Terms and Conditions and Privacy Policy

Part A – General Terms and Conditions

These terms and conditions apply to purchases on the websites hablamos.cz, onlinespanelsky.cz, hry.onlinespanelsky.cz, lekcespanelstiny.cz, spanelskyhrave.cz, onlineitalsky.cz, terapiehrave.cz and wanttospeakspanish.com. They take effect on 17 November 2026 and replace all previous terms and conditions on these websites.

1. Who we are and to whom these terms apply

1.1 The seller and operator of all the websites listed above is **Václav Bolech**, business ID (IČ) 07075481, with registered address at Ke Krči 1873/60, 147 00 Praha 4 – Braník, Czech Republic, a natural person doing business under the Czech Trade Licensing Act, registered in the Trade Licensing Register (the "seller").

1.2 Contact details of the seller: e-mail studuji@onlinespanelsky.cz and info@hablamos.cz; for orders on wanttospeakspanish.com also ireally@wanttospeakspanish.com. The seller will provide a telephone number on request by e-mail. The address for service is the registered address.

1.3 The seller is not registered for VAT.

1.4 The buyer is anyone who orders something on the seller's websites. A **consumer** is a person who buys outside their business or profession. A **business buyer** is anyone who buys as part of their business, typically stating a business ID. Article 15 sets out the differences that apply to business buyers.

1.5 The relationship between the seller and the buyer is governed by these terms and conditions, the order and Czech law, in particular the Civil Code (Act No. 89/2012 Coll.) and the Consumer Protection Act (Act No. 634/1992 Coll.). Where these terms and the law differ to the consumer's disadvantage, the law applies.

1.6 The contract is concluded in Czech; for orders on wanttospeakspanish.com it is concluded in English. The seller keeps the contract in electronic form and will send it to the buyer on request. The seller is not bound by any code of conduct.

1.7 Hablamos, Online španělsky, Lekce španělštiny, Španělsky hravě, Online italsky, Terapie hravě, Want to Speak Spanish and Herní svět španělštiny (Spanish Game World) are brands under which the seller offers its products. The seller works with hablamos s.r.o., business ID 108 10 595, on developing the websites and products and on wholesale. The contract with the buyer on the websites listed above is always concluded by the seller under Article 1.1.

2. What we sell

2.1 **Goods** are physical products: board and card games, memory games, dominoes, verb cards, puzzles, posters and similar products.

2.2 **Digital content** means video lessons, online courses and materials to download or play that are not supplied on a tangible medium.

2.3 **The Game World** is an online service at hry.onlinespanelsky.cz with games and study materials for learning Spanish. Access is purchased for 12 months. Details are in Article 7.

2.4 **A gift voucher** is a code that can be exchanged for the product stated on the voucher. Details are in Article 8.

2.5 Product photos and descriptions are for information. Colours may look slightly different on different screens.

2.6 Products of the Terapie hravě brand are intended for personal development and entertainment. They do not replace psychological, psychotherapeutic or medical care. Games marked 18+ are intended for adults.

3. Orders and conclusion of the contract

3.1 The offer on the website is not a binding proposal to conclude a contract. Section 1732(2) of the Civil Code does not apply.

3.2 The buyer adds products to the basket, fills in their details, chooses delivery and payment and sends the order with the “Order with obligation to pay” button. Before sending, the buyer can check and correct all details.

3.3 The contract is concluded when the seller confirms the order by e-mail. These terms are available to the buyer at any time on the seller’s website, where they can be viewed, downloaded and saved.

3.4 The seller may refuse an order if there is an obvious error in a product’s price or description, or if the goods are out of stock. The seller will inform the buyer without undue delay and refund any payment received.

3.5 The buyer bears their own costs of using means of distance communication (internet, telephone); these do not differ from the standard rate.

4. Prices and payment

4.1 Prices on the website are final, including all taxes and fees. The seller is not registered for VAT. The delivery charge is shown in the basket before the order is sent. The price valid at the moment the order is sent applies.

4.2 Payment can be made online by payment card, via Apple Pay or Google Pay, via PayPal and by bank transfer; the methods available on each website are shown in the order (on wanttospeakspanish.com: card, Apple Pay and Google Pay through Stripe).

