Personal Data Processing

Tree Care Lab s.r.o. · version 1.3 of 19 November 2026

In case of any discrepancy between the language versions, the Czech version prevails.

This notice explains how Tree Care Lab s.r.o. handles the personal data of customers, course participants and website visitors, in accordance with Regulation (EU) 2016/679 (GDPR).

1. Controller

Tree Care Lab s.r.o., registered office Lidická 700/19, 602 00 Brno, Czech Republic, company ID (IČO) 30103746, registered in the Commercial Register kept by the Regional Court in Brno, section C, file 154309.

Contact for personal data questions: info@treecarelab.com, phone +420 605 529 202.

We have not appointed a data protection officer.

2. What data, why and on what legal basis

Purpose	Data	Legal basis	Retention
Handling the order and running the course	name, e-mail, phone, billing address; for companies name, company ID, tax ID; courses and dates ordered, participants' names and e-mails, goods ordered, lunches ordered (days, vegetarian option), accommodation request (nights, occupancy, roommate's name, consent to share a room), price and currency	performance of contract, Art. 6(1)(b)	for the duration of the contract and then for the limitation period (3 years from the course); after that we anonymise the personal data
Invoicing and accounting	billing data, payment data	legal obligation, Art. 6(1)(c)	for the period required by accounting and tax law (usually 5–10 years)
Learning system (LMS) account, tests and certificate	name, e-mail, login details, learning progress, test results, certificates issued	performance of contract, Art. 6(1)(b)	until the account is closed; an account unused for 1 year is closed if the owner does not reply to our enquiry within 14 days

Purpose	Data	Legal basis	Retention
Verification of issued certificates	name, course title, date, certificate number	legitimate interest, Art. 6(1)(f) (confirming that a certificate is genuine)	5 years from issue of the certificate
Replying to a contact-form enquiry	name, e-mail, phone if given, message text	legitimate interest and pre-contractual steps, Art. 6(1)(f) and (b)	while the enquiry is handled, at most 1 year
Protecting the forms against abuse (spam, overload)	one-way fingerprint (hash) of the IP address; one-way fingerprint of the e-mail address to limit automatic replies	legitimate interest, Art. 6(1)(f) (website security)	30 days; for orders and messages, as long as they are kept
Passing an accommodation request to the accommodation provider	participant's first name and surname, nights, preferred occupancy, roommate's name	performance of contract, Art. 6(1)(b)	as for the order
Offers of our courses to customers (by e-mail)	buyer's e-mail and name, language of communication	legitimate interest, Art. 6(1)(f), together with Section 7(3) of Act No. 480/2004 Coll. (offers of our own similar services to existing customers)	until you unsubscribe or object
Newsletter (new courses, expert articles, shared tools)	e-mail; name if you subscribed when ordering; language of communication (Czech/English); date and time you confirmed the subscription	consent, Art. 6(1)(a)	until consent is withdrawn
Course photos on the website and social media	photos in which the participant can be recognised	consent, Art. 6(1)(a), given on the attendance sheet	until consent is withdrawn
Website visit statistics	anonymous aggregate data (browser, system, country, referrer); IP addresses are not stored	legitimate interest, Art. 6(1)(f)	aggregate data without personal data
Protection of legal claims	order and communication data	legitimate interest, Art. 6(1)(f)	for the limitation period

Providing the order data is necessary to conclude the contract; without it the order cannot be processed. Consent to the newsletter and to photos is voluntary and has no effect on the order or on participation in the course. When you subscribe to the newsletter via the form on the website, you complete the subscription by clicking the confirmation link we send you by e-mail; without confirmation we will not add you to the subscriber list. You can refuse offers of courses already when ordering (the box "I don't want to receive news by e-mail") and at any time later via the link in every e-mail or by e-mail to info@treecarelab.com.

If someone orders a course for other people as well (e.g. a company for its employees), we process the participants' names and e-mails given to us by the person ordering, in order to run the

course, create or use LMS accounts and issue certificates. The person ordering must inform the participants that their data has been passed on and about this notice.

No automated decision-making or profiling takes place.

3. Who receives the data

We share data only to the extent the service concerned requires, with these categories of recipients: the e-mail and newsletter service provider, the hosting provider (website, order system, learning system, invoicing), the anonymous visit-statistics service, the external accountant, external lecturers, the accommodation provider named for the course date (only for accommodation requests: names, nights and occupancy), the catering supplier (numbers of lunches only, no names), the bank, and public authorities where required by law. We have data processing agreements with our processors. We do not sell data or pass it to third parties for marketing.

4. Transfers outside the EU

We store data in the EU. With the e-mail communication provider, data may be accessed or processed in the USA. Such transfers are based on the European Commission's decision on the EU-US Data Privacy Framework or on standard contractual clauses approved by the European Commission.

5. Cookies

The website uses only technically necessary elements. Visit statistics use no cookies and do not track individual visitors, so we do not ask for cookie consent.

6. Your rights

You have the right:

- of **access** to your personal data,
- to **rectification** of inaccurate data,
- to **erasure** where the data is no longer needed or its processing is not lawful,
- to **restriction** of processing,
- to **data portability**,
- to **object** to processing based on legitimate interest, and at any time to receiving offers, after which we will stop sending them,
- to **withdraw consent** at any time (newsletter: via the link in every e-mail; photos: by e-mail); withdrawal does not affect processing before it,
- to lodge a **complaint** with the Office for Personal Data Protection (ÚOOÚ), Pplk. Sochora 27, 170 00 Prague 7, www.uoou.cz.

Send requests to info@treecarelab.com. We will handle them without undue delay, at the latest within one month.

7. Changes

We may update this notice; the current version is always on this page. Effective from 19 November 2026.