

## Rules for providing unified registration and login services for end users

### 1. Opening provisions

- 1.1 This document sets out the rules for providing a unified registration and login service to Users and regulates the relationships between Česká pošta, s.p., and Users.
- 1.2 The purpose of the service is to enable Users to register once and manage their User Account, which serves for logging into selected services of Czech Post. These rules exclusively govern the conditions of the unified registration and login service, while the terms and conditions for selected Czech Post services are set out in separate, published terms and conditions specific to those services.
- 1.3 The terms of Czech Post's services take precedence over these rules in the event of any conflict.
- 1.4 The terms used in these Rules have the following meanings:
  - **“Česká pošta, ČP”** – Česká pošta, s.p., a company having its registered office located at Politických vězňů 909/4, Prague 1, 22599, company registration number: 47114983, and providing the Service.
  - **“ID, Login”** – the identifier under which the Contact is registered. This is the same as the User's primary email address.
  - **“Contact”** – a set of personal data, i.e., a record of the User, a specific natural person or legal entity, maintained by Czech Post for the provision of the Service and selected Czech Post services in the User Registry.
  - **“Online Interface”** – the web or application interface that enables the registration, management, and deletion of the User Account.
  - **“Rules”** – the current and effective version of these Rules for Providing Unified Registration and Login Services for End Users.
  - **“User Registry”** – an information system operated by Czech Post, which contains Contacts.
  - **“Service”** – the unified registration and login service provided by Czech Post in accordance with these Rules. The Service is a system for registering and managing User Accounts, allowing the use of unified identification data for access to various selected services of Czech Post. The Service is provided to persons aged 15 years and over.

- **“ČP Services”** – selected ČP services that can utilise the unified login system via the Service. The terms and conditions for ČP services are set out in separate documents for each ČP service. The list of ČP services is provided in Annex No. 2 to the Rules.
- **“User”** – a natural person or legal entity that uses the Service.
- **“User Account”** – contains information about the Contact and other details according to Annex No. 1, as well as information on how the Contact is used within the Service. The User Account may be referred to by various trade names, such as “My Balíkovna,” etc.
- **“Principles”** – Personal Data Processing Principles issued by Czech Post, as mentioned in Article 4 of these Rules. For the avoidance of doubt, additional conditions for personal data processing may be included in the terms of individual ČP services.

- 1.5 The following annexes form part of these Rules:
  - Annex No. 1 – Purposes of Personal Data Processing;
  - Annex No. 2 – List of ČP Services.

### 2. Provision of the Service

- 2.1 The User may register a Contact necessary for using the Service and to use this Contact for logging into ČP services. A User Account is created for the User by successfully registering the Contact. The User may choose which ČP services he wishes to use the User Account for logging in.
- 2.2 By registering the Contact in the User Registry, a contract is formed between the User and Czech Post. If the User is a consumer,
  - a) By registering the Contact, the User agrees that the registration will be carried out immediately after the conditions for Contact registration are met, i.e., before the expiry of the period specified by special legal regulations for withdrawal from the contract by the consumer;
  - b) The User cannot withdraw from the contract with Czech Post if the registration of the Contact has been completed before the expiry of the withdrawal period in accordance with the special legal regulations.
- 2.3 The User's agreement with the Rules is considered to have been given by registering the Contact in the User Registry, by any use of the Contact to log in to any ČP

service, or by any change to the Contact details or data in the User Account made by the User.

### 3. Registration and management of Contacts, deletion of User Account

- 3.1 The User may register a Contact intended for using the Service. The registration of the Contact always requires the use of at least one ČP Service.
- 3.2 Process of Contact registration
  - a) The following basic (mandatory) information is required for registration: name, surname, email address, and password. Additional information, including phone number, address, contact and payment details, is optional. If a phone number is provided, it must be in international format with the country code (e.g., +420 or +421). A detailed explanation of the processing of mandatory and optional data for specified purposes is provided in Annex No. 1 to these Rules.
  - b) The registration of the Contact is carried out through the Online Interface. Confirmation of registration is done by opening the link sent to the email address provided by the User.
- 3.3 The User may change the Contact details through the Online Interface. However, the following restrictions apply to changes:
  - a) Changing the primary email address is not possible;
  - b) Adding another email address must be verified by entering a confirmation code sent to that new email address;
  - c) Adding a phone number must be verified by entering a confirmation code sent to that new phone number.
- 3.4 The User may delete the User Account by submitting a request through the Online Interface. If the User Account is linked to multiple ČP Services, the User Account will be deleted only after the termination of the last ČP Service.
- 3.5 ČP may delete the User's User Account in particular cases including:
  - a) The User has not logged into the User Account for more than 18 months; the User will be notified of this fact by a message sent to the primary email address before the User Account is deleted;
  - b) The User has violated the Rules or otherwise used the User Account contrary to its intended purpose;
  - c) ČP has decided to discontinue the provision of the Service completely.
  - d) ČP reserves the right to delete the User Account in other justified cases.

