Privacy Policy

Cyranova akademie · effective from 7 November 2026

This policy explains how we process the personal data of visitors to cyranovaakademie.cz, people interested in our courses and lessons, and our customers. We follow Regulation (EU) 2016/679 (GDPR) and Czech Act No. 110/2019 Coll. on the Processing of Personal Data.

This is a translation for convenience. In case of any discrepancy, the Czech version prevails.

1. Data controller

Anna Pokorná, Company ID (IČO) 06535291, registered office Sedlářova 1156/4, Prague 19, 197 00, Czech Republic, registered in the Trade Register of the Prague 19 Municipal District Authority ("we" or "the controller").

Contact for data protection questions: **info@cyranovaakademie.cz**, phone +420 606 70 50 60.

2. What data we process, why and for how long

Purpose	Data	Legal basis	Retention
Replying to a message from the contact form or by email	name, email, phone, what you are interested in, message text	steps prior to a contract at your request (Art. 6(1)(b) GDPR) and your consent given in the form	until your enquiry is handled, at most 3 years after the last contact
Ordering and providing a course, lesson or gift voucher	name, email, phone, order and payment details, voucher dedication text if any	performance of a contract (Art. 6(1)(b) GDPR)	for the duration of the contract and 3 years after it ends (limitation period)
Accounting and tax	data on invoices and receipts (name, address, amount, date)	legal obligation (Art. 6(1)(c) GDPR)	as required by law, usually 10 years
Booking a lesson in the Reservio system	name, email, phone, chosen date and coach	performance of a contract (Art. 6(1)(b) GDPR)	for the duration of the contract and 3 years after it ends
Sending news and offers	name, email	your consent (Art. 6(1)(a) GDPR); for existing customers, legitimate interest	until you withdraw consent or unsubscribe
Website traffic statistics (Google Analytics)	pseudonymous device identifier, pages visited, approximate location (city), browser and device type	your consent given in the cookie bar (Art. 6(1)(a) GDPR)	14 months, or until you withdraw consent

Operating and securing the website	IP address, time of access, requested address (server logs)	legitimate interest in running the website securely (Art. 6(1)(f) GDPR)	as set by the hosting provider, usually a few weeks

Providing your data is voluntary, but without contact details we cannot reply to you or provide the service you ordered.

3. Cookies and similar technologies

- **Essential:** the website stores your light or dark theme choice and your cookie bar choice in your browser (localStorage). This data does not leave your browser and does not require consent.
- **Analytics (Google Analytics):** loaded and stores cookies (_ga, _ga_*) **only if you click "Allow" in the cookie bar**. We do not use the advertising features of Google Analytics.

> You can change or withdraw your consent at any time using the **"Cookie settings"** link in the website footer. Analytics cookies are deleted when you withdraw consent.

The website also loads fonts from Google Fonts. This passes your device's IP address to Google's servers so they can deliver the fonts.

4. Who we share data with

We never sell personal data. We share it only with processors who help us run our business, and only as far as necessary:

- **WEDOS Internet, a.s.** (Czech Republic): website and email hosting, contact form processing,
- **Reservio, s.r.o.** (Czech Republic): booking system,
- **Google Ireland Limited** (Ireland): Google Analytics (only with consent) and Google Fonts,
- an accountant or tax advisor, if we use one,
- public authorities where required by law.

Google may also process data in the USA. Such transfers are covered by the EU-US Data Privacy Framework, under which Google is certified, and by standard contractual clauses approved by the European Commission.

5. Your rights

You have the right to:

- **access** the data we hold about you and get a copy,
- have inaccurate or incomplete data **corrected**,
- have your data **erased** when it is no longer needed or you withdraw consent,
- **restrict** processing,
- **data portability** for data you provided to us,
- **object** to processing based on legitimate interest,

- **withdraw consent** at any time, without affecting processing before the withdrawal,
- lodge a **complaint** with the Czech Office for Personal Data Protection (Úřad pro ochranu osobních údajů), Pplk. Sochora 27, 170 00 Prague 7, www.uoou.cz.

To exercise your rights, email **info@cyranovaakademie.cz**. We will reply within one month.

6. Security

We protect your data with appropriate technical and organisational measures: the website is served only over an encrypted connection (HTTPS), and only the coaches and the operator who need it to handle your order have access to your data. We do not use automated decision-making or profiling.

7. Changes to this policy

We may update this policy, for example when we change the services we use. The current version is always available at cyranovaakademie.cz.