

payment is not made even within the substitute period of performance, the provider may restrict or suspend the provision of the service or services concerned if it is not possible to provide them separately. If the Subscriber uses several Services and fails to pay one or more of them, the provision of any of these Services may be suspended. The Provider is also entitled to limit the provision of services due to the fact that it is clear from the Subscriber's behavior that the Subscriber does not meet its obligations towards the Provider or, for example, the ordered insolvency of the Subscriber, etc.

10.6. The provider may terminate the contractual relationship or not set up a publicly available communication service if the subscriber has intentionally misrepresented personal or identification data or systematically belatedly paid or not paid the price for services, despite the Provider's warning.

10.7. The reintroduction of the service is possible after payment of all due and due obligations to the Provider. The renewal of provided services is subject to a fee of CZK 1,000 without VAT. This charge will be reflected in the following billing. In this case, the Provider is entitled to transfer the Subscriber to the credit system.

11. Privacy and confidentiality

11.1. Provider collects and keeps up-to-date records of subscribers and users of services containing personal, identification, contact and operational data. The Provider undertakes to collect, process and use such data relating to subscribers and users in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on free movement of this data and repealing Directive 95/46 / EC (the General Regulation on the Protection of Personal Data (hereinafter referred to as the "GDPR Regulation")) and further in accordance with the legal order of the Czech Republic, in particular on Personal Data

Protection, Act No. 127/2005 Coll., on Electronic Communications, Act No. 480/2004 Coll., on Certain Information Society Services, Act No. 133/2000 Coll., on Population Registration and Birth Numbers, in their effective wording, especially for the purpose of proper performance of the contract, or for the purpose of establishing, providing or billing the service and regulations, especially GDPR.

11.2. Subscribers' personal, identification, contact and traffic data are only authorized to be used by the Provider's employees and other entities that process personal data and / or use identification or traffic data under contract with the Provider (eg Authorized Partners, or protecting the legitimate interests of the provider) or under applicable law. These other persons, when processing any subscriber data, are obliged by the provider to comply with the obligation under this Agreement and the relevant legislation and may process such data only to the extent necessary. Traffic data is collected by the provider, processed for as long as is necessary, during which the service bill may be challenged or recovered. The Subscriber has the right to access personal data concerning him.

11.3. The Provider is also obliged to store and provide operational, personal, identification or contact information for the needs of state authorities in accordance with the applicable legislation. Traffic data is not processed and stored by the provider for marketing purposes and, in the case of ancillary services (value added services), the provider does not process any traffic data other than the data necessary to transmit a message through electronic communications networks (service provision) or service billing.

11.4. The Subscriber expressly agrees that the Provider is authorized to collect, process and use the Subscriber data for business purposes only with the Subscriber's prior written consent, except that the Provider is entitled to list the Subscriber in its reference sheet. The Subscriber is entitled to make a decision on listing his / her personal data in

the Subscriber List in accordance with Section 41 (3) of Act No. 127/2005 Coll.

11.5. The Subscriber acknowledges that the Provider is obliged to provide without delay and free of charge to the entrepreneur providing up-to-date personal data or identification data of all its subscribers for localization or identification of the caller when calling emergency numbers. 11.6. The contracting parties shall consider as trade secret all information about the other party resulting from the concluded Contract and the Order, especially the terms of the Contract and the price of the Services. The confidentiality obligation remains in effect for three years after the termination of the contract. 11.7. A communication to a third party which has been shown to have at least one of the following characteristics shall not be deemed to be a breach of the confidentiality obligation set out in the preceding paragraph: - the information must be communicated to a third party for legal reasons; - the information must be communicated to a third party in order to protect the provider's legitimate interests. 11.8. The Subscriber / User expressly agrees that his / her telephone call to a contact center operator, operator, or Provider Specialist may be monitored and recorded by the Provider solely for the purpose of internally controlling the services provided to enhance their quality and protect the Provider's legitimate interests; / the user agrees that the relevant record is backed up by the provider for the necessary period.

11.9. The Provider is entitled to require persons acting on behalf of the Subscriber or User to be authorized or authorized to act on their behalf.

