

Signi Privacy Policy

Effective from 1. April 2025

A. Who is the controller of your personal data?

We at **Digital factory s.r.o.**, ID No.: 06988377, with registered office at Sokolovská 694/102a, 186 000 Praha 8 (hereinafter referred to as "**Digital Factory**" or "**we**") operate the Signi Internet Application available on the website www.signi.com (hereinafter referred to as "**Application**") and provide our customers and users (hereinafter referred to as "**you**") with services in the field of electronic signing of documents (hereinafter referred to as "**Services**"). In the course of this activity, as the data controller, we determine for what purpose and by what means your personal data will be processed, i.e. in particular how it will be collected, recorded, sorted and, where appropriate, made available. We are also responsible for the proper implementation of such processing of your personal data.

This policy describes the processing of personal data that we carry out as a data controller. We also process your personal data as a processor for our customers in their capacity as controller who create documents in the Application and which you sign through the Application. For information on how your personal data is processed by our customers, please visit the websites of these entities.

B. What personal data do we process?

We process the following categories of personal data:

- a) **identification data**, in particular your name, surname, date of birth or ID number;
- b) **contact details**, in particular your address, telephone number or email;
- c) **your login details for the Application**, in particular your password;

- d) **payment details**, in particular your bank account number;
- e) **information about your device**, in particular the IP address of the device;

C. Why do we process personal data and what entitles us to do so?

We process your personal data for the following purposes:

- a) We process your identification data, contact data, Application login data and payment data for the purpose of *establishing, maintaining and managing your user profile* based on the performance of the Services Agreement.
- b) We process your identification data and contact data on the basis of the performance of the Service Agreement for the purpose of *service communication with you*.
- c) We process your identification and contact data on the basis of our legitimate interests in order to prove the signature of *a specific document*.
- d) We process your identification data, contact data, Application login data, payment data and data about your device on the basis of our legitimate interests for the purpose of keeping *internal records of users and protecting our rights and claims*.
- e) We process your identification data, contact data and login data to the Application on the basis of our legitimate interests in order to *ensure the functionality, security, stability and development of the Application*.
- f) We process your identification and contact data on the basis of our legitimate interests for the purpose of *informing you about new features of the App*; we do not process personal data of persons who do not have a user account with us for this purpose.
- g) We process your identification and contact data on the basis of your consent for the purpose of *informing you about third-party offers*; we do not process personal data of persons who do not have a user account with us for this purpose.

- h) We process your identification data, contact data and payment data on the basis of legal obligations for the purpose of *fulfilling our legal obligations*.
- i) You have the right to object to processing on the basis of legitimate interest at any time, which is described in more detail in the section "Right to portability".

You have the right to obtain from us all your personal data that you yourself have provided to us and that we process on the basis of your consent and for the performance of the contract. We will provide you with your personal data in a structured, commonly used and machine-readable format. In order to enable us to easily transfer the data at your request, it may only be data that we process automatically in our electronic databases.

D. How long will we process your personal data?

We process your personal data in full:

- a) for the duration of the contract under which the Services are provided to you, for the purposes under a), b) and f) above;
- b) for a period of 15 years from the provision of the Service in the case of the purpose under c) above;
- c) for the duration of the statute of limitations for claims arising out of or related to the provision of the Service (but typically no longer than 15 years from the termination of the Agreement) in the case of the purpose under d) above;
- d) for the period of consent, i.e. from the time you give us your consent until you withdraw your consent or terminate the contractual relationship with you in the case of the purpose under g) above;
- e) for the period of time specified by the relevant legislation in the case of the purpose under (h) above;

E. Use of cookies

When you visit the App, we store and then read small files called cookies on your device. A cookie is a small file that we store on your internet browser or on the hard drive of your computer or mobile phone. Some cookies allow us to link your browsing activities on the App from the moment you open your web browser window to the moment you close it. These cookies will be deleted the moment you close the browser window. Others remain on your device for a set period of time and are activated each time you visit the website that created that particular cookie. We not only store cookies on your device, but we also read the cookies that our website has placed on your device. For simplicity, we will refer to storage only in the rest of this document.

