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Who we are and how to contact us

We are the data controller responsible for processing your personal data:

Big Name s.r.o.
Registered office: Tallerova 3/6, 811 02 Bratislava
Company registration number: 46 946 101
A company registered in the Commercial Register of the Municipal Court Bratislava III, Section Sro, Insert No. 86288/B

If you have any questions regarding this notice or the use of your personal data, or if you wish to exercise your rights as described in this notice, you may contact us by email at **consulting@gobigname.com** or in writing at our company's registered office.

What data we collect

Data collected when ordering and providing our services

When you place an order and we provide our services, we require **the data necessary to process your order**. Mandatory data are therefore those without which we cannot process your order, such as your name, email address, telephone number, registered office or residential address, and the details of the order itself.

Data collected when using our website

We do not require you to actively provide any personal data in connection with the use of our website. However, the site contains several contact forms where you may voluntarily provide us with

personal data, if you are interested in our services or in receiving our newsletter and marketing communications.

When you visit our website, our server also records your IP address along with certain other data relating to your visit. An IP address is an assigned number, similar to a telephone number, which enables your device to communicate over the internet.

Newsletter

If you give us your consent and ask us to send you our newsletter, we will also retain your email address for the purpose of sending you **news and updates that may interest you**.

How we use your data

Provision of our services

Based on the data we collect from you, we are able to provide our services in accordance with our **Terms and Conditions**. **We use** the data we collect from you **to process orders and provide our services**. We also need these data for our accounting and invoicing system.

Please note that we do not make decisions based solely on automated processing, including profiling, that produce legal effects concerning you or similarly significantly affect you.

Communication with you

We use your contact details to **send you notifications relating to the processing of orders** and the provision of services, or when we wish to respond to your enquiries. If you have given us your consent to do so, **we will also send you commercial information via email about new products** or **services** that may be of interest to you.

Improving and personalising our services and marketing

We also use the data we hold to **improve and personalise our services, as well as for marketing purposes**. For example, we use data about the services you have purchased from us to recommend other products that may be of interest to you.

We use information about visits to and navigation on our website for analytical and statistical purposes, to understand how people use our website and to make it more intuitive and user-friendly.

Security and protection of rights

We also use your data to ensure the security of the services we provide, to respond to claims made against us, in proceedings before state and other public authorities that oversee our activities, and to enforce our legal claims. We also use the data collected while you use the website to ensure its security and to support its proper functioning.

Legal bases

In accordance with the requirements of data protection legislation, we must inform you of the legal bases for the processing of your personal data, which are:

Performance of a contract – in the case of ordering and providing services

Consent – for sending you newsletters and marketing communications about our products, services and offers, and for using analytics and optimisation technologies on our website. Any consent given

is voluntary and you may withdraw it at any time; however, this does not affect the lawfulness of the processing prior to its withdrawal. You can unsubscribe from newsletters by using the button provided in the message sent to you, or we will remove you from our mailing list if you email us at **consulting@gobigname.com**. You can withdraw your consent to analytics and optimisation technologies at any time using the cookie consent tool on our website.

Compliance with our legal obligations – when retaining data about you and your order in our accounts, or when disclosing data to state and other public authorities that supervise our activities or that resolve disputes or enforce decisions.

Our legitimate interests – in improving and personalising our services (this does not include analytics and optimisation technologies on our website for which we request your consent), in certain marketing activities (direct marketing communication in compliance with the local regulations), managing our relationships and communications with the employees and representatives of our corporate clients and prospective clients, or in relation to security and the protection of rights, as set out above, including website operation and security. In these cases, we always carefully consider whether your interests, rights or freedoms override our legitimate interests. If you would like further information about this assessment, please write to us at **consulting@gobigname.com**.

To whom we disclose your data

Unless you specifically instruct us to do so, we do not publish, disclose or provide your personal data to any other parties, with the exception of the situations described below:

In cases of external processing

Your personal data are made available to some of our service providers, who process them on our behalf, in accordance with our instructions and in line with this notice. In doing so, they implement appropriate technical and organisational measures to protect your personal data.