12. Change of Contract, Order and service parameters

12.1. The contract can be changed:

12.1.1. Adding a new Order.

12.1.2. Replacing the Order with a new Order (Change Order).

12.1.3. Written numbered Amendments to the Contract or the relevant Order.

12.1.4. The new General Terms and Conditions or the Price List become effective.

12.2. Price list changes:

12.2.1. The changes are always effective for the Subscriber on the 1st day of the 1st Period following the expiry of the period according to 3.1.4.

12.2.2. Changes in favor of the Subscriber may be made by the Provider also in a period shorter than specified in 3.1.4.

12.3. The Provider is entitled to unilaterally change the Service at any time and thereby change the Order if the quality parameters of the Service are improved and the price is not increased.

12.4. Arrangements in the Supplement take precedence over those in Orders. Pricing arrangements in the Supplement shall also apply to all Orders concluded prior to the conclusion of the Supplement, but only from the date of the Supplement. 12.5. The Provider is entitled to charge additional work requested by the Subscriber according to the Price List. The Provider is obliged to notify the Subscriber of this fact. The Provider is entitled to request an additional work by email or in writing, unless otherwise agreed with the Subscriber. 13. Duration and Termination of Contract and Order 13.1. The Contract is concluded for a minimum period of validity of at least one Order. 13.2. The Order shall be concluded for an indefinite period, unless expressly agreed otherwise in the Order. 13.3. The Subscriber or the Provider may terminate the Order: 13.3.1. Concluded for an indefinite period or modified by expiry of the period without giving any reason; the notice period is 3 months and starts to run on the first day of the Period following the delivery of the written notice to the other party. 13.4. If unusually high traffic exceeds twice the average Billing amount during the billing period, or an unusual type of traffic (eg calls to exotic destinations or audio text numbers, although such calls have

not been so high in the past); the Provider is entitled to suspend the provided services in order to protect the interests of the Subscriber.

13.5. The Parties may agree in the Order for the possibility of early termination of the Order concluded for a definite period of time, for severance pay. The Order will then be terminated upon payment of the Severance on the last day of the Period following the day on which the Severance was paid, provided that the Severance was paid by the Subscriber to the Provider no later than 7 days prior to the Termination. In case of late payment, the Order will be terminated on the last day of the following Period.

13.6. Unless otherwise specified in the Order, severance pay is 50% of the Subscriber's average monthly payment for the Services provided, multiplied by the number of Periods remaining until the expiry of the agreed duration of the Order. Severance pay may also be agreed as a fixed amount.

13.7. The Subscriber may withdraw from the Order:

13.7.1. In the event that the Provider has not repeatedly established the requested Service, or has not made an agreed change in writing, even within 30 calendar days, or on an alternative date after the expiry of the period specified for setting up the given Service or change of Service in the Order.

13.7.2. If the Provider has notified a substitute date for the establishment of the Service pursuant to the point in this case, the Subscriber has the right to withdraw from the Order within three days from the delivery of the notice of change, otherwise the notified substitute date is considered as agreed.

13.7.3. In the event that the Provider has not adhered to the SLA parameters in two consecutive months, the Subscriber complained about this and the Complaint was acknowledged by the Provider.

13.7.4 In the case of a notice of a change to the General Conditions or the Price List, if the changes are to its detriment, within 14 days

of the notice. You can withdraw on the effective date of the changes. This right does not belong to the Subscriber in the event that such changes occur on the basis of a binding legal regulation, a decision of an administrative authority or a court. Upon expiry of the 14-day period without delivery of the withdrawal, the Subscriber shall be deemed to agree to the change and the right to cancel the Order by withdrawal.

13.8. The Provider is entitled to terminate the agreed Orders, Contracts if:

13.8.1. The participant grossly violated its obligations. A breach of the Subscriber's obligations pursuant to Section 4.1 shall be considered a gross breach. and failure to pay any payment under the Contract within 10 days after the due date.

13.8.2. The Subscriber repeatedly (at least twice within three consecutive months) did not fulfill the contractual terms and conditions, in particular breached its obligations under clause 4.2.

13.8.3. "When establishing the Service or making a change, the Provider shall find that the relevant Service cannot be set up or changed for technical reasons.

13.9. The Provider is entitled to withdraw from the Contract with immediate effect, ie on the day of delivery of a written notice of withdrawal to the Subscriber in the event that the reasons for withdrawal pursuant to clause 13.8. apply to all Orders. On the day of withdrawal from the Contract, all Orders cease to exist

13.10. The order also expires:

13.10.1 Automatically for the Service of the Payment Type "Credit" - if the Credit is not paid within 60 days after the suspension of the Service (due to the use of credit).

