



IMPACT HUB PERSONAL DATA PROCESSING POLICY

We process personal data only when we need it and only to the extent necessary for the purposes determined by us. We also make sure that the data available to us is accurate, appropriately protected and not used for any purpose other than the specified purpose. Processing is carried out only for the period strictly necessary. This document is primarily intended to inform users about the details of the processing we carry out and about their rights.

Personal Data Controller

We are a group consisting of two separate personal data controllers within the meaning of Article 4(7) GDPR, namely:

- Impact Hub Czechia, a.s., Company ID No.: 02418321, with its registered office at Drtinova 557/10, 150 00 Prague 5; and
- Hub for Change, spolek, IČO: 02228025, se sídlem Sokolská třída 1263/24, Moravská Ostrava, 702 00 Ostrava,

(hereinafter also referred to as **"Impact Hub"**, **"we"**, **"us"**, **"our"** or **"ours"**),

Contact details:

- e-mail: osobni-udaje@impacthub.cz;
- or the contact details listed on the website (<https://impacthub.cz/>)

This document applies to both of the above-mentioned controllers, with each of them processing personal data separately, for its own purposes and to the extent corresponding to its activities.



Basic Terms

Data subject = You

A data subject means an identified or identifiable natural person, where an identifiable natural person is a natural person who can be identified directly or indirectly, in particular by reference to an identifier such as a name, identification number, location data, network identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

Controller = us

A controller within the meaning of Article 4(7) GDPR means a natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data. In relation to your personal data, we act as the controller. We process personal data manually and by automated means. In this case, we are the controller.

Processor

A processor within the meaning of Article 4(8) GDPR means a natural or legal person, public authority, agency or other body that processes personal data for the controller on the basis of the controller's instructions.

Website

Our website at the domain <https://impacthub.cz/>.

Supervisory Authority

In the Czech Republic, the supervisory authority means the Office for Personal Data Protection (hereinafter referred to as the "ÚOOÚ").

Customers

For the purposes of this Personal Data Protection and Processing Policy, customers mean persons using Impact Hub services.

Business Partners

Business partners are persons, whether entrepreneurs or non-entrepreneurs, with whom we have concluded any contract, except for persons falling within the category of customers. These may include, in particular, supplier relationships.

Website Visitors

A Website Visitor means a natural person who visits the Website, regardless of whether they are also a Customer, a Business Partner, or neither.



Categories of Data Subjects, Personal Data Processed, Purpose, Legal Basis and Processing Period

We process personal data for clearly defined purposes:

Category of data subjects	Purpose of personal data processing	Legal basis and personal data processed	Processing period
Customers	Negotiating a contract and handling an enquiry.	The legal basis is the performance of a contract .	For this purpose, personal data may be processed for the duration of negotiations on the conclusion of a contract , or for the period during which the customer is included on a waiting list.
		For this purpose, we process identification data (in particular first name, middle name, surname) and contact data (in particular e-mail and telephone number).	
	Organising events, in particular educational events and events intended for networking and mutual exchange.	The legal basis is the performance of a contract and, where applicable, legitimate interest.	For the period necessary for administrative activities connected with organising the events (usually until the end of the relevant event).
		For this purpose, we process certain identification data and contact data.	
	Performance and implementation of contracts when providing Impact Hub services, including the creation, administration and use of the customer portal and customer profile and connecting customers with each other	The legal basis is the performance of the contract between the customer and Impact Hub .	For this purpose, personal data may be processed for the duration of obligations under the contract .
		For this purpose, we process identification data (in particular first name, middle name, surname, date of birth, Company ID No., Tax ID No., nationality), contact data (in particular delivery address or residential address, e-mail, telephone number), data on work activities (the customer's website, links to publicly available social media profiles, work experience), bank data (bank account number and bank code), data on orders and complaints, names and categories of projects in which the customer participates, photographs, and, where applicable, other content uploaded by the customer to the customer portal.	
	Exercising claims arising from contractual relationships after termination of the contract and protecting our rights.	The legal basis is Impact Hub's legitimate interest .	For this purpose, personal data may be processed for 10 years from the termination of the contractual relationship and, if administrative or court proceedings are initiated, for the entire duration of such proceedings.
		For this purpose, we process identification data, contact data, accounting data, order and complaint history and communication history. After termination of the contract, these data are necessary for handling complaints, recovering receivables or other obligations arising from contracts concluded between Impact Hub and customers, and for exercising liability claims. This documentation may also include identification and contact data of natural persons representing legal entities.	



