

Extension of the clients (shops) terms and conditions

When obtaining customer review, personal data will be shared with Favi online s.r.o. Specifically, Favi online s.r.o. sends a request for review via email on behalf of the client (shop). For these reasons, GDPR requires the conclusion of the processing of personal data (between the client (shop) and Favi online s.r.o.), which is already part of the terms and conditions of our service.

The current law also requires that the customer has an option to refuse receiving messages in order to determine customer review when collecting personal data by the client (shop). For these reasons, we recommend implementing a check-box below the personal data collection form, through which the customer will be able to refuse such sending (opt out). It will also be possible to reject individual emails sent to customers.

According to [Art. 13 GDPR](#), the client (shop) should add Favi online s.r.o. as the other recipient of this personal data. However, the GDPR allows the recipients of personal data to be defined in a general way (only as general categories of personal data). In the text of the information obligation, it should therefore be sufficient to state, eg: "customer satisfaction survey entities", etc.

Please remember that customer satisfaction can be a specific purpose of personal data processing, so the client (shop) should comply with all the obligations set out in the GDPR as for other personal data processing purposes. We recommend consulting this with a lawyer who specializes in personal data protection.