Card payments are processed by a payment gateway; the seller has no access to card details.

4.3 When paying by bank transfer, the price is due within 7 days of the order confirmation. If payment is not made within that period, the seller may cancel the order.

4.4 The seller sends the proof of purchase (invoice) by e-mail after receiving payment.

4.5 The goods remain the property of the seller until paid in full.

4.6 When the seller announces a discount, it is stated in relation to the lowest price at which the product was offered in the 30 days before the discount.

4.7 A discount code can only be used for the products and during the period for which it was issued. Codes cannot be combined or exchanged for cash.

5. Delivery of goods

5.1 The seller delivers goods to the Czech Republic and Slovakia. Goods are sent through the carriers offered in the basket (Zásilkovna, PPL, AlzaBox, Balíkovna) to the address or pick-up point chosen by the buyer in the order.

5.2 The seller packs and sends the goods personally. The seller aims to send them within 24 hours of receiving payment and will send them within 10 working days at the latest, and apologises in advance for any longer wait. If the goods are not delivered within 30 days of the conclusion of the contract or within an additional reasonable period, the buyer may withdraw from the contract.

5.3 The buyer should inspect the parcel on receipt. If the packaging is obviously damaged, it is recommended not to accept the parcel, or to make a written record with the carrier and inform the seller.

5.4 The risk of damage to the goods passes to the buyer on receipt.

5.5 If a parcel is returned because the buyer did not collect it, the seller may ask the buyer to pay the actual costs of sending it again.

6. Digital content: video lessons, courses and materials

6.1 The seller makes digital content available by e-mail (a link or access details), usually immediately after receiving payment and within 48 hours at the latest. Supplying it before the withdrawal period ends requires consent under Article 10.

6.2 To use it you need a device with an internet connection, an up-to-date web browser and, for downloadable materials, a PDF viewer. Videos are played through the Vimeo service.

6.3 Video lessons, courses and materials are available to the buyer for 24 months from purchase, unless a longer period is stated for the product.

6.4 The buyer receives a non-exclusive, non-transferable licence to use the content for their own personal needs. The buyer may not copy, share, sell or make the content

available to other persons, or use it to teach third parties, without the seller’s written consent.

6.5 One purchase means access for one person. Schools, teachers and companies can arrange a multi-user licence at info@hablamos.cz.

6.6 If the buyer breaches Article 6.4 or 6.5, the seller may end access without compensation after a prior warning. This does not affect the right to compensation for damage.

6.7 The seller may update and improve the content. This will not reduce the scope of the content purchased.

7. Spanish Game World

7.1 The Game World is an online service at hry.onlinespanelsky.cz. It contains learning games, a Study Room with word lists and phrases, recordings and a player leaderboard. It works in a web browser on a phone, tablet or computer, with no installation.

7.2 **Access period.** Access is valid for 12 months from the day the seller creates the account after payment. It does not renew automatically and the buyer pays no recurring payments. The buyer can buy another period again.

7.3 **Account.** The account is created for the e-mail address given in the order, and the login details are sent by e-mail. The account is intended for one person. The buyer protects their password and does not share the account with other people.

7.4 **Nickname and leaderboard.** The player chooses a nickname. The nickname and points earned are shown to other logged-in players on the leaderboard. The nickname must not be vulgar or offensive and must not impersonate another person or brand. The seller may change or hide an inappropriate nickname.

7.5 **Artificial intelligence.** In some games (for example Word Football), the player’s answers are assessed by an automated artificial intelligence system. Its assessment serves only the purposes of the game and may occasionally be inaccurate.

7.6 **Competitions and prizes.** Some games offer a physical prize. Its conditions are stated directly with the game. The seller may refuse a prize to a player who circumvents the rules and may change the prize rules for the future.

7.7 **Availability.** The seller strives for uninterrupted operation. Short outages due to maintenance or for reasons on the side of technical service providers are not a defect of the service.

