

Privacy Notice Call Center Services

This privacy notice will inform you pursuant to Article 13 and 14 of European Regulation no. 2016/679 (hereinafter referred to as the "Regulation") concerning the protection the personal data of yours (hereinafter "Personal Data"), how we collect, use, and protect your personal data and tell you about your rights and how the law protects you.

The company Nexi Central Europe a.s., registered office at Röntgenova 1, PO Box 79, Bratislava, (hereinafter, "Company", "we" and "our"), as the data controller, undertakes to protect the privacy and security of your data is of the utmost importance.

We have implemented policies and procedures to ensure that we take all appropriate steps to protect your data in what we do.

Category of data we collect about you

When reaching our Call Center we will collect about you:

- identification and contact data;
- the navigation data in the IVR tree (the actions/digits the customer makes to access the various services);
- audio recording of the call.

How is your personal data collected?

Directly from Data Subject during phone call with our Call Center Operator.

Purpose and legal basis of the processing

Purpose	Legal basis
The personal data are processed to provide assistance to customers as contracted. The data are processed by us as data processors appointed pursuant to Article 28 of the GDPR, on behalf of the Data Controller you have your card issued by.	
The data is also processed to obtain anonymous statistical information on the use of the service, to monitor its correct functioning. Phone calls may also be recorded to manage critical customer requests within the scope of the services (e.g. the blocking of payment cards), for the purposes of improving the service and for the management of any complaints made by customers. In this case, the legal basis of the processing is legitimate interest.	<ul style="list-style-type: none">• Performance of contractual obligation (Article 6 (1) b) GDPR• Legitimate interests (Article 6 (1) f) GDPR

Whom we share your personal data with

Data acquired through phone calls recording may be disclosed to public entities entitled to request the data. The legal basis for such processing is a legal obligation pursuant to Article 6(1)(c) of the GDPR.

How long we use your personal data

Telephone calls are recorded by an automated system that can record incoming and outgoing calls. The recordings are kept for a maximum of 5 years from the date of recording, with confidential access.

Transfer of personal data to third country /international organization

We do not transfer your personal data to third country /international organization.



Automated decision-making including profiling.

We do not provide automated decision-making including profiling.

Data Controller

Nexi Central Europe a.s., with registered office in Bratislava, Röntgenova 1, PO Box 79

Data Protection Officer (DPO) of the Company can be contacted via email at the address: CE_DPO@nexigroup.com or on address of the company with specifying “to hands of Data Protection Officer” at envelope.

Privacy Rights

You have the right to access, rectify or delete the data stored by the Company that concerns you, as well as the right to object to, or limit certain types of processing (including the right to revoke consent to the processing previously granted), as well as to be sent the personal data concerning you in a structured, commonly used format readable using an automatic device (right to data portability). Finally, you have the right to lodge a complaint with a competent Supervisory Authority. Individual rights requests should be referred to following email address: CE_DPO@nexigroup.com