	Sending commercial communications in the form of e-mail newsletters containing offers of services and updates (including personalised offers).	The legal basis is Impact Hub's legitimate interest .	For this purpose, personal data may be processed for an indefinite period until the recipient unsubscribes .
		For this purpose, we process identification data and contact data (e-mail).	
		The processing of identification and contact personal data of customers for the purpose of sending commercial communications is carried out in accordance with Act No. 480/2004 Coll. Where a person cannot be considered a customer within the meaning of that Act, we send commercial communications to that person at their request and only with their consent .	
	Compliance with Impact Hub's obligations in the area of accounting, taxes and other legal regulations.	The legal basis is compliance with legal obligations imposed on Impact Hub by legal regulations such as the Accounting Act (Act No. 563/1991 Coll.) or the Value Added Tax Act (Act No. 235/2004 Coll.), and others.	For this purpose, personal data may be processed for up to 10 years from the end of the tax period in which the transaction took place.
		We process identification data, contact data, accounting data, order and complaint history, and communication history.	
	Marketing (promotion of Impact Hub) and satisfaction evaluation.	The legal basis is the customer's consent .	For this purpose, personal data may be processed for the duration of the consent . Group photographs, audio or video recordings without identification of customers may be processed for an indefinite period ; however, upon request of the captured person, they will be deleted .
		For marketing purposes, we process photographs, video or audio recordings and text quotes from customers, which we publish together with their identification data on the internet or in promotional materials.	
		For the purpose of communicating with customers in the context of marketing and satisfaction evaluation, we also process their contact data (e-mail, telephone number).	
		In the case of group photographs, audio or video recordings without identification of customers, the legal basis is Impact Hub's legitimate interest .	
	Monitoring and statistics.	The legal basis is Impact Hub's legitimate interest in improving services.	For this purpose, personal data may be processed for the duration of obligations under the contracts between the customer and Impact Hub. These data are processed in anonymised form for an indefinite period .
		For this purpose, we process so-called behavioural data relating to the customer, in particular data on participation in Impact Hub events, use of our services, interaction with our communication channels, opening of e-mails sent by Impact Hub and other data on engagement in Impact Hub activities, where necessary for evaluating and improving our services.	



Business Partners	Performance and implementation of contracts.	The legal basis is the performance of the contract between the business partner and Impact Hub.	For this purpose, personal data may be processed for the duration of obligations under the contracts .
		For this purpose, we process data of natural persons with whom we communicate in connection with the conclusion and performance of the contract, and data of the contracting parties, namely identification data (in particular first name, surname), contact data (in particular delivery address or residential address, e-mail, telephone number), accounting data (in particular bank account number) and payment data.	
	Exercising claims arising from contractual relationships after termination of the contract and protecting our rights.	The legal basis is Impact Hub's legitimate interest .	For this purpose, personal data may be processed for 10 years from the termination of the contractual relationship and, if administrative or court proceedings are initiated, for the entire duration of such proceedings.
		For this purpose, we process identification data, contact data, accounting data and communication history. After termination of the contract, these data are necessary for recovering receivables or other obligations, including exercising liability claims arising from contracts concluded between Impact Hub and business partners.	
		This documentation may also include identification and contact data of natural persons representing legal entities.	
	Compliance with Impact Hub's obligations in the area of accounting, taxes and other legal regulations.	The legal basis is compliance with legal obligations imposed on Impact Hub by legal regulations such as the Accounting Act (Act No. 563/1991 Coll.), the Value Added Tax Act (Act No. 235/2004 Coll.) or other tax laws, the Act on Certain Measures against the Legalisation of Proceeds of Crime and Financing of Terrorism (Act No. 253/2008 Coll.), etc.	For this purpose, personal data may be processed for up to 10 years from the end of the tax period in which the transaction took place. Accounting data are processed for 5 years and tax documents for 10 years.
		We process identification data, contact data, accounting data and communication history. These are necessary after termination of the contract for handling any complaints, recovering receivables and other obligations under contracts.	
Website Visitors	Technical operation, security and functionality of the Website.	The legal basis is Impact Hub's legitimate interest consisting in ensuring the functionality, security and proper operation of the Website.	For this purpose, personal data may be processed for 2 years from the collection of the personal data.
		For this purpose, we process in particular IP address, technical data about the device and browser, server logs, necessary cookies and similar identifiers required for the functioning of the Website, storing consent settings and secure provision of the service.	



