limit for direct debit payment, payment card details;
- Traffic data - especially the number of the caller and the called party;
- Location data;
- Date, time and length of the call;
- Designation of the transit exchange;
- Call center monitoring

The following, in particular, shall be deemed to be the data necessary for the collection of receivables in order to protect the rights and legally protected interests of Quantcom, a.s., as the administrator of personal data:

- Data necessary to perform the purpose of the contract;
- Subscriber's number;
- Numbers of tax documents, variable number for individual payments or for bulk payment, due date, amounts due

Consent to collect and process personal data for the purpose of the contract and collection of receivables specified above was provided by the subscriber by signing the contract for the provision of electronic communication services or other acceptance of will (e.g. using the service, sending a message by e-mail, filling out the form on the provider's website).

In the case of one-off contracts for sales of goods, the scope is limited to basic identification data.

Other information that you voluntarily provide to Quantcom, a.s. or its partners are always processed on the basis of your consent, which you can revoke at any time.

What can a subscriber give consent to?

Marketing and business purposes

The subscriber may provide us with consent to the use of his personal data for the purposes of disseminating commercial messages in the sense of § 7 of Act No. 480/2004 Coll., On Certain Information Society Services, as amended. The commercial message does not contain technical, operational or contractual information. This type of information is not covered by this provision; it is, in particular, information on existing services and their possible changes. The acquired information may be used in the preparation of new products and services or modifications of existing ones without the consent of the subscriber. Commercial messages from the provider and its contractual partners, i.e. especially information about new products, are sent to you only if you have agreed to their sending.

Consent to the processing of personal data for marketing and business purposes can be revoked at any time. The revocation must be made by an explicit, comprehensible and definite expression of will, either by telephone on the customer line or at Quantcom's office.

Telephone directory

The subscriber may provide consent to the processing of their personal data and their transfer to the universal service provider for the purposes of publication in the unified telephone directory. This data may also be used for the purposes of information service about subscribers' telephone numbers or issuing a telephone directory of service subscribers. For these purposes, the data about the subscriber will be provided only to the extent the subscriber has given their consent to.

Telephone call with customer center operator

Telephone calls with the customer center operator or another employee of the provider may be monitored and recorded exclusively for the purposes of internal control of the services provided, increasing their quality and protecting the legitimate interests of the provider, to the extent that does not require your consent. The telephone call record can be backed up by the provider for the time strictly necessary.

To whom can your data be provided?

The acquired information may be passed on to other administrators and processors of personal data only with your consent; without your consent we pass the acquired information to other persons only if they are authorized entities when it arises from valid legal regulations and requirements of third parties involved to ensure the protection of the networks, the provision of electronic communications services, value added services and related services, billing services and the performance of billing activities. We provide the acquired information to the extent necessary to fulfil the above purposes and only for the time necessary to achieve the above purposes, but no longer than the duration of the contractual relationship or until full settlement of rights and obligations under this contractual relationship, or for the period specified by applicable legal regulations or in accordance with them. These third parties are contractually obliged to comply with the same conditions and rules of protection as applied by our company.

Access to personal data and rights of the data subject

As a subscriber, you have the right to know whether Quantcom, a.s. processes your personal data and if so, you are entitled to receive information about how the data is processed under the conditions and to the extent specified in Article 12 of the Regulation (EU) 2016/679 of the European Parliament and of the Council on General Data Protection Regulation.

You also have the right to update any inaccurate personal data that we process about you. If any of your personal data changes on your part, we ask you to contact us and, if necessary, document such a change.

You can update the information by calling our Customer Care (Helpdesk) using the form on the website of Quantcom, a.s. or in writing to

Quantcom, a.s.
Křižíkova 36a/237
186 00 Praha 8

In the event that you discover or believe that your personal data is processed by Quantcom, a.s. in violation of generally binding legal regulations, you have the right to request an explanation, correction, addition or liquidation of personal data in writing to the above address of Quantcom, a.s. or e-mail: gdpr@quantcom.cz.

To ensure the collection of receivables from subscribers, the personal data of subscribers is processed to the necessary extent by this company:

SAD Collection s.r.o. Pražákova 1008/69
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639 00 Brno - Štýřice