7.8 **Changes to content.** The seller continuously adds and adjusts games. An individual game may be replaced or removed for educational, technical or operational reasons, provided the overall scope of the service remains comparable. If a change would substantially worsen the service for the buyer, the seller will announce it in

advance by e-mail, and the buyer may terminate the contract within 30 days and receive a proportionate part of the price back.

7.9 **After access ends.** The account is kept and the games are locked. After a further purchase, the account is unlocked together with the points earned so far. The buyer may ask for the account to be deleted at any time.

7.10 **Study Room for video lessons.** Buyers of selected video lessons get free access to the Study Room for as long as the seller operates the Game World. The games are not part of this access.

7.11 Articles 6.4 to 6.6 on the licence also apply to the Game World.

8. Gift vouchers

8.1 The seller sends a gift voucher by e-mail as a PDF file with a unique code.

8.2 The code can be redeemed once, for the product stated on the voucher, within 12 months of purchase. The voucher cannot be exchanged for cash.

8.3 The Game World access period starts only when the code is redeemed.

8.4 Until the code has been redeemed, the consumer may withdraw from the purchase of the voucher within 14 days. By redeeming the code, the recipient obtains digital content and Article 10 applies.

9. Withdrawal from the contract: goods

9.1 The consumer may withdraw from a contract for the purchase of goods without giving a reason within 14 days of the day they received the goods. If the order is delivered in several parcels, the period runs from receipt of the last one.

9.2 Withdrawal can be made by e-mail to the contact address under Article 1, by letter to the seller’s registered address or with the model form in the annex to these terms. The deadline is met if the consumer sends the notice no later than its last day.

9.3 From 1 January 2027, withdrawal is also possible online through the “Withdraw from contract” function on the seller’s website. The seller will confirm receipt of the withdrawal by e-mail.

9.4 The consumer sends the goods back within 14 days of withdrawal to Václav Bolech, Ke Krči 1873/60, 147 00 Praha 4 – Braník, Czech Republic. The consumer bears the cost of returning the goods. The seller does not accept cash-on-delivery parcels.

9.5 The seller will refund the price of the goods and the delivery costs up to the amount of the cheapest delivery method offered within 14 days of withdrawal, using the same method by which the payment was received. However, the seller will not refund the money before receiving the goods back or before the consumer proves that they have sent them.

9.6 **Condition of returned goods.** The seller asks the consumer to return goods unused, complete and, if possible, in the original undamaged packaging (film). For goods returned in undamaged packaging, the seller always refunds the full price.

9.7 The consumer is liable for any reduction in the value of the goods resulting from handling them other than as necessary to establish their nature and characteristics. This applies in particular to goods that are damaged, creased, written on, soiled or incomplete (missing pieces, cards, instructions). The seller may reduce the refund by an amount corresponding to the reduction in value.

9.8 If the consumer received a gift with the goods, they also return the gift on withdrawal.

9.9 Withdrawal is not possible in the cases listed in Section 1837 of the Civil Code, in particular for goods made or adapted to the consumer's wishes.

10. Withdrawal from the contract: digital content and the Game World

10.1 The consumer may also withdraw from a contract for digital content within 14 days of its conclusion. However, this right ends as soon as the seller makes the content available with the consumer's express consent (Section 1837(l) of the Civil Code).

10.2 **Consent when ordering.** So that the seller can make the content available immediately after payment, the consumer confirms the following statement in the order:

> "I expressly request that the digital content be made available to me immediately, before the 14-day withdrawal period ends. I acknowledge that I lose my right to withdraw from the contract once the content is made available."

10.3 **Confirmation.** The seller confirms this consent in the order confirmation e-mail with the sentence:

> "We confirm that when ordering you expressly agreed to the digital content being made available before the end of the withdrawal period, and that you acknowledged that your right to withdraw from the contract thereby ends."

10.4 Once the content has been made available, it is therefore not possible to withdraw from the contract and the price is not refunded. This applies to video lessons, courses, downloadable materials, access to the Game World and redeemed gift vouchers.

10.5 Until the content has been made available (for example while the order is waiting for payment by bank transfer), the consumer may withdraw in the way described in Articles 9.2 and 9.3, and the seller will refund everything they paid.