	Other purposes related to cookies and similar technologies.	The legal basis is the consent of the Website Visitor.	For this purpose, personal data may be processed for the duration of the consent .
		For this purpose, we process in particular cookies, similar identifiers and electronic and behavioural data related to visiting and using the Website.	
		We use these data in particular for preference and functional settings of the Website, analytics, traffic measurement, improving user experience, measuring campaign effectiveness, remarketing, personalising marketing communications, creating audiences and measuring the performance of sales and advertising channels.	

Recipients of Personal Data and Transfer of Personal Data Outside the European Union

When providing our services, we use selected external suppliers (hereinafter referred to as “recipients”), who may process your personal data for us as processors, or to whom personal data may be made available as recipients or independent controllers, always only to the extent necessary for the specific purpose. With suppliers who act as personal data processors for us, we have relationships governed by appropriate contractual arrangements.

Your personal data may be transferred to the following recipients:

BinarBase s. r. o., with its registered office at Staré Grunty 6347/18, Karlova Ves, 841 04 Bratislava

- Provider of a business intelligence software platform.
- The recipient may process personal data for us contained in the data that we enter into the platform or evaluate through the platform. This may include, in particular, identification and contact details of customers, contact persons of corporate customers and partners, the type of service requested or used, and other data necessary for data analysis and reporting.
- The purpose of the processing is data analysis, reporting, and the evaluation of business and customer activities.

Bit Carvers s.r.o., Company ID No.: 04507517, with its registered office at Neklanova 112/9, 128 00 Prague

- Provider of internal software for managing orders, customer relationships, invoicing and other internal processes.



- The recipient processes personal data of customers, customer contact persons and, where applicable, suppliers for us, in particular identification data, contact data, invoicing data, data on orders, contracts and payments.
- The purpose of processing is the administration and implementation of contractual relationships when providing Impact Hub services.

The Rocket Science Group LLC d/b/a Mailchimp, with its registered office at 675 Ponce de Leon Avenue NE, Atlanta, Georgia, United States

- Provider of a system for e-mail marketing, newsletters, automated e-mail communication and evaluation of e-mail campaigns.
- The recipient processes personal data of newsletter subscribers, customers, potential customers, event participants and other persons who have given consent for this or in relation to whom we have another legal basis for marketing communication. The data processed include in particular first name, surname, e-mail address, organisation, information about consent granted or unsubscribing, segmentation, history of sent communications and data on interaction with campaigns, in particular e-mail openings and clicks.
- The purpose of processing is the sending of commercial communications, newsletters, invitations to events, marketing and community communication of Impact Hub, segmentation of recipients and evaluation of communication effectiveness.

Meta Platforms Ireland Limited, with its registered office at Merrion Road, Dublin 4, D04 X2K5, Ireland

- Provider of advertising and analytics tools for the Facebook and Instagram platforms and related Meta services, which we may use in particular for the purposes of measuring campaign performance, remarketing, creating audiences and personalised advertising.
- In connection with the use of Meta tools, technical and behavioural data of website visitors and social media users may be processed, in particular IP addresses, cookie and pixel identifiers, data about the device and browser, website visit, pages viewed, actions performed on the website, interactions with advertising and campaigns.
- The purpose of processing is the measurement and optimisation of advertising campaigns, evaluation of conversions, remarketing, creation of relevant audiences and displaying personalised or non-personalised advertising.

ÚČETNÍ V SUKNI s.r.o., Company ID No.: 19909021, with its registered office at Matúškova 798/7, Háje, 149 00 Prague

- Accounting firm providing bookkeeping, tax records and related administration.



- We transfer or make available to the recipient personal data of customers, suppliers, contact persons of business partners and other persons listed in accounting and tax documents. This includes in particular identification data, contact data, invoicing data, data on orders, payments, bank details, tax documents, contractual relationships and other data necessary for bookkeeping and compliance with tax obligations.
- The purpose of processing is bookkeeping, tax records, processing of accounting and tax documents, compliance with Impact Hub's legal obligations and related economic administration.

Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland

1. Provider of the Google Drive / Google Workspace service used for storing, sharing, managing and archiving documents in online storage.

- The recipient processes for us personal data contained in documents, files, spreadsheets, presentations, e-mails and other materials stored or shared via Google Drive / Google Workspace services. The scope of the data depends on the content of the specific stored documents and may include in particular identification data, contact data, work-related data, contractual and invoicing data, data on cooperation, communication, projects and services.
- The purpose of processing is internal document management, team collaboration, storage, sharing, backup and archiving of data.

2. Provider of the Google Analytics service used for measuring and evaluating website traffic.

- The recipient processes for us technical and behavioural data of website visitors, in particular online identifiers, cookie identifiers, IP address within the configured scope, information about the device and browser, source of the visit, pages visited, time of visit, interactions on the website, events and conversions.
- The purpose of processing is measuring website traffic, analysing visitor behaviour, evaluating website performance and improving its functionality, content and user experience.

Tabidoo s. r. o., Company ID No.: 06019137, with its registered office at Pernerova 676/51, Karlín, 186 00 Prague

- Provider of a CRM system and database platform used for recording customers, potential customers, business opportunities and related communication.
- The recipient processes for us personal data of customers, potential customers, contact persons of corporate customers and partners. This includes in particular first name, surname, e-mail, telephone number, organisation, job position, city or branch, type of requested or used service, history of enquiry and communication, business status, notes on cooperation, source of the enquiry, and, where applicable, other data necessary for customer relationship management.



- The purpose of processing is CRM management, recording and evaluation of leads, business communication, customer relationship management, coordination of enquiries, preparation of offers, recording cooperation and reporting business activities.

Notion Labs, Inc., with its registered office at 685 Market Street, San Francisco, CA 94105, United States

- Provider of the Notion online platform used for internal documentation, project management, team collaboration, recording working materials and managing selected databases.
- The recipient may process for us personal data contained in internal working documents, project overviews, databases, minutes, notes and related materials. This may include in particular personal data of customers, potential customers, partners, suppliers, programme participants and other persons, if recorded in Notion. The data processed may include in particular first name, surname, e-mail, telephone number, organisation, job position, information about cooperation, project or enquiry status, communication notes, involvement in programmes, internal tasks, deadlines and other work-related or project information.
- The purpose of processing is internal organisation of work, project management, recording cooperation, sharing know-how, team coordination, management of internal databases and archiving of working materials.

Further:

- public authorities and other entities, where required by applicable legal regulation (in particular the tax administration, the Police of the Czech Republic and other law enforcement authorities, etc.),
- other entities in the event of an unexpected event where the provision of data is necessary to protect life, health, property or another public interest, or where it is necessary to protect our rights, property or security.

Cookies

Cookies are small files containing data, settings and preferences stored in the browser on the user's device. They enable content personalisation and thus improve your user experience. However, as the website operator, we may use and store cookies only with consent (except for technical cookies). [More about cookies HERE.](#)



Your Rights as a Data Subject

You have the right:

- where the conditions laid down in Article 15 GDPR are met, to request from us **access to personal data concerning you**.
- at any time to **withdraw your consent** to the processing of personal data that we process on the basis of consent under the conditions laid down in Article 7 GDPR.
- where the conditions laid down in Article 16 GDPR are met, to request **rectification of personal data**; where the conditions laid down in Article 18 GDPR are met, **restriction of the processing of personal data**; or, where the conditions laid down in Article 17 GDPR are met, **erasure of data**.
- to **object to the processing of personal data** concerning you on the basis of Article 21 GDPR.
- to **data portability to another controller** under the conditions laid down in Article 20 GDPR.
- **not to be subject to any decision based solely on automated processing, including profiling**, under the conditions laid down in Article 22 GDPR. **No automated individual decision-making, including profiling**, i.e. without human intervention, takes place in connection with our processing of personal data.
- **to obtain information about a personal data breach** under the conditions laid down in Article 34 GDPR.

If you believe that the processing of your personal data breaches obligations laid down in the GDPR, you have the right to **lodge a complaint with the Office for Personal Data Protection** under the conditions laid down in Article 77 GDPR.

This Personal Data Protection and Processing Policy is effective as of 1 May 2026.