
Privacy Policy

Five Crafts s.r.o.

Last updated: 31 August 2026

This Privacy Policy explains how Five Crafts s.r.o. ("we", "us") processes personal data when you visit our website or contact us through it. We aim to keep this policy short and clear. If anything is unclear, contact us using the details in section 8.

01 Who we are (data controller)

Five Crafts s.r.o.

Reg. No.: 17820430

Palackého 715/15, Prague 1, Czech Republic

Privacy contact: Marián Vandas

Contact: compliance@fivecrafts.cz

We have not appointed a Data Protection Officer under Article 37 GDPR, as our processing activities do not meet the criteria that would require this. The contact above handles data protection matters on our behalf.

02 What personal data we process

2.1 Contact form

If you use the contact form on our website, we collect:

- Name and surname
- Email address
- Company name (optional)
- Position in company (optional)
- Subject of your inquiry (optional — one of a fixed list of categories)
- The message you write

Your message is sent by email to our company mailbox (Microsoft 365). We do not store form submissions in a database.

2.2 Server logs

Our website is hosted by Active24 (EU). Like most websites, our server automatically records technical information about each visit, including your IP address, date and time of access, the page requested, browser and operating system information, the referring page, and the server's response code. This data is used to operate, secure, and troubleshoot the website.

2.3 Cookies and local storage

Our website currently uses:

- A localStorage entry that remembers your cookie-banner choice ("all" or "necessary only"). This stays in your browser and is not sent to us.
- A sessionStorage entry used for page navigation, deleted automatically when you close the tab. It does not contain personal data.

We do not currently use any analytics or marketing cookies from third parties. If this changes, we will update this policy and, where required, ask for your consent.

03 Why we process your data and on what legal basis

PURPOSE	DATA	LEGAL BASIS (GDPR)
Responding to your inquiry	Contact form data	Art. 6(1)(f) — our legitimate interest in answering inquiries sent to us. Where your inquiry concerns entering into a contract with us, the basis is Art. 6(1)(b).
Operating and securing the website	Server logs	Art. 6(1)(f) — our legitimate interest in keeping the website functional and secure
Remembering your cookie preference	localStorage entry	Not personal data processed by us; stored only in your browser

04 Who has access to your data

We use the following processors:

- **Microsoft Ireland Operations Limited (Microsoft 365)** — hosts our company email, where contact form messages arrive.
- **Active24 s.r.o.** — hosts our website and generates server logs.

We do not sell your data or share it with third parties for marketing purposes.

05 International data transfers

Our hosting and email providers operate within the EU. Microsoft may, depending on service configuration, process data using infrastructure outside the EU/EEA; where this occurs, it is covered by the EU Standard Contractual Clauses under Microsoft's data protection terms.

06 How long we keep your data

- **Contact form messages:** 24 months from your last contact with us, unless a business relationship is established, in which case data is kept in line with the relevant contract's retention rules.
- **Server logs:** 12 months, after which they are deleted or anonymized.

07 Your rights

Under the GDPR, you have the right to:

- access the personal data we hold about you;
- request correction of inaccurate data;
- request erasure of your data;
- request restriction of processing;
- object to processing based on our legitimate interest;
- request data portability, where applicable;
- lodge a complaint with the Czech Office for Personal Data Protection (Úřad pro ochranu osobních údajů, uoou.cz).

To exercise any of these rights, contact us at compliance@fivecrafts.cz.

08 Contact

Questions about this policy or how we handle your data:

Marián Vandas, Privacy Contact

compliance@fivecrafts.cz

09 Changes to this policy

We may update this policy from time to time, for example to reflect changes in our website or in the law. The current version always applies; the "Last updated" date above shows when it was last revised.