13.11. In the event of termination of the Contract or withdrawal from the Contract due to Subscriber, the Provider is entitled to a contractual penalty equal to the balance of unpaid amount for using the Service or to the

sum of monthly payments by the original agreed term of service. The Provider is entitled to unilaterally choose the method of calculating the contractual penalty. This is without prejudice to the right to claim damages and interest for late payment.

13.12. All withdrawals from the Contract or the Order and the termination of the Contract and the Order must be made in writing.

13.13. The Agreement shall terminate upon termination of the last Order.

13.14. In the event of premature termination of the Service for a reason on the part of the Subscriber, the Provider is entitled to a contractual penalty, whereby the claim for damages and interest on late payment shall not affect:

13.14.1. In the case of the Fixed Term Service, the Provider is entitled to a contractual penalty amounting to the sum of the monthly fees for the provision of the Service until the expiry of the agreed period.

13.14.2 For the indefinite period of time, the Provider is entitled to a contractual penalty amounting to the sum of monthly fees for the period of the agreed notice period.

14. Liability for damages and damages

14.1. If the Service is not provided according to the Order, the Provider's liability is limited to the obligation to promptly remedy the Failure and to provide compensation under Article 9 according to the agreed SLA.

14.2 Except in the cases specified below, the Provider shall be liable for actual damage demonstrably caused by the Provider's fault, except in cases excluding the liability under applicable law. The Provider is obliged to pay for such damage in the proven actual amount, however, up to 70% of the sum of the annual fees of the Subscriber up to a maximum of CZK 50,000 (CZK 50,000), unless otherwise agreed. The Provider is not obliged to pay for the lost profit of the Subscriber.

14.2.1. The relevant amount according to the previous point 14.2. shall be used by the Provider first to settle the due receivables from the Subscriber. In the absence of such claims, or if the specified amount is not sufficient to settle the amount of compensation for damages, the Provider shall provide the Subscriber with a Service of the relevant amount (possibly reduced by receivables). Only if compensation is paid after the expiry of the contract will the compensation be paid in cash.

14.2.2. The Provider is not obliged to compensate the Subscriber for damages, including lost profits, which arise as a result of interruption of the Service or faulty provision of the Service. Furthermore, the Provider is not obliged to pay damages, including lost profits, arising from late performance of a third party or late performance of the obligation to remedy defects or due to force majeure.

14.2.3. The Provider shall not be liable for an incorrectly billed price of the Service or for a defective service provided, unless the Subscriber has exercised the right to claim the billed price or the provided Service with the Provider.

14.2.4. If the Subscriber has the things in his ownership or lease stored in the Provider's premises, such things are insured on the basis of a contract concluded between the Provider and the insurance company. In the event of an insured event, the Provider shall not be liable for lost profit and any data stored in these matters.

14.2.5. The Subscriber shall be liable to the Provider in full also for any damage caused by a third party who intentionally or negligently enabled the use of the Service or which the Service provided in the framework of commercial obligations.

14.2.6. As soon as the Subscriber recognizes or proves the damage according to 14.2.5 and 14 May, the Subscriber pays the full compensation within thirty (30) calendar days by bank transfer to the Provider's account.

14.3. The Subscriber declares that if any claims against the Provider due to the non-fulfillment of clause 4.1.6 in connection with the installation to the agreed extent have been made by the owner, they will settle these claims or reimburse the Provider for all expenses, damages and incomplete assurance to the Provider.

14.4. If the Subscriber does not allow the Provider to take over its equipment within 7 (seven) days after the termination of the Contract or termination of the Service, the Subscriber is in delay and is liable to the Provider for damage according to applicable legislation. The Subscriber undertakes to pay the Provider a penalty without undue delay.

14.5. The Subscriber undertakes to compensate the Provider for any damage caused by the theft or damage of the Provider's equipment located in the Subscriber's premises.

14.6. The Provider is not responsible for the content of websites, files, e-mail, any data, etc., the use of which only mediates access; the Subscriber is responsible for any information, way of its use, dissemination and handling of information and data.

