

General Terms and Conditions

for the creation, hosting and maintenance of websites

Craftology Labs s.r.o.

Effective from: 8 August 2026 · Version: 2.0

These Terms replace the Provider's general terms and conditions effective from 13 April 2026. For contracts concluded before these Terms took effect, Article 26 applies.

This is an English translation provided for convenience. The legally binding version of these Terms is the Czech one, available at <https://tl-dr.cz/vop>; in the event of any discrepancy, the Czech wording prevails.

PART A — Common provisions

1. Introductory provisions

1.1 These general terms and conditions (the "**Terms**") govern the rights and obligations between **Craftology Labs s.r.o.**, Company ID 21518025, VAT ID CZ21518025, with its registered office at Příčná 1892/4, 110 00 Prague 1, Czech Republic, registered in the Commercial Register kept by the Municipal Court in Prague, file no. **C 403130** (the "**Provider**"), and the customer (the "**Client**").

1.2 The Terms govern two separate services of the Provider:

- a) **the creation of websites and related deliverables** on the basis of a contract for work — governed by **Part B**;
- b) **the hosting and maintenance of websites** on a subscription basis — governed by **Part C**.

1.3 The Client may use either of these services separately, or both at the same time. **Part A** and **Part D** apply to both services.

1.4 The Terms form an integral part of every contract concluded between the Provider and the Client (the "**Contract**"), unless the Contract expressly provides otherwise. In the event of a conflict between the Contract and the Terms, the Contract prevails.

1.5 The Client confirms that they have read these Terms before concluding the Contract.

1.6 The Client generally concludes the Contract in the course of their business activity. Where the Client is a consumer, the provisions of Article 25 apply in addition to the other provisions.

2. Definitions

- **Work** — a website, application, design or other deliverable specified in the contract for work.
- **Materials** — all texts, photographs, logos, credentials and other materials the Client is required to supply to the Provider for the realisation of the Work.
- **Acceptance** — the Client's written (including email) confirmation that they accept the Work, or the expiry of the acceptance period without any response from the Client.
- **Revision** — a set of comments and change requests concerning the Work, delivered by the Client to the Provider together as a single round.

- **Service** — the hosting and maintenance of the Website under Part C.
- **Website** — the Client's website operated by the Provider, specified in the Contract by its domain name.
- **Domain** — the domain name under which the Website is available.
- **Billing period** — the period for which the price of the Service is paid (a calendar month or year, as set out in the Contract).
- **Business hours** — Monday to Friday, 9:00–17:00, excluding public holidays of the Czech Republic.

2.1 For the purposes of these Terms, written form also includes communication by email from the addresses stated in the Contract, and an electronic signature.

PART B — Creation of websites (contract for work)

3. Order and conclusion of the contract for work

3.1 The contractual relationship arises when the contract for work is signed by both parties.

3.2 The Provider's quotation is valid for 14 days from the date it is sent, unless stated otherwise.

4. Price and payment terms for the Work

4.1 The price of the Work is agreed in the contract for work. All prices stated in these Terms and on the Provider's website are inclusive of VAT, unless expressly stated otherwise. The Provider is a VAT payer.

4.2 Unless the Contract provides otherwise, the following payment terms apply:

- a) 50 % of the price as a deposit before work begins;
- b) 50 % of the price as the balance after Acceptance of the Work.

4.3 Invoices are due 5 business days from the date of issue, unless the Contract provides otherwise.

4.4 If the Client is in default with payment, the Provider is entitled to:

- a) charge default interest of 0.05 % of the outstanding amount for each commenced day of delay;
- b) suspend all work on the Work until payment is made in full;
- c) suspend the operation of the Work (for example the website), where it runs on the Provider's infrastructure.

5. Client cooperation

5.1 The Client is obliged to give the Provider all necessary cooperation, in particular to:

- a) supply the Materials (texts, logos, photographs, credentials) within the period set out in the Contract;
- b) designate one contact person authorised to act in matters concerning the Work;
- c) respond to the Provider's requests for approval of partial deliverables within 3 business days.

5.2 If the Client fails to cooperate even after a written request granting an additional period of 7 days, the Provider is entitled to:

- a) extend the completion date by the period of the Client's delay;
- b) withdraw from the Contract, while retaining the right to payment for work already performed.

5.3 If the Provider does not receive the Client's response to a partial deliverable within the period under Article 5.1(c), the deliverable is deemed approved (tacit approval).

