

Privacy notice - website and enquiries

Text dated 21 September 2026.

1. Controller and scope

The controller is Bc. Zdenka Beranová, MindsRestart, business ID 74382209, Višňová 97, Voděrádky, 251 01 Říčany, Czech Republic; info@mindsrestart.com. This notice covers browsing this website, contact messages and follow-up communication about your enquiry. Before any separate service begins, you receive the information appropriate to its actual processing.

2. Data, purposes and legal bases

The form uses your name, e-mail, optional phone number, message, language, source, time and handling status to receive and answer your enquiry. Your name and e-mail are required by the form; providing them is not a statutory duty, but without them the form cannot be submitted. Please describe your request briefly without diagnoses, medical records or other sensitive details. For a question not requiring the form, you can contact the controller directly.

Steps taken at your request before a potential contract rely on Article 6(1)(b) GDPR. General correspondence and proportionate protection against spam or misuse rely on legitimate interests under Article 6(1)(f): answering messages and keeping the website secure. Sending the form is not consent to marketing or to processing health data. It does not create an account, booking or newsletter subscription. There is no automated decision-making with legal or similarly significant effects.

The message is stored in the website's contact register. An administrative notification and an automatic acknowledgement are sent by e-mail. A mail delivery failure does not delete a successfully stored message; the administrator handles it in the register. Do not submit it again just because the page reports an e-mail delivery warning.

3. Recipients and transfers

Access is limited to the controller and authorised technical support where necessary. Technical operation is provided by William OPTIK s.r.o., business ID 11751011; infrastructure and the database are hosted by Contabo GmbH in the EU. The official mailbox info@mindsrestart.com uses Microsoft 365 (Microsoft Ireland Operations Limited). The current sending relay is Webglobe, s.r.o. Google Ireland Limited provides encrypted off-site backup storage, not the destination mailbox for contact notifications in this release.

Cloudflare, Inc. provides Turnstile protection for the contact form. Its widget processes technical browser signals such as IP address and browser details to distinguish automated requests. The form message and other field contents are not sent to Turnstile. See the Cloudflare Turnstile Privacy Addendum: <https://www.cloudflare.com/turnstile-privacy-policy/>.

Authorities or advisers receive only data required by law or necessary for a specific legal claim. Messages are not automatically shared with X-team, a foundation or another partner. External links take you to independently operated websites with their own privacy information.

Microsoft and Google support services may involve access or processing outside the EEA. Such transfers require a valid adequacy decision for the recipient or appropriate safeguards, such as standard contractual clauses and supplementary measures. You can request details and a copy of the applicable safeguards from the controller.

4. Retention and deletion

An enquiry not leading to a contract is kept in the website database for 12 months from receipt or the last reply recorded in the system. Replies sent from a mailbox do not automatically update that system date. Longer retention is limited to specific legal obligations or claims. If a contract follows, its records fall under the separate information provided for that service.

Mailbox copies and backups are separate systems: deleting the database record does not automatically delete them. The controller reviews and deletes ordinary enquiry correspondence under the same 12-month rule; legally necessary records are separated. Encrypted recovery backups are restricted to restoration and expire according to the backup rotation. On restoration, applicable deletion rules must be re-applied.

Operational server logs record IP address, time, request and browser information for security and fault diagnosis, not advertising; they are rotated with a 14-day retention. Form rate limiting uses a pseudonymous HMAC identifier derived from IP and attempt times outside the contact database. It is deleted at the daily cleanup after 24 hours of inactivity.

5. Necessary cookies and security

The MR_SESSION cookie and a token kept in that session protect the form against forged submissions. The cookie is a session cookie; on HTTPS it is Secure, HttpOnly and SameSite=Lax. This release does not load the website analytics tracker or advertising cookies. The contact form also uses Cloudflare Turnstile to check for automated submissions. The necessary security technologies are not used by us for advertising.

We use access controls, encrypted transport, restricted administration, rate limits and encrypted backups. No system can be guaranteed absolutely secure. Do not send health information through this general-purpose form; if received unexpectedly, it must be handled restrictively and removed unless a lawful reason for retaining it exists.

6. Your rights and changes

Subject to GDPR conditions, you can request access and a copy, correction, deletion, restriction and data portability. You can object to processing based on legitimate interests. Where consent is the basis of a separate activity, you can withdraw it without affecting earlier lawful processing. Contact info@mindsrestart.com; proportionate identity verification may be necessary. Requests are normally answered within one month; a justified extension of up to two additional months is notified within that first month.

You can complain to the Czech Office for Personal Data Protection, Pplk. Sochora 27, 170 00 Prague 7, <https://uoou.gov.cz>, without first contacting us. Changes in purposes, recipients or website functions require an updated notice before the new processing begins. These documents do not alter any previously agreed contract or its historical documentation.