14.7. Neither party shall be liable for failure to fulfill if it proves that the failure to fulfill its obligation was due to an obstacle not dependent on its will and which could not reasonably be expected to have occurred at the time of the conclusion of the contract or it could avert or overcome the consequences (force majeure), in particular natural disasters, war events, terrorist attacks, epidemics, legal measures imposed as a result thereof, etc.

14.8. In the cases specified in these General Terms and Conditions where the Provider is entitled to a contractual penalty, the Provider shall be entitled, in addition to the contractual penalty, also to compensation for damages incurred by the Subscriber from the actions of the Subscriber.

15. Consumer contracts

15.1. In case of ordering the Service or the device through the website of the Provider, the service will be set up, delivered with the installation package or sent to the device within the term according to the conditions stated on the website. Postage is not charged unless otherwise stated on the website for the relevant goods or services. The stated prices of equipment and services are valid for the period of their presentation on the website of the Provider, unless it is stated that the prices are invalid.

15.2. The Subscriber is obliged to inspect the delivered equipment or installation package without undue delay and inform the Provider without delay of any defects found in writing or by email. In all cases, it is necessary to submit a copy of the invoice and proof of payment of the delivered package, service or device for the complaint. The Provider is not liable for damage caused by external events and incorrect handling. The Provider undertakes to inform the Subscriber no later than 5 working days after receiving the complaint about its procedure and settlement.

15.3. In accordance with Section 1829 of Act No. 89/2012 Coll., The Civil Code, as amended, the customer who is a consumer has the right to withdraw from the Contract for the supply of equipment or provision of the Service concluded via the Internet within 14 days of takeover of the equipment, installation package or Service, if the provision of the service has not already begun within this period with the consent of the customer. The withdrawal must be notified in writing.

15.4. The control body is the Czech Telecommunication Office with its registered office in Prague.

16. Telephone number portability

16.1. The portability of the telephone number allows any subscriber of a publicly available electronic communications service, which requests it to retain its telephone number (s)

independently of the provider providing the publicly available electronic communications service. The portability of the telephone number (Section 34 of Act No. 127/2005 Coll.) And the selection of the service provider (Section 70 of Act No. 127/2005 Coll.) Shall be ensured by the respective operator of the electronic communications network to which the Subscriber's terminal equipment is connected. of the Czech Telecommunication Office No. OOP / 10/10, as amended. The conditions for porting the subscriber's telephone number to the Provider's public communication network are set forth later in this article. The price for porting the number is specified in the Provider's price list, unless otherwise agreed between the parties.

16.2 The Subscriber is entitled to order from the Provider in writing for a publicly available telephone service (or a service that also includes a publicly available telephone service) of the Provider to transfer a telephone number assigned to the Subscriber by the original operator of the public) the original (abandoned) operator's communications network to the provider's public communications network.

16.3. The porting of a telephone number in accordance with the preceding provision may be ordered as part of the establishment or modification of a publicly available telephone service, the detailed terms and conditions of which are set out in the contract, in particular the relevant Service Specification, termination of a publicly available telephone service.

16.4. If the Subscriber requests the transmission of a telephone number from another service provider to the Provider's electronic communications network, the Provider is obliged to ensure the transmission in accordance with legal regulations. To transfer a telephone number from another provider of electronic communications services, it is necessary to deliver to the Provider a duly signed form - "Termination with porting". The Provider shall be responsible for the proper delivery of the 'Termination Notice' form to the abandoned

Provider, without which the number cannot be transmitted. The telephone number will be transferred within the time limit stipulated by law, or longer if the form - "Termination notice" has been stated.

16.5. If the Subscriber transmits a telephone number from the Provider to the electronic communications network of another electronic communications service provider and the Contract or individual Service concluded with the Provider has not been terminated by the Subscriber, the Contract or individual service will be terminated porting "(CAF): Form by which the Subscriber requests termination of the contractual relationship and transmission of the telephone number to another provider of electronic communications services.

16.6. The Subscriber shall deliver the duly completed and signed form to the Receiving Provider on the date of telephone number transmission. The deadline for porting the telephone number, including the activation of that number in the network of the receiving operator, shall be four working days and shall begin on the first working day following the day on which the Subscriber request for change of service provider is delivered to the receiving service provider The service provider did not agree on a later date of transfer. The condition for porting the telephone number is the termination of the provision of the publicly available electronic communications service on the transmitted telephone number, based on a legal act aimed at the proper termination of the provision of the publicly available electronic communications service on the transmitted telephone number. If this legal act is not carried out by the end of the first business day following the day on which the Subscriber's request for change of service provider was delivered to the recipient service provider, the period of 4 working days under this paragraph shall not be deemed to have started.