6. Meetings, revisions and additional services

6.1 The price of the Work includes 2 (two) meetings, unless the Contract provides otherwise:

- a) an initial meeting (brief) — defining the requirements, goals and scope of the Work;
- b) a closing meeting — presentation of the Work and collection of comments for the final revisions.

6.2 The comments from the closing meeting constitute one round of Revisions included in the price of the Work. Revisions must be delivered in writing (by email) as a single consolidated list.

6.3 All further meetings, consultations and changes beyond the included services are charged according to the following price list:

a) consultation (in person or online): **CZK 1,500 / 60 minutes incl. VAT**;

b) minor website change (text edits, image replacement and similar): **from CZK 800 incl. VAT** per change.

6.4 The Provider reserves the right to update the price list for additional services. The Client will be informed of any change in advance. For contracts already concluded, the price list effective on the date the Contract was concluded applies.

6.5 Requests to extend the scope of the Work beyond the original specification are not Revisions. Such requests are handled as change requests and priced individually.

7. Handover and acceptance of the Work

7.1 The Provider hands the Work over to the Client in electronic form (by deploying it to a server, handing over the source code or another agreed method).

7.2 The Client is obliged to take over the Work and confirm Acceptance in writing within 5 business days of handover.

7.3 If the Client does not respond within the period under Article 7.2, the Work is deemed accepted without reservation (tacit acceptance).

7.4 Upon Acceptance, responsibility for the content and operation of the Work passes to the Client.

7.5 Unless the Contract provides otherwise, arranging hosting and the Domain is the Client's responsibility.

7.6 Where the Provider handles the hosting and maintenance of the Website, that service is governed by **Part C** of these Terms.

7.7 The Provider is not responsible for outages of third-party services (hosting, CDN, DNS) where it does not operate them under Part C.

8. Copyright and licence to the Work

8.1 Upon payment of the price of the Work in full, the Provider grants the Client a non-exclusive licence to use the Work for the purposes of the Client's business, without limitation in time or territory.

8.2 Upon payment in full, the source code of the Work becomes the property of the Client.

8.3 The Provider is entitled to feature the Work in its portfolio and reference materials, unless the parties agree otherwise. The Client may withdraw this consent in writing at any time.

8.4 Licences to third-party elements (fonts, stock photographs, libraries) are governed by the licence terms of the respective providers. The Provider will inform the Client about such elements.

9. Warranty and liability for defects in the Work

9.1 The Provider provides a warranty on the Work of **30 calendar days** from the date of Acceptance.

9.2 During the warranty period, the Provider will remove, free of charge, defects that prevent the proper functioning of the Work and that existed at the time of handover.

9.3 The warranty does not cover:

- a) defects caused by interference with the Work by the Client or third parties;
- b) defects caused by the hosting environment or third-party services;
- c) requests for new functionality or changes beyond the original specification;
- d) ordinary wear (outdated browsers, changes to third-party APIs and similar).

9.4 The Provider's liability for damage is governed by Article 22.

10. Withdrawal from the contract for work

10.1 Either party may withdraw from the Contract in the event of a material breach of obligations by the other party, following a prior written request granting an additional period of 7 days for remedy.

10.2 If the Client withdraws from the Contract without fault on the Provider's part after work has started, the Provider is entitled to payment for the work already performed. Any deposit already paid is not refunded in such a case.

10.3 Withdrawal must be made in writing and takes effect on the day it is delivered to the other party.

PART C — Hosting and maintenance of websites

11. Subject and scope of the Service

11.1 The Provider undertakes, for the duration of the Contract, to provide the hosting and basic maintenance of the Website within the scope set out in this Article.

11.2 The Service includes:

- a) operation of the Website on the infrastructure of a cloud services provider arranged by the Provider;
- b) management of the Domain's DNS records;
- c) provision and automatic renewal of the TLS/SSL certificate;
- d) uptime monitoring of the Website;
- e) regular backups of the content and source files of the Website;
- f) restoration of the Website from a backup in the event of an outage or damage;
- g) minor text and image changes to existing content, up to **30 minutes of work per month**;
- h) technical support by email within the scope set out in Article 15.

11.3 Price of the Service:

Billing period	Price incl. VAT	Tax base	VAT 21 %
Monthly	CZK 490	CZK 404.96	CZK 85.04
Annually	CZK 4,900	CZK 4,049.59	CZK 850.41

All prices stated in these Terms are inclusive of VAT at the statutory rate. The Provider is a VAT payer.