These service providers currently include:

Provider	***Provider's address or EU representative's contact details***
HubSpot Ireland Limited (*CRM*)	HubSpot House, 1 Sir John Rogerson's Quay, Dublin 2, D02 CR67, Ireland
Google Ireland Limited *(Google Workspace, Google Analytics)*	Gordon House, Barrow Street, Dublin 4, Ireland
SuperFaktura, s.r.o.	Company registration number: 46 655 034, registered office: Fraňa Kráľa 986/35, 811 05 Bratislava – Staré Mesto district, Slovak Republic, registered in the Commercial Register of the Municipal Court Bratislava III, Section Sro, Insert No. 81403/B
Doklado, s.r.o.	Company registration number: 53781856, registered office at: Alexandra Rudnaya 2489/40, 010 01 Žilina, registered in the Commercial Register of the District Court in Žilina, Section Sro, Insert No. 77283/L.
MailChimp / The Rocket Science Group LLC	EU Representative: Intuit Ireland Software Limited, 112–114 St Stephen's Green, Suite 416, Dublin 2, D02 TD28, Ireland
DocuSign International (EMEA) Ltd	Privacy Team, 5 Hanover Quay, Ground Floor, Dublin 2, Ireland

Figma, Inc.	EU Representative: Figma GmbH, with registered address at Kurfürstendamm 15, 10719 Berlin
Trello, Inc.	EU Representative: Atlassian B.V. c/o Atlassian US, Inc. 350 Bush Street, Floor 13, San Francisco, CA 94104
Webflow, Inc. *(Webflow Optimize)*	EU Representative: Bird & Bird GDPR Representative Services SRL, Avenue Louise 235, 1050 Bruxelles, Belgium, EUrepresentative.webflow@twobirds.com
Our subcontractors providing graphic design and other similar services	

Analytics and optimisation

We also work with partners who provide us with analytics and optimisation services. These enable us to better understand how users interact with our website and to measure its performance. These companies may use cookies and similar technologies to collect data about your interaction with our website. You can find more information about these services and your privacy options in the section on **'Cookies'**.

For legal reasons and to prevent harm

We may also retain your data or disclose it to other parties in order to comply with legal obligations, meet the requirements of state and other public authorities, assert our rights, or defend ourselves in proceedings where others are asserting claims against us.

The categories of third parties to whom we disclose personal data for these reasons include, for example, courts, state and other public authorities responsible for supervising our activities, resolving disputes or enforcing decisions, as well as our legal and accounting advisers and auditors.

Transfers to third countries

We use certain service providers located outside the European Economic Area. Where this involves transfers of personal data outside the EEA, we rely on the applicable transfer mechanism described below. For transfers to the United States, we rely, where applicable, on the European Commission's adequacy decision for recipients certified under the EU–US Data Privacy Framework. Where appropriate, the European Commission's Standard Contractual Clauses and any necessary supplementary measures are used. Contact us for further information or relevant documentation at **consulting@gobigname.com**.

How we protect your data

In accordance with the requirements of applicable legislation, we implement appropriate technical and organisational measures to protect your personal data against damage, destruction, loss and misuse. If you would like more information about the security of your personal data, please contact us at **consulting@gobigname.com**.

How long we keep your data

We retain personal data relating to a completed order for as long as is necessary, which is generally five years from the date the services were provided.

Where we use your personal data to send commercial communications to your email address, or in other cases where you have given us your consent, we retain the relevant personal data for as long as needed for the stated purpose, unless you withdraw your consent earlier. Where we use your data on the basis of our legitimate interest, as described in the sections **'How we use your data'** and '**To whom we disclose your data**', we will retain your data until the reason for processing it ceases to apply.

Where retention is required by law, we keep the relevant data for the applicable statutory period. Personal data included in accounting and tax records are generally retained for ten years.

Where no specific retention period is stated, we determine how long to keep your personal data by considering the purpose of processing, the duration of our relationship with you, applicable legal requirements and limitation periods, and any ongoing disputes or security investigations. We periodically review the data and delete or irreversibly anonymise them when they are no longer needed.

We may retain particular data after the original purpose ends where retention is independently necessary for another lawful purpose, such as compliance with legal obligations or the establishment, exercise or defence of legal claims.

What are cookies and why do we need them?

Like many other companies providing services online, we also use cookies and similar technologies. Cookies are small files that websites can use to operate, streamline and improve the user experience.