Some cookies are placed on your device directly by our website. These cookies help us to:

- identify you when you navigate between pages in the App and when you visit again;
- to note that you have given us your consent under this document, or whether you have, for example, offered to take part in a particular survey;
- to ensure security, for example, to investigate whether someone has abused your connection to the Application Portal and is acting instead of you;
- record, investigate and troubleshoot malfunctions and non-functioning components of the Application;
- monitor traffic to the Application, its individual pages, create statistics and reports and measure the effectiveness of individual offers;
- show you different variants of the app when we are testing new functionality.

Such cookies and other files are necessary for the functioning of the App. If you block these cookies

in your browser, the App may not function properly and we may not be able to provide you with our Services.

F. From what sources do we obtain personal data?

We obtain personal data directly from you and it is generated primarily by your registration on the Application and your use of the Application and the Services. We obtain other personal data in the course of our business, which is mainly derived from the data you provide.

We may receive additional personal data from our customers who may provide us with your personal data as data controllers for the purposes of your use of the Services.

G. Who processes your personal data and to whom do we transfer it?

All of the above-mentioned personal data are processed by us as the controller. This means that we determine the above defined purposes for which we collect your personal data, determine the means of processing and are responsible for its proper execution.

In addition, we involve processors in the processing of personal data who ensure the protection of personal data through appropriate technical and organisational measures and are also bound by confidentiality obligations. Such processors include:

T-Mobile Czech Republic a.s. ID No: 64949681 Czech Republic	Ensuring communication through SMS delivery to the Czech Republic and Slovakia.
Twilio Ireland Limited ID No: IE3335493BH Ireland	Ensuring communication through SMS delivery to other countries. We use the EU instance of this service.

Stripe Payments Europe ID No: IE3206488LH Ireland	Processing payments and related data for online service purchases. We use the EU instance of this service.
GOPAY s.r.o. ID No: 26046768 Czech Republic	Processing payments and related data for online service purchases within the application.
PayU S.A. ID No: PL7792308495 Poland	Processing payments and related data for remote identification using microtransactions. We use the EU instance of this service.
ABRA Software a.s. ID No: 25097563 Czech Republic	Preparation of tax documents issued after the purchase of goods and services in the application.
PKF APOGEO Group, SE ID No: 24817601 Czech Republic	Processing the accounting of Digital Factory s.r.o.
Freshworks GmbH Germany	Provider of the Freshdesk ticketing tool, through which the VIP helpdesk service is provided. We use the EU instance of this service.
Celonis SE Germany	Provider of the automation tool www.make.com , which allows us to connect Signi with numerous other applications and systems and create automated workflows. We use the EU instance of this service.
Mailgun San Antonio HQ	Sending system emails from the Signi application. We use the EU instance of this service.
NETHOST s.r.o. ID No: 26226979 Czech Republic	Provider of DevOps services, server infrastructure management, and cybersecurity.

<p>Google Ireland Ltd Ireland</p>	<p>Google Analytics service, analyzing the usage of the Signi.com website.</p> <p>Google Drive service, where operational data and documents are stored, which may potentially contain personal data of clients and contracting parties.</p> <p>Gmail service, through which emails are sent and received, potentially containing clients' personal data, both in internal communication and communication with customers.</p> <p>We use the EU instance of this service.</p>
<p>Microsoft Ireland Operations Limited Ireland</p>	<p>Management of the Azure cloud environment where the Signi Application is operated, monitoring of this cloud environment, and security updates.</p> <p>We use the EU instance of this service.</p>
<p>Shean s.r.o. ID No: 26968479 Czech Republic</p>	<p>PPC campaign management.</p>

In some cases, we may be required to transfer the personal data we process to public authorities, courts, law enforcement or supervisory authorities if they ask us to do so.

H. What rights do you have when processing personal data?

Just as we have rights and obligations when processing your personal data, you also have certain rights when processing your personal data. These rights include:

H.1 Withdrawal of consent

Any consents we obtain are entirely voluntary and you are under no obligation to provide them. However, the failure to provide or withdrawal of consent for the purpose of informing you about third party offers will not affect the processing of personal data carried out on other legal bases, including sending

you our commercial/marketing communications in accordance with our legitimate interest (see above for the purpose of informing you about new features of the App).

Withdrawal of consent does not affect the lawfulness of processing prior to such withdrawal.