11.4 Unused time under Article 11.2(g) does not carry over to the next Billing period.

11.5 Fair use. The Service includes data transfer of up to **50 GB per month** for a single Website. Transfer above this limit is charged to the Client at **CZK 5 incl. VAT per commenced GB**. The Provider will notify the Client that the limit has been exceeded without undue delay.

12. Services that are not included

12.1 The Service **does not include**, in particular:

- a) the creation of new content (texts, photographs, videos, graphics);
- b) changes to the structure, layout or design of the Website;
- c) the development of new functionality, integrations with third-party systems, or booking or ordering systems beyond the original Work;
- d) search engine optimisation (SEO), management of advertising campaigns, management of social media;
- e) the operation and administration of email on the Domain;
- f) registration of the Domain and payment of fees to the Domain registrar;

- g) the drafting, review or updating of the Client's legal documents (terms and conditions, privacy policy, cookie bar);
- h) the recovery of data lost by the Client or through a third party acting for them;
- i) the remediation of unauthorised interference with the Website by a third party, unless caused by the Provider's fault;
- j) training and consultations beyond the support under Article 15;
- k) changes beyond the time allowance under Article 11.2(g).

12.2 The Provider may provide the services under Article 12.1 on the basis of a separate order at an hourly rate of **CZK 1,210 incl. VAT** (CZK 1,000 excl. VAT) or at a price agreed in advance. **The minimum billable unit is 30 minutes**, with further work billed in commenced 15-minute increments. The Provider is not obliged to accept such an order.

12.3 If the scope of the requested changes exceeds the time allowance included in the Service, the Provider will inform the Client in advance and will carry out the additional work only after the Client's approval.

13. Conclusion of the Service contract and its duration

13.1 The contract for the provision of the Service is concluded when the Client agrees to these Terms, in particular by:

- a) making the first payment via a payment link containing a reference to these Terms, or
- b) confirming the Provider's offer by email, or
- c) signing a written Contract.

13.2 The Contract is concluded for an **indefinite period**.

13.3 The Service is provided from the first day following the conclusion of the Contract, unless the parties agree otherwise.

13.4 Either party may terminate the Contract without giving a reason, with a **notice period of one (1) month**, which starts on the first day of the month following delivery of the notice to the other party. Notice must be given in writing; email is considered written form.

13.5 Where the price has been paid annually and the Contract ends before the prepaid period expires, the Provider will refund to the Client the pro-rata share of the price corresponding to the unused whole calendar months, within 30 days of the end of the Contract. This does not apply where the Contract ended through the Provider's withdrawal under Article 14.8 or Article 20.3.

14. Price and payment terms for the Service

14.1 The price of the Service is set out in Article 11.3 and is stated inclusive of VAT at the statutory rate.

14.2 If the statutory VAT rate changes, the price including VAT is adjusted automatically as of the effective date of the change so that the tax base is preserved. Such an adjustment is not considered a price change under Article 14.7 nor a change to the Terms under Article 26.

14.3 The price is paid **in advance** for the Billing period, either:

- a) by recurring card payment processed by Stripe Payments Europe, Ltd., or
- b) by bank transfer against an invoice issued by the Provider.

14.4 If the Client chooses payment under Article 14.3(a), they thereby give the Provider consent to charge the price to the payment card repeatedly for each subsequent Billing period for as long as the Contract lasts. The Client is obliged to keep their payment details up to date.

14.5 Invoices under Article 14.3(b) are due **fourteen (14) days** from the date of issue.

14.6 The invoice is a tax document and is sent to the Client electronically to the email address stated in the Contract. The Client consents to electronic invoicing.

14.7 Price indexation. The Provider is entitled once a year, always with effect from 1 January, to adjust the price of the Service, but by no more than the rate of inflation expressed as the increase in the average consumer price index for the previous calendar year published by the Czech Statistical Office, increased by **3 percentage points**. The Provider will notify the Client of the price change at least **thirty (30) days** in advance. If the Client does not agree with the change, they may terminate the Contract under Article 13.4; the original price applies until the notice period ends.

14.8 Default in payment. If the Client is in default with payment of the price, the Provider proceeds as follows:

Period of delay	Action
7 days	The Provider sends the Client a reminder by email
30 days	The Provider is entitled to suspend the Service , i.e. make the Website unavailable, after a prior notice sent at least 7 days in advance
60 days	The Provider is entitled to withdraw from the Contract
90 days	The Provider is entitled to permanently delete the Client's data, including backups

14.9 While the Service is suspended under Article 14.8, the Client remains obliged to pay the price of the Service.

14.10 The Provider will restore the Service within two (2) business days of payment of all the Client's outstanding obligations.