16.7 The Provider is entitled to refuse a request for a change of service provider or an order if: a) the conditions under paragraph 16.5 are not met. ie the proper termination of

the provision of a publicly available electronic communications service on the transmitted telephone number, unless otherwise agreed, b) the telephone number is already included in another order, c) there are technical barriers to porting the telephone number, d) the number is not subject to portability pursuant to a special regulation e) The Subscriber is not authorized to dispose of the telephone number.

16.8. Unless stated otherwise in the contract, the notice period for a publicly available electronic communications service and for connection to a public communications network is a maximum of 30 days. This shall not apply to other agreed services and the notice period agreed in the contract shall apply.

16.9. If the Contract for Publicly Available Electronic Communications Service or Publicly Available Electronic Communications Service contained in the Contract containing other services provided is prematurely terminated on the basis of the "Termination Notice (ie before the minimum period of use), the Provider is entitled to charge and the Subscriber is obliged to pay a one-off fee in the amount stipulated by Section 63 of Act No. 127/2005 Coll. In the event that a publicly available electronic communications service is part of another contract, the other provisions of the contract shall remain in force without change.

17. Common and final provisions

17.1. All notifications and information pursuant to these General Terms and Conditions may also be made by e-mail or communicated in the form of publication on the Provider's or Intranet's website.

17.2. In the case of postal service, the document shall be deemed to have been served on the third day following the registered postal delivery.

17.3. Actions in the Contract and the Order (conclusion, change, notice, etc.) may also be carried out electronically on the Intranet (if offered by the Provider) so that the

Subscriber carries out the proposed action in the manner specified therein. accepts the proposal.

17.4. The rights and obligations of the parties agreed in the Contracts, Orders, Price List and Amendments shall prevail over the provisions in these General Terms and Conditions. Unless stipulated otherwise, the ownership right passes to the Subscriber only after full payment. In the case of a lease, the Subscriber is obliged to pay for damage to the leased items that arose in other than normal wear and tear. In the event of termination of the contract, the Subscriber shall immediately return the subject of lease to the Provider's registered office, unless they agree otherwise with the Provider.

17.5. All relationships are governed by the laws of the Czech Republic. Any disputes between the parties arising from contracts and other commercial obligations that have not been settled amicably and whose decision is not within the jurisdiction of another administrative authority shall, unless the parties agree otherwise:

17.5.1 if the Participant is an entrepreneur, in arbitration proceedings pursuant to Act No. 216/1994 Coll., On Arbitration Proceedings, as amended, by the Arbitration Court attached to the Economic Chamber of the Czech Republic and the Agrarian Chamber of the Czech Republic under one of its Rules. The place of arbitration shall be Prague. The arbitration award rendered shall be final and enforceable.

17.5.2 in the event that the Consumer is a Consumer, in the material and locally competent court.

18. Protection and processing of personal data

18.1. The GDPR Regulation introduces a number of new rules. Their validity and observance will have to be proven by every controller and personal data processor throughout the processing. Daktela is in the position of its technical service organization, ie the processor. As part of the

administrator's activities, Daktela may only carry out processing operations entrusted to it by the administrator or resulting from the activity for which the processor has been authorized by the administrator. The mandate results from the concluded contracts. The data (call recordings, CRM records, campaign records, ticket attachments, etc.) that Daktela works with as a processor or comes into contact with the fulfillment of its contractual obligations are still owned by the data controller (customer). Daktela is not responsible for the compliance of this data (personal data) provided by the controller with the GDPR Regulation. Daktela provides only the necessary technical service for personal data controllers according to their instructions and in accordance with the concluded contracts and valid legislation.

18.2. Security Only trained employees who access a secure communication channel and are authenticated with a username and password have access to the data provided by customers for the purpose of the contract. Daktela has internal processes and procedures set up to protect these approaches. Access is required to provide technical support, requested action, or upgrade based on customer requirements. The data and servers operated by Daktela are stored in hosting centers

- 1) TTC Teleport Ltd., Tiskařská 257/10, 108 00 Prague 10
- 2) DC Nagano, U nákladového nádraží 3153/8, Prague 3, 130 00 Czech Republic
- 3) DC Benestra, Udernická 15, 851 01 Bratislava.