H.2 Right of access

Simply put, you have the right to know what data we process about you, for what purpose, for how long, where we obtain your personal data, to whom we transfer it, who processes it outside of us and what other rights you have in relation to the processing of your personal data. You can find out all of this in this Privacy Policy. However, if you are unsure which personal data we process about you, you can ask us to confirm whether or not personal data relating to you is being processed by us and, if so, you have the right to access that personal data. As part of your right of access, you can ask us for a copy of the personal data we are processing and we will provide you with the first copy free of charge and subsequent copies on payment of a fee.

H.3 Right of rectification

If you find that the personal data we process about you is inaccurate or incomplete, you have the right to have it corrected or completed without undue delay.

H.4 Right to erasure

In some cases, you have the right to have us delete your personal data. We will delete your personal data without undue delay if one of the following reasons is met:

- a) We no longer need your personal data for the purposes for which we processed it,
- b) you exercise your right to object to processing (see below under "Right to portability

- c) You have the right to obtain from us all your personal data that you yourself have provided to us and that we process on the basis of your consent and on the basis of the performance of a contract. We will provide you with your personal data in a structured, commonly used and machine-readable format. To enable us to easily transfer the data at your request, it may only be data that we process automatically in our electronic databases.
- d) Right to object to processing") and we find that we no longer have any such legitimate interests that would justify such processing, or
- e) it turns out that the processing of personal data carried out by us is no longer in accordance with generally binding regulations.

However, this right does not apply if the processing of your personal data is still necessary for:

- a) to fulfill our legal obligation,
- b) archival, scientific or historical research or statistical purposes,
- c) to establish, exercise or defend our legal claims; or
- d) We process your personal data on the basis of another legal title.

H.5 Right to restriction of processing

In some cases, in addition to the right to erasure, you can exercise the right to restrict the processing of personal data. This right allows you in certain cases to request that your personal data be marked and not subject to any further processing operations - in this case, however, not forever (as in the case of the right to erasure), but for a limited period of time. We must restrict the processing of personal data when:

- a) you dispute the accuracy of the personal data before we agree what data is correct,
- b) We process your personal data without a sufficient legal basis (e.g. beyond what we need to process), but you will only prefer to restrict such data before deleting it (e.g. if you expect to provide us with such data in the future anyway),

- c) We no longer need your personal data for the above processing purpose, but you require it for the establishment, exercise or defence of your legal claims, or
- d) you object to the processing. The right to object is described in more detail below in the section "Right to portability
- e) You have the right to obtain from us all your personal data that you yourself have provided to us and that we process on the basis of your consent and for the performance of the contract. We will provide you with your personal data in a structured, commonly used and machine-readable format. To enable us to easily transfer the data at your request, it may only be data that we process automatically in our electronic databases.
- f) Right to object to processing'. We are obliged to restrict the processing of your personal data for the period of time that we are investigating whether your objection is justified.

H.6 Right to portability

You have the right to obtain from us all your personal data that you yourself have provided to us and that we process on the basis of your consent and for the performance of the contract. We will provide you with your personal data in a structured, commonly used and machine-readable format. To enable us to easily transfer the data at your request, it may only be data that we process automatically in our electronic databases.

H.7 Right to object to processing

You have the right to object to the processing of your personal data based on our legitimate interest. As these are not marketing activities, we will stop processing your personal data unless we have compelling legitimate grounds for continuing such processing.

H.8 Right to lodge a complaint

Exercising your rights in the above manner is without prejudice to your right to lodge a complaint with the Office for Personal Data Protection in the manner set out in the following section. You can exercise this right in particular if you

believe that we are processing your personal data unlawfully or in violation of generally binding legal regulations.

You can file a complaint against our processing of personal data with the Office for Personal Data Protection, which is located at Pplk. Sochora 27, 170 00 Prague 7.

I. How can you exercise your individual rights with us?

For all matters related to the processing of your personal data, whether it is an enquiry, exercising a right, lodging a complaint or anything else, you can contact us at the following email address: gdpr@signi.com. You can also contact us by correspondence at the following address: Digital factory s.r.o., Sokolovská 694/102a, 186 000 Praha 8.

We will process your request without undue delay, but within one month at most. In exceptional cases, in particular due to the complexity of your request, we are entitled to extend this period by a further two months. We will, of course, inform you of any such extension and the reasons for it.

Ondřej Synovec,
Managing Director Digital factory s.r.o.