14.11 In the event of default in payment, the Provider is entitled to claim default interest at the rate set by law.

15. Availability and support

15.1 The Provider will make reasonable efforts to keep the Website continuously available. **The Provider does not guarantee any specific level of availability** and does not provide contractual penalties or price reductions for outages.

15.2 The Provider is not responsible for unavailability of the Website caused by:

- a) an outage or limitation of the services of the cloud infrastructure provider, the Domain registrar or another subcontractor;
- b) an outage of the internet or of the connection of the Client or end users;
- c) an attack by a third party, including a DDoS attack;
- d) interference with the Website by the Client or a person authorised by them;
- e) force majeure within the meaning of Article 23;
- f) planned maintenance announced at least 24 hours in advance.

15.3 Support is provided by email at **info@tl-dr.cz**.

15.4 Response times:

Severity	Description	Provider's response
Critical	The Website is unavailable	within 8 hours during Business hours
Standard	The Website works, the defect limits part of its functionality	within 1 business day
Other	Change requests, questions	within 3 business days

15.5 The response time means the start of work on the request, not its resolution. The Provider is not obliged to provide support outside Business hours.

16. Domain and credentials

16.1 The holder of the Domain is always the Client. In relation to the Domain, the Provider acts solely as technical administrator.

16.2 The costs of registering and renewing the Domain are paid by the Client directly to the registrar. Where the Provider arranges payment on the basis of a separate agreement, it will re-invoice the Client in the amount evidenced.

16.3 The Client is responsible for renewing the Domain registration in good time. The Provider will alert the Client to an approaching expiry of the registration but is not responsible for the consequences of its lapse.

16.4 The Client is entitled at any time to request the handover of credentials to the Domain and to accounts related to the Website that are held in their name. The Provider will hand them over within five (5) business days.

16.5 The Client undertakes not to change the Domain's DNS records without prior consultation with the Provider. The Provider is not responsible for unavailability of the Website caused by such a change.

17. The Client's obligations during operation of the Website

17.1 The Client undertakes to:

- a) provide true and current identification, billing and contact details and to notify any changes without undue delay;
- b) not to use the Website for content that is contrary to law or good morals;
- c) ensure that they hold the necessary copyright and other rights to the content placed on the Website;
- d) not to interfere with the source code of the Website or the hosting configuration without the Provider's consent;
- e) give the Provider the cooperation necessary for the provision of the Service;
- f) inform the Provider without undue delay of any defects or unavailability of the Website they discover.

17.2 The Client is responsible for all content placed on the Website, including its compliance with legislation on personal data protection, consumer protection and copyright.

17.3 If the Client breaches the obligations under Article 17.1(b) or (c) and the Provider consequently suffers damage or a third-party claim is made against it, the Client undertakes to indemnify the Provider in full.

18. Backups and data

18.1 The Provider backs up the content and source files of the Website at least **once a week** and keeps at least the last **four (4)** backups.

18.2 The Provider will restore from a backup at the Client's request at no further charge, but no more than once per calendar quarter. Further restorations are charged under Article 12.2.

18.3 Backups do not replace the Client's own archiving of content. The Provider recommends that the Client keep their own copy of the Website's content.

19. Rights to software used in the Service, and references

19.1 Rights to Websites created by the Provider are governed by Part B of these Terms, or by the contract for work on the basis of which they were created.

19.2 This Part grants the Client no rights to software, tools or libraries the Provider uses to provide the Service and that do not form part of the delivered Work.

19.3 The Provider is entitled to feature the Client and the Website in its reference portfolio, including images of the Website and use of the Client's business name or logo. The Client may withdraw this consent in writing at any time.

20. Termination of the Service contract and handover

20.1 The contract for the provision of the Service ends:

- a) on expiry of the notice period under Article 13.4;
- b) by agreement of the parties;
- c) by withdrawal under Article 14.8 or Article 20.3;
- d) on the dissolution of either party without a legal successor.

20.2 The Client is entitled to withdraw from the Contract if the Provider is in material default in performing its obligations and fails to remedy this within 15 days of a written request.

