

Principles of data processing of surveys

This document has been created to specify the procedures and steps involved in the processing of the data collected in the questionnaire surveys, the characteristics of the methodology for selecting respondents, and the collection and classification of the data received. An integral part of this is the comprehensive protection of contact details and attitudinal responses in questionnaires provided by the respondent through their participation in the survey.

WHO ARE WE?

Data controller The company INTERNET CZ, a.s., represented by its legal representative, VAT No.: 26043319, with registered office at Ktiš 2, 384 03 Ktiš, Czech Republic (hereinafter referred to as "INTERNET CZ").
privacy@forpsi.com

WHO IS THE RESPONDENT?

The respondent of all questionnaire surveys is always and exclusively a customer of INTERNET CZ. A customer is a person who has at least one active service with INTERNET CZ. The condition for participation in the survey is a valid marketing consent, i.e. the customer has not refused to receive promotional activities.

HOW IS THE COLLECTED DATA HANDLED?

INTERNET CZ declares that it handles the data obtained in the questionnaire surveys in full compliance with the principles described below. In the case of processing of personal data, it follows the applicable regulations and the Privacy Policy, the text of which is given in the link at the end of this document.

SURVEY METHODS

INTERNET CZ's surveys are conducted exclusively using the online survey method. The surveys are completely anonymous, which implies that the aim is not to collect personal data. The interest is focused on attitudes towards services, both established and upcoming.

CUSTOMER (RESPONDENT) SELECTION PROCEDURE

Customers are selected for surveys either completely at random (to gain the widest possible awareness of the service) or, in more specific cases, on the basis of suitably specified parameters (if the survey is designed to provide relevant and descriptive feedback). In both cases, a single piece of information is used to communicate and reach out, which is the customer's contact email.

THE RIGHT TO REFUSE TO PARTICIPATE IN SURVEYS

If the customer does not agree to receive such messages and does not want to participate in surveys, the customer administration has a tool to block these activities.

DATA RETENTION PERIOD

The collected data is stored only for the time necessary. This time is considered to be the time needed to process the results of the survey. Once the classification is completed and the survey outputs are evaluated, all data is irreversibly deleted from the database and the server, including the backup server.

PRIVACY POLICY

The link below contains the Privacy Policy document.

https://www.forpsi.com/ForpsiCZ/media/Forpsi/Documents/tc-files/en_Privacy-Policy-INTERNET-CZ-v-2-2.pdf