10.6 Before buying, anyone can look at the free samples and videos on the seller's website and decide on that basis.

10.7 Losing the right of withdrawal does not affect rights arising from defective performance. If the content does not work as it should, Article 11 applies.

11. Complaints (rights arising from defective performance)

Goods

11.1 The seller is responsible for the goods being free of defects on receipt. The consumer may raise a defect that appears within 2 years of receipt. If a defect appears during the first year, it is presumed that the goods already had it on receipt.

11.2 The consumer may ask for the defect to be remedied, i.e. repaired, the missing part supplied or a new item delivered. If the seller does not remedy the defect within a reasonable time or cannot do so, the consumer may ask for a reasonable discount or withdraw from the contract. Withdrawal is not possible because of an insignificant defect.

11.3 **What is not a defect.** The seller is not responsible for normal wear and tear or for damage caused by the buyer or someone else after receipt. This applies in particular to goods that are creased, torn, spilled on, written on, damaged by an animal, or to lost pieces and cards. A slight difference between the printed colours and the photo on the website is not a defect either.

11.4 **How to make a complaint.** The buyer writes to the contact e-mail under Article 1, states the order number, describes the defect, attaches a photo and states which remedy they request. A photo is often enough and the seller sends the missing or replacement part. If the goods need to be sent back, they are sent to the address under Article 9.4.

11.5 The seller confirms receipt of the complaint by e-mail (date, content of the complaint, requested remedy, contact details) and settles it within 30 days at the latest. If the seller does not manage to do so, the consumer may withdraw from the contract or ask for a discount.

11.6 For a justified complaint, the seller reimburses reasonably incurred costs, in particular the postage for sending the defective goods.

Digital content and the Game World

11.7 The seller is responsible for the digital content matching its description and being functional and accessible. For content supplied once, the consumer may raise a defect that appears within 2 years of it being made available. For the Game World and other content provided over a period of time, the seller is liable for defects for the whole of that period.

11.8 The consumer may ask for the defect to be remedied. If the seller does not remedy it within a reasonable time, the consumer may ask for a reasonable discount or withdraw from the contract. For the Game World, a proportionate part of the price is then refunded for the time during which the service could not be used properly and which remains until the end of access.

11.9 It is not a defect if the content does not work because of the buyer’s device, outdated browser or internet connection, nor is a short outage under Article 7.7 or an

isolated disputed assessment of an answer by artificial intelligence under Article 7.5. The buyer provides the seller with reasonable cooperation in finding the cause (for example by sending a screenshot and stating which device and browser they use).

11.10 Complaints about digital content are made and handled in the same way as for goods (Articles 11.4 and 11.5).

11.11 The seller provides no quality guarantee beyond the statutory rights arising from defective performance.

12. Copyright

12.1 All content of the seller's websites and products (texts, videos, recordings, games, illustrations, the character Vasco, graphics, source code) is protected by copyright.

12.2 Without the seller's prior written consent, the content may not be copied, distributed, published, modified, sold or used for commercial activity, including teaching third parties.

12.3 The content may not be used to train artificial intelligence systems or be downloaded in bulk by automated means from the seller's websites.

13. Complaints, dispute resolution and supervision

13.1 The seller handles complaints and comments at the contact e-mail under Article 1, usually replying within 5 working days.

13.2 The consumer has the right to out-of-court resolution of a consumer dispute. The competent body is the Czech Trade Inspection Authority, Central Inspectorate – ADR Department, Gorazdova 1969/24, 120 00 Praha 2, www.coi.gov.cz, adr.coi.gov.cz. The procedure is free of charge for the consumer.

13.3 Compliance with consumer protection rules is supervised by the Czech Trade Inspection Authority. The protection of personal data is supervised by the Office for Personal Data Protection, Pplk. Sochora 27, 170 00 Praha 7, www.uoou.gov.cz.

13.4 The contract is governed by Czech law. A consumer residing in another European Union member state does not thereby lose the protection afforded by the provisions of the law of their state that cannot be derogated from by contract. Disputes are decided by the Czech courts, unless consumer protection rules provide otherwise.