20.3 The Provider is entitled to withdraw from the Contract if the Client materially breaches the obligations under Article 17.1(b), (c) or (d).

20.4 Handover on termination. Within **fourteen (14) days** of the end of the Contract, the Provider will, at the Client's request:

- a) hand over a complete export of the content and source files of the Website in a machine-readable format;
- b) hand over the most recent available backup;
- c) provide cooperation in transferring the Domain and DNS to the Client or a person designated by them, up to two (2) hours of work.

Cooperation beyond this scope is charged under Article 12.2. The Provider is not obliged to provide the cooperation under this Article where it holds an outstanding receivable against the Client.

20.5 After **thirty (30) days** from the end of the Contract, the Provider is entitled to remove the Website and related data from its infrastructure, unless the parties agree otherwise.

PART D – Common and final provisions

21. Confidentiality

21.1 Both parties undertake to keep confidential all confidential information obtained in connection with the performance of the Contract.

21.2 Confidential information means in particular business strategies, pricing terms, credentials, internal documents and any information marked as confidential.

21.3 The duty of confidentiality survives the end of the contractual relationship.

22. Liability for damage

22.1 The Provider is liable to the Client for damage caused by a breach of its obligations under the Contract.

22.2 The Provider's aggregate liability is limited as follows:

- a) for the Work under Part B, to an amount equal to the price of the Work agreed in the contract for work;
- b) for the Service under Part C, to an amount equal to the price of the Service paid by the Client over the last twelve (12) months preceding the occurrence of the damage.

22.3 The Provider is not liable for lost profit, loss of business opportunities, loss of data, or for indirect or consequential damage.

22.4 The limitations under this Article do not apply to damage caused intentionally or through gross negligence, or to damage to a person's natural rights.

23. Force majeure

23.1 Neither party is liable for delay in or failure to perform its obligations where this is the result of force majeure, i.e. an extraordinary, unforeseeable and insurmountable obstacle arising independently of its will (for example a natural disaster, armed conflict, or a decision of a public authority). Force majeure also includes a large-scale outage of the cloud infrastructure provider's services or of the domain registry operator.

23.2 The affected party is obliged to inform the other party of such a circumstance without delay.

24. Personal data protection

24.1 The Provider processes the Client's personal data (identification, contact and billing details) as a **controller**, for the purpose of performing the Contract and complying with legal obligations, for the duration of the Contract and thereafter for the period set by law. The legal basis for processing is the performance of a contract (Art. 6(1)(b) GDPR) and compliance with a legal obligation (Art. 6(1)(c) GDPR). Details are set out in the privacy policy available at <https://tl-dr.cz/gdpr>.

24.2 The Client has the right to access their personal data, to have it corrected or erased, to restrict its processing and to data portability, and the right to lodge a complaint with the Czech Office for Personal Data Protection.

24.3 Where the Provider processes personal data for which the Client is the controller (in particular data from contact or booking forms on the Website), it does so as a **processor** under Art. 28 of Regulation (EU) 2016/679 (GDPR). The conditions of such processing are set out in **Annex 1** to these Terms, which constitutes the data processing agreement.

25. Provisions for Clients who are consumers

25.1 Where the Client is a consumer, the following provisions apply instead of or in addition to the above.

25.2 A Client who is a consumer has the right to withdraw from a Contract concluded at a distance within **fourteen (14) days** of its conclusion, without giving a reason. If the Client requests that performance begin before that period expires, they will pay the pro-rata share of the price for the period up to withdrawal.

25.3 The competent body for the out-of-court resolution of consumer disputes is the **Czech Trade Inspection Authority**, with its registered office at Gorazdova 1969/24, 120 00 Prague 2, www.coi.cz.

25.4 Articles 22.2 and 22.3 apply in relation to a consumer only to the extent permitted by law.

26. Changes to the Terms

26.1 The Provider is entitled to change these Terms unilaterally. It will notify the Client of a change by email at least **thirty (30) days** before it takes effect.

26.2 For a contract for work under Part B, the Terms in the wording effective on the date the Contract was concluded apply.

26.3 If the Client does not agree with a change to the Terms in relation to the Service under Part C, they are entitled to terminate the Contract within 30 days of the notification, with effect from the date the change takes effect. In that case the existing wording of the Terms applies until the Contract ends.

26.4 If the Client does not terminate the Contract under Article 26.3 and continues to use the Service, they are deemed to agree with the change.