All data centers have 24-hour security. Only authorized and trained employees have physical access to Daktela servers. All approaches are audited and monitored. Due to geo-redundancy, regular data backups are stored in the above data centers in multiple copies. For maximum data protection, all Internet traffic to customers' virtual servers is realized via standard secure and encrypted protocols. In addition, all communication is routed through a central firewall that performs a realtime inspection analysis of the communication. If the firewall evaluates traffic as suspicious based on inspection rules, the source IP address is automatically

blocked. The data is the property of our customers at all times and is kept only for the agreed time. This period is agreed in advance in the contract. After termination of the cooperation, the customer is allowed to download the data and possibly transfer it to another provider. The data is then deleted. Daktela is not authorized to provide or forward this data to anyone.

19. Privacy Policy Rights and obligations between the controller and the processor

19.1. These Terms and Conditions regulate mutual rights and obligations in the processing of personal data to which the Provider has obtained access in the performance of the contract concluded with the Subscriber (user). In the event that a contract on the processing of personal data has been concluded between the Provider and the Subscriber, this shall take precedence.

19.2. The Provider undertakes to process for the Subscriber the personal data provided by the Subscriber to the extent and for the purpose stipulated by the agreed contract. The Provider is not entitled to process personal data in contradiction to or beyond the scope stipulated by these terms and conditions and the agreed contract, and only for the period agreed in the contract.

19.3. The participant grants permission with the involvement of a subcontractor as a further processor under Article 28 (2) of the GDPR Regulation, which is the hosting provider see. Art. 18.2. of these GBT. The Subscriber also grants the Provider a general authorization to involve any other processor of personal data in the processing, however, the Provider must inform the Subscriber in writing of any intended changes concerning the acceptance or replacement of other processors and give the Subscriber the opportunity to object to these changes. The Provider shall impose on its subcontractors, in the capacity of a personal data processor, the same data protection obligations as set out in these Conditions.

19.4. The Provider undertakes that the processing of personal data will be ensured in particular as follows:

19.4.1. The provided personal data are processed in accordance with legal regulations, the agreed service contract and based on the Subscriber's instructions. The Provider is not responsible for the accuracy of the personal data provided by the Administrator.

19.4.2. The Provider undertakes to provide technical and organizational protection for the processed personal data in such a way that unauthorized or accidental access to, alteration, destruction or loss of data, unauthorized transfers, other unauthorized processing as well as other misuse and that all personal and data processing obligations of the data processor are ensured continually during the processing of data.

19.4.3. The technical and organizational measures taken shall be at a level of risk. Through them, the Provider ensures the continued confidentiality, integrity, availability and resilience of processing systems and services, and restores the availability and access to personal data in a timely manner in the event of physical or technical incidents.

19.4.4. The Provider hereby declares that the protection of personal data is subject to the internal security regulations of the Provider.

19.4.5. Personal data will be accessible only to authorized persons of the Provider, who will have the conditions and scope of data processing determined by the Provider and each such person will access the personal data under its unique identifier.

19.4.6. The Authorized Persons of the Provider processing personal data in accordance with these terms and conditions are obliged to maintain confidentiality of personal data and security measures whose disclosure would compromise their security. The Provider shall ensure their demonstrable commitment to this obligation. The Provider shall ensure that this obligation for the Provider and the Authorized Person shall

continue even after the termination of employment or other relationship with the Provider. 19.4.7. The Provider shall, if necessary, assist the Subscriber through appropriate technical and organizational measures in fulfilling the Subscriber's obligations arising from the function of the personal data controller. The Provider is entitled to request a reasonable remuneration for these activities based on the current price list published on its website.

19.4.8. After termination of performance of the performance, the Provider is obliged to delete all provided personal data or return it to the Subscriber, unless it is obliged to store it on the basis of a special law.

19.5. The Subscriber undertakes to immediately report all facts known to him which could adversely affect the proper and timely fulfillment of obligations arising from these Conditions and to provide the Provider with the necessary cooperation for the fulfillment of these Conditions.

19.6. Relationships not expressly regulated by these conditions are governed by the GDPR Regulation and the legal order of the Czech Republic, in particular Act No. 89/2012 Coll., The Civil Code, as amended.

20. These Conditions come into effect on 1.4.2019.