What cookies do we use?

Functional and technical cookies – these cookies ensure the proper functioning of our website. Without these cookies, our website would not function properly; their use is essential, which is why we do not ask for your consent to store them or access them.

Analytical and optimisation cookies – we only store these cookies with your consent; they are used to collect data on traffic to our website and to analyse how you navigate our site, so that we can make it as user-friendly as possible for you. We have put measures in place to prevent the misuse of these cookies and have also implemented measures to enable you to easily control and restrict the use of these cookies. For these cookies, we use third-party solutions, specifically **Google Analytics** and **Webflow Optimize**.

Your choices

There are several ways to manage or restrict how we and our partners use cookies and similar technologies:

Cookie banner: To change your preferences at any time, use the cookie consent tool on our website.

Browser settings: although most browsers are set by default to accept cookies, their settings allow you to delete or block cookies.

What are your rights?

The fact that we process your personal data **gives you a number of rights**. Should you exercise any of the rights set out below, we will respond to your request without undue delay and, in any event, within one month of receiving it. Where necessary, taking into account the complexity and

number of requests, we may extend this period by up to two further months. If we do so, we will inform you within one month of receiving your request and explain the reasons for the extension.

How to exercise your rights

You can exercise your rights by sending an email or a written request to the contact details provided in the **'Who we are and how to contact us'** section above.

Please provide sufficient information to enable us to identify you and locate the personal data relevant to your request. If we have reasonable doubts about your identity, we may ask for additional information necessary to confirm it. We require this information from you so that we can verify your identity and ensure that your personal data are not disclosed to an unauthorised person.

Right of access

You have the right to obtain confirmation of whether we process personal data concerning you and, if so, to access those data and obtain a copy. If we are processing your personal data, you are entitled to information about the purposes of processing, the categories of personal data, the recipients, the retention period or applicable criteria, the source of the data where they were not collected from you, and any relevant automated decision-making and international-transfer safeguards.

Right to rectification

If you believe that our company is processing inaccurate personal data about you, you may ask us to rectify it. We are committed to processing accurate personal data about you, so please let us know whenever your details change, for example if you move or change your contact details.

Right to erasure (right to be forgotten)

You have the right to have your personal data that we process erased where one of the following grounds applies, subject to the exceptions provided by law:

- the data are no longer necessary for the purposes for which they were collected
- you withdraw your consent to the processing of your personal data and there is no other legal basis for such processing
- you object, on grounds relating to your particular situation, to the processing of your personal data carried out on the basis of a legitimate interest, and there are no overriding legitimate grounds for the processing, or you object to processing for direct marketing purposes
- the personal data have been processed unlawfully.

Where immediate deletion from backups is not technically feasible, the data will remain protected and will not be used for other purposes until they are deleted through our backup replacement cycle.

Right to restriction of processing

You also have the right to ask us to temporarily restrict processing in the following cases:

- if you believe that we are processing inaccurate personal data about you, until the accuracy of those personal data has been verified
- the processing of your personal data is unlawful and you choose to request the restriction of processing rather than the erasure of the personal data
- we no longer need the personal data for the purposes of processing, but you need them to establish, exercise or defend your legal claims
- if you object to the processing of your personal data based on legitimate interests, pending verification of whether our legitimate grounds override your interests, rights and freedoms.

Right to data portability

Where processing is based on your consent or a contract and is carried out by automated means, you have the right to receive the personal data you have provided to us in a structured, commonly used and machine-readable format. You may also ask us to transmit these data directly to another controller, where technically feasible.

Right to object

You have the right to object, on grounds relating to your particular situation, to the processing of your personal data carried out on the basis of our legitimate interest, including the right to object to profiling based on our legitimate interest.

You also always have the right to object to the processing of your personal data if it is processed for direct marketing purposes.

Right to lodge a complaint

If you believe that our company's processing of your personal data contravenes the applicable data protection legislation, you have the right to lodge a complaint with the supervisory authority, which is **the Office for Personal Data Protection of the Slovak Republic** – postal address: Galvaniho Business Centrum II, Galvaniho 7/B, 821 04 Bratislava, Slovak Republic; email address: **statny.dozor@pdp.gov.sk**.

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