### 4. Personal Data Processing Principles

- 4.1 The User Registry is maintained by ČP. ČP is the data controller for the information held in the User Registry. The processing of data classified as personal data under applicable legislation, specifically Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation ("GDPR") and the Act No. 110/2019 Coll., on personal data processing, is governed by these Principles.
- 4.2 The User hereby acknowledges that, for the proper provision of ČP Services,
  - a) His personal data recorded in the User Registry will be processed for the purposes of maintaining the User Registry and providing selected ČP Services. The scope of personal data is specified in Article 3 of these Rules, and each User can view the specific scope of processed personal data directly in the Service interface. The purposes of processing personal data, including relevant legal grounds, are outlined in Annex No. 1;
  - b) His data, including personal data, will be processed in connection with the provision of the Service, in accordance with the scope defined by these Rules, by ČP and possibly also by personal data processors with whom ČP has entered into a contract. The list of processors is provided in the current version of the "Personal Data Protection – GDPR" section of ČP's website.
- 4.3 The User is responsible for the accuracy of all information provided to ČP.
- 4.4 ČP may record and store records of the User's use of the Service, including the User's personal data, for no longer than the duration of the User Account.
- 4.5 ČP allows the User access to the personal data held in the User Registry. The User may directly in the Service Interface submit an objection to the processing of personal data based on ČP's legitimate interest, as well as indicate his consent or withdrawal of consent to the processing of personal data under GDPR, if such processing of personal data is applied within the Service.
- 4.6 Further information related to the processing of personal data, including the rights of data subjects related to such processing, is available in the "Personal Data Protection – GDPR" section of ČP's website at [www.ceskaposta.cz](http://www.ceskaposta.cz), and also in the terms and conditions of selected ČP's services. At the above web address, the User will find contact information of ČP's Data Protection Officer, including the email address [gdpr@cpost.cz](mailto:gdpr@cpost.cz).

- 4.7 Information on the processing of personal data for selected ČP services is specific in relation to the Principles of the Service. In case of any conflict, the Information on Personal Data Processing for selected ČP services takes precedence.

## 5. Other rights and obligations

- 5.1 ČP agrees to make every effort that can reasonably be expected of it to ensure the uninterrupted and smooth operation of the User Registry and the provision of the Service, under the conditions specified in these Rules. ČP may adopt technical measures aimed primarily at limiting network traffic that threatens the stability of ČP's systems, even if such measures lead or may lead to a reduction in the availability of the Service, the functionality of the User Registry, etc. In such cases, ČP is not liable for any damages caused but is obliged to make every effort that can reasonably be expected of it to terminate the measures taken as soon as possible. No right to compensation for any damage arises from the limitation or interruption of the provision of the Service under this provision.
- 5.2 ČP may refuse to register the Contact without providing a reason.
- 5.3 The User is responsible for any damage caused to ČP, particularly by providing false, incomplete, inaccurate, or misleading information, or by using the Service in a manner that violates the Rules or the rights of third parties.
- 5.4 Communication between ČP and the User takes place primarily via the Online Interface designated for this purpose. In cases where ČP communicates directly with the User, it does so using the details provided by the User in the User Registry and User Account; communication by electronic means is considered equivalent to communication by sending documents to the postal address. The User is required to ensure that he can receive communications via the email address listed in the User Registry and User Account and to accept documents at the address stated in the User Registry and User Account; should a document fail to be delivered using these details, it is at the User's liability.
- 5.5 Written communication, as referred to in these Rules, is considered valid if carried out electronically or by other technical means that allow the content of the communication to be recorded and the parties involved in the communication to be identified.

## 6. Dispute resolution between the User and ČP

- 6.1 If the User is a consumer, the Czech Trade Inspection Authority ([www.coi.cz](http://www.coi.cz)) is the body responsible for the out-of-court resolution of any consumer disputes

relating to the Service. For the avoidance of doubt, it is stated that these Rules do not apply to the resolution of disputes concerning individual ČP services.

- 6.2 In other cases, disputes between the User and ČP will be resolved under the jurisdiction of the general courts of the Czech Republic.

