

# GRIDCAMP

Premium Motorsport Glamping Experience

www.gridcamp.eu

## PRIVACY POLICY

*How we collect, use and protect your personal data*

### 1. Introduction

This Privacy Policy describes how wincampe s.r.o. ("GridCamp", "we", "us") collects, uses and protects personal data in connection with the operation of www.gridcamp.eu and the GridCamp glamping service.

We are committed to protecting your privacy in accordance with Regulation (EU) 2016/679 (GDPR) and Act No. 110/2019 Coll. on personal data processing. This policy applies to all customers, website visitors and business partners.

<b>Data controller</b>	wincampe s.r.o.
<b>IČO (Reg. No.)</b>	17653240
<b>Address</b>	Příčná 1892/4, Nové Město, 110 00 Praha, Czech Republic
<b>Contact email</b>	info@gridcamp.eu
<b>Website</b>	www.gridcamp.eu

### 2. What Data We Collect

#### 2.1 Customer & booking data

- Full name
- Home address
- Email address
- Phone number
- Payment information (processed by Stripe — GridCamp does not store card details)
- Booking details (dates, tent type, number of guests)

#### 2.2 Website usage data (collected automatically)

- IP address
- Browser type and language settings
- Operating system and internet service provider
- Date, time and duration of visit
- Pages visited and actions taken on the website

This data is used for website management, user behaviour analysis, trend analysis and aggregate demographic reporting. It may also be used for marketing and communication purposes.

### 3. Why We Process Your Data (Legal Basis)

We process your personal data only for specific, legitimate purposes:

- Fulfilment of contract — to process your booking, confirm your reservation, communicate about your stay, and issue invoices.
- Legitimate interests — to manage customer relations, improve our services, prevent fraud, and ensure the safety of guests and staff.
- Legal obligations — to comply with applicable Czech and EU law, including tax and archiving requirements.
- Consent — for marketing communications and profiling for the purpose of offering relevant products and services, where you have opted in. You may withdraw consent at any time.

### 4. How We Use Your Data

- Processing and managing your booking.
- Sending booking confirmation, pre-event information and post-event follow-up.
- Issuing tax documents (invoices).
- Sending marketing communications where you have consented.
- Analysing website usage to improve our service.
- Complying with legal and regulatory requirements.

### 5. How Long We Keep Your Data

- Booking and contract data: for the period required to fulfil the contract and comply with legal obligations (typically 5–10 years under Czech archiving law).
- Marketing data: until you withdraw consent or request deletion.
- Website analytics data: typically up to 26 months.

Upon expiry of the retention period, your data will be securely deleted, anonymised, or transferred to the archive as required by law.

### 6. Who We Share Your Data With

We share your data only where necessary and only with parties who provide adequate guarantees of data protection:

- Stripe, Inc. — payment processing (PCI DSS Level 1 certified). Stripe's privacy policy: [stripe.com/en-cz/privacy](https://stripe.com/en-cz/privacy)

- Email service providers — for sending booking confirmations and communications.
- Public authorities and courts — where required by law.
- Auditors, legal advisors — where necessary to fulfil legal obligations.

We do not sell your personal data to third parties. We do not share your data with advertising networks or data brokers.

## 7. Cookies

The GridCamp website uses cookies to ensure proper functionality and to analyse usage. Two types of cookies are used:

- Session cookies — temporary, deleted when you close your browser. Required for proper functioning of booking forms and the website.
- Persistent cookies (tracking cookies) — remain on your device for a set period and allow us to recognise returning visitors and improve the user experience.

By using our website, you consent to the use of cookies as described above. You may disable cookies in your browser settings; however, this may affect the functionality of the website.

## 8. Your Rights

**You have the following rights regarding your personal data. To exercise any of them, contact us at [info@gridcamp.eu](mailto:info@gridcamp.eu).**

- Right of access — you may request information about what personal data we hold about you.
- Right to rectification — you may request correction of inaccurate or incomplete data.
- Right to erasure ("right to be forgotten") — you may request deletion of your data where there is no legitimate reason for us to continue processing it.
- Right to restriction of processing — you may request that we limit the processing of your data in certain circumstances.
- Right to data portability — you may request that we provide your data in a structured, machine-readable format.
- Right to object — you may object to processing based on legitimate interests or for direct marketing purposes.
- Right to withdraw consent — where processing is based on consent, you may withdraw it at any time without affecting the lawfulness of prior processing.

We will respond to requests without undue delay and in any event within 30 days. Please note that exercising certain rights may affect our ability to provide the service to you.

You also have the right to lodge a complaint with the supervisory authority:

- Office for Personal Data Protection (Úřad pro ochranu osobních údajů), Pplk. Sochora 27, 170 00 Praha 7, [www.uouu.cz](http://www.uouu.cz)

## 9. Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, destruction or disclosure. Access to personal data by our staff is strictly controlled on a need-to-know basis. Our staff are trained on data protection obligations and bound by confidentiality rules.

## 10. International Transfers

Your personal data is processed primarily within the Czech Republic and the European Economic Area (EEA). Where data is transferred outside the EEA (e.g. via Stripe's global infrastructure), such transfers are made in accordance with GDPR requirements, relying on Standard Contractual Clauses or adequacy decisions.

## 11. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The current version is always available at [www.gridcamp.eu](http://www.gridcamp.eu). We will notify you of any material changes by email where we hold your contact details.

## 12. Contact

For any questions, requests or complaints regarding your personal data, please contact us:

<b>Company</b>	wincampe s.r.o.
<b>IČO</b>	17653240
<b>Email</b>	<a href="mailto:info@gridcamp.eu">info@gridcamp.eu</a>
<b>Website</b>	<a href="http://www.gridcamp.eu">www.gridcamp.eu</a>
<b>Address</b>	Příčná 1892/4, Nové Město, 110 00 Praha, Czech Republic

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*wincampe s.r.o. | IČO: 17653240 | Last updated: 2026*  
Questions? Contact us at [info@gridcamp.eu](mailto:info@gridcamp.eu)