27. Final provisions

27.1 The Contract and these Terms are governed by the law of the Czech Republic, in particular Act No. 89/2012 Coll., the Civil Code.

27.2 Disputes will be resolved primarily by amicable means. If no agreement is reached, the courts of the Czech Republic have jurisdiction; where the Client is not a consumer, the locally competent court is the one determined by the Provider's registered office.

27.3 If any provision of these Terms is invalid or ineffective, this does not affect the validity of the remaining provisions. The parties will replace the invalid provision with one that comes as close as possible to its economic purpose.

27.4 The Provider is entitled to perform the Contract through third parties (subcontractors); it is liable for their performance as if it had performed itself.

27.5 The Client is not entitled to assign their rights and obligations under the Contract without the Provider's written consent.

27.6 These Terms take effect on **8 August 2026**.

Annex 1 – Data processing agreement

This annex governs the processing of personal data under Art. 28 of Regulation (EU) 2016/679 (GDPR) between the Client as **controller** and the Provider as **processor**.

A. Subject matter and nature of the processing

Item	Definition
Subject matter	Processing of personal data necessary for the hosting and maintenance of the Website
Nature and purpose	Storing, retaining and making technically available data entered through the Website; backups; technical maintenance
Duration	For the duration of the Contract and for a further 30 days under Article 20.5 of the Terms
Categories of data subjects	Visitors to the Website, prospects and customers of the Client
Categories of data	Identification and contact details (name, email, phone), message content, booking or order data, technical data (IP address, log records)
Special categories of data	Not processed, unless the parties agree otherwise

B. Obligations of the Provider as processor

B.1 The Provider processes personal data **solely on documented instructions** from the Client, unless processing is required of it by law.

B.2 The Provider will ensure that persons authorised to process personal data are **bound by confidentiality**.

B.3 The Provider will implement **appropriate technical and organisational measures** under Art. 32 GDPR, in particular:

- a) encryption of data in transit using TLS;
- b) encryption of data at rest at the storage level of the cloud infrastructure provider;
- c) access control based on individual credentials and multi-factor authentication;
- d) regular backups under Article 18 of the Terms;
- e) logging of access to administrative interfaces.

B.4 The Provider is entitled to engage **further processors** (sub-processors) under the conditions set out in Part C.

B.5 The Provider will assist the Client in fulfilling its obligations in relation to data subject requests (Art. 15–22 GDPR) and its obligations under Art. 32–36 GDPR, to an extent proportionate to the nature of the processing.

B.6 The Provider will **notify the Client of a personal data breach without undue delay, and no later than within 24 hours** of becoming aware of it.

B.7 After the end of the Contract, the Provider will, at the Client's choice, **delete the personal data or hand it over** to them, including backups, unless it is required by law to retain it.

B.8 The Provider will make available to the Client the information needed to demonstrate compliance with Art. 28 GDPR and will allow for audits conducted by the Client or an auditor mandated by them, no more than **once a year** and following prior notice of at least 30 days. The costs of the audit are borne by the Client.

C. Sub-processors

C.1 The Client grants the Provider **general authorisation** to engage sub-processors.

C.2 As at the effective date of these Terms, the following sub-processors are engaged:

Sub-processor	Purpose	Location of processing
Amazon Web Services EMEA SARL	Website hosting, DNS, backups	EU — Frankfurt am Main (eu-central-1 region)

C.3 The Provider will notify the Client of an intended change of sub-processor at least **thirty (30) days** in advance. The Client is entitled to object to the change on serious grounds; if no agreement is reached, either party may terminate the Contract under Article 13.4 of the Terms.

C.4 The Provider will impose on each sub-processor the same data protection obligations as those set out in this annex, and is liable to the Client for their performance.

D. Transfers to third countries

D.1 Personal data is processed primarily within the territory of the European Union.

D.2 If a transfer to a third country occurs, the Provider will ensure appropriate safeguards under Chapter V GDPR, in particular by entering into the European Commission's standard contractual clauses.

E. Liability

E.1 The Client as controller is responsible for the lawfulness of the processing, for fulfilling the information duty towards data subjects and for the existence of a legal basis for the processing.

E.2 The Provider is liable for damage caused by processing only where it has not complied with obligations imposed by the GDPR specifically on processors, or has acted outside or contrary to the Client's instructions.

Annex 2 – Contact details

Provider

Craftology Labs s.r.o.

Company ID: 21518025

VAT ID: CZ21518025

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Contact for personal data matters: info@tl-dr.cz