## 7. Changes to documents

- 7.1 These Rules take effect on 01 August 2022, and ČP reserves the right to alter, amend, or cancel them, as well as further related documents, by issuing new ones. The current version of these documents is always available at the following address: [www.ceskaposta.cz](http://www.ceskaposta.cz).
- 7.2 Any amendments, reservations, limitations, or deviations from these Rules or any related documents are excluded.
- 7.3 ČP is required to publish any changes to the documents referred to in section 7.1 at least 1 month before the effective date of such changes by publishing them on [www.ceskaposta.cz](http://www.ceskaposta.cz).
- 7.4 The User may reject changes to the documents as per section 7.1 and thereby cancel the User Account. The User can cancel the User Account at any time by following the procedure outlined in article 3 of these Rules.

## Annex No. 1 – Purposes of Personal Data Processing

Purpose	Description	Categories of personal data	Legal basis
<b>Provision of Unified Registration and Login Service</b>	<p>Registration for the Service involves the use of designated mandatory and optional personal data. <b>Personal data marked as mandatory</b> must be provided, as registration for the Service cannot be completed without them. <b>Optional personal data</b> are not essential for registration, but if the User voluntarily provides them, they will be processed for registration purposes, which include the fulfilment of the contract, complaints, and other related purposes, based on the User's preferences and possibly also according to the terms and conditions for individual ČP services, where optional personal data will be processed as a secondary source of the User's personal data.</p> <p><b>Example 1:</b> <i>The User has provided additional address details alongside his primary delivery address. This additional address is recorded as the User's secondary address for the purpose of delivering consignments in accordance with ČP's postal and other conditions.</i></p> <p><b>Example 2:</b> <i>The User has provided a contact telephone number. In such cases, it is possible to notify the User as the recipient about the arrival of a consignment, even when the sender has not provided the User's phone number when dispatching the consignment. However, if the phone number provided by the sender does not match the one registered by the User for the Service, the sender's phone number will be used for the notification.</i></p>	<p>Identification and authentication</p> <p>Address and contact</p> <p>Operational (consignment number)</p> <p>Economic and invoicing</p>	<p>Performance of the contract or actions prior to its conclusion under Article 6(1)(b) of the GDPR</p> <p>Compliance with a legal obligation under Article 6(1)(c) of the GDPR</p>
<b>Provision of ČP's additional services</b>	<p>For this purpose, the personal data provided by the User for the aforementioned purpose of "Provision of Unified Registration and Login Service" will be used, and this data may be supplemented with additional personal data if necessary for the provision of services selected by the User.</p>	<p>Identification and authentication</p> <p>Address and contact</p>	<p>Performance of the contract or actions prior to its conclusion under Article 6(1)(b) of the GDPR</p> <p>Compliance with a legal obligation under Article 6(1)(c) of the GDPR</p>

		Operational (consignment number)	
		Economic and invoicing	
<b>Notification at posting, delivering, or depositing a consignment</b>	If we have your email address or phone number, we can subsequently notify you via text or email message or app notification about the posting, delivery, or depositing of your consignment in accordance with the terms and conditions for the selected additional service of ČP. For notifications, we primarily use the contact details provided to us by the sender of the consignment.	Electronic contact details	Compliance with a legal obligation under Article 6(1)(b) of the GDPR
<b>Customer surveys</b>	We may reach out to you with a questionnaire focused on surveying your satisfaction with our services. For this purpose, we are permitted to collect and segment data about your service usage history (i.e., transactional history).	Identification and authentication  Address and contact  Transactional history	Legitimate interest in improving the quality of services provided under Article 6(1)(f) of the GDPR
<b>ČP's direct marketing</b>	We may contact you with offers for additional services provided by ČP. We are authorised to send you these offers based on the goods/services you utilise from ČP. For this purpose, we are permitted to collect and segment data about your service usage history (i.e., transactional history).	Identification and authentication  Address and contact  Transactional history	Legitimate interest under Article 6(1)(f) of the GDPR
<b>Sending commercial communications from third parties for the purpose of offering their goods/services</b>	With the User's consent, it is possible to send offers from third parties, distinct from ČP, to his contact details. For this purpose, we are permitted to collect and segment data about your service usage history (i.e., transactional history).	Identification and authentication  Address and contact  Transactional history	Consent under Article 6(1)(a) of the GDPR
<b>Further processing purposes</b>	If we expand the purposes for processing personal data, we will inform you and, if necessary, we will seek your consent in accordance with the relevant legal regulations.		

## Annex No. 2 – List of ČP Services

Product	Reference
Balíkovna	<a href="http://www.balikovna.cz">www.balikovna.cz</a>
Balíkovna Home Delivery	<a href="http://www.balikovna.cz">www.balikovna.cz</a>