13.5 The seller is not bound by any code of conduct.

14. Commercial communications

14.1 The seller may send its customers news by e-mail about its own similar products and services.

14.2 The buyer may refuse these e-mails when ordering and at any time later, using the link in every e-mail or by writing to the contact e-mail. Unsubscribing is free of charge.

14.3 Unsubscribing does not apply to messages needed to process the order and run the account (order confirmation, access details, notice that access is ending).

15. Buyers who are not consumers

15.1 Articles 9, 10 and 13.2 and the provisions of Article 11 intended for consumers do not apply to a buyer who buys as part of their business or is a legal entity.

15.2 Such a buyer inspects the goods as soon as possible after receipt. They report obvious defects within 5 working days of receipt, and hidden defects without undue delay after they could have discovered them, but no later than 6 months after receipt.

15.3 Compensation for any damage the seller may cause to such a buyer is limited to the price of the order concerned. The limitation does not apply to damage caused intentionally or through gross negligence, or to harm to a person’s natural rights.

15.4 Wholesale purchases and licences for schools, teachers and companies are agreed individually at info@hablamos.cz.

16. Final provisions

16.1 Each order is governed by the version of the terms in effect on the day it is sent. That version is available for download on the seller’s website; on request, the seller will send it to the buyer by e-mail.

16.2 The seller may change these terms. A change does not affect previously concluded contracts for the purchase of goods and one-off digital content.

16.3 For ongoing access to the Game World, the seller will announce a change to the terms by e-mail at least 30 days in advance. A buyer who does not agree with the change may terminate the contract before the change takes effect, and the seller will refund a proportionate part of the price for the unused period.

16.4 The contract is concluded in Czech; for orders on wanttospeakspanish.com it is concluded in English. The seller keeps it in electronic form and will send it to the buyer on request.

16.5 If any provision of these terms is invalid or ineffective, the other provisions remain in force.

16.6 These terms take effect on 17 November 2026 and replace the previous terms and conditions on all the websites listed in Article 1. Orders sent before that date are governed by the terms valid on the day they were sent.

Annex – Information on the right of withdrawal and model withdrawal form

Information on the right of withdrawal

Right of withdrawal. You have the right to withdraw from the contract within 14 days without giving any reason. For goods, the period runs from the day you, or a person you designate (not the carrier), receive the goods. For digital content, it runs from the day the contract is concluded.

How to withdraw. Inform us of your decision by a clear statement: by e-mail to info@hablamos.cz (for orders on wanttospeakspanish.com also ireally@wanttospeakspanish.com) or by letter to Václav Bolech, Ke Krči 1873/60, 147 00 Praha 4 – Braník, Czech Republic. You may use the form below, but it is not obligatory. From 1 January 2027, you can also use the “Withdraw from contract” function on our website. The deadline is met if you send your notice before it expires.

What happens next. We will refund all payments we have received from you, including delivery costs up to the amount of the cheapest delivery method we offer. We will do so within 14 days of the day we receive your notice, using the same payment method you used, and without any further charges. We may withhold the refund until we have received the goods back or until you have proved that you have sent them.

Returning goods. Send the goods to us within 14 days of withdrawal to Václav Bolech, Ke Krči 1873/60, 147 00 Praha 4 – Braník, Czech Republic. You bear the cost of returning the goods. You are only liable for any reduction in the value of the goods resulting from handling them other than as necessary to establish their nature and characteristics.

Digital content. If, when ordering, you expressly request that digital content (video lessons, courses, materials, access to the Game World) be made available before the withdrawal period ends, your right of withdrawal ends once the content is made available.

Model withdrawal form

(Complete and return this form only if you wish to withdraw from the contract.)

To: Václav Bolech, business ID (IČ) 07075481, Ke Krči 1873/60, 147 00 Praha 4 – Braník, Czech Republic, e-mail info@hablamos.cz

I/We (*) hereby give notice that I/we (*) withdraw from my/our (*) contract for the purchase of the following goods (*) / for the provision of the following services (*):

…….

Order number: …….

Ordered on (*) / received on (*): …….

Name of consumer(s): …….

Address of consumer(s): …….

Bank account for the refund (optional): …….

Signature of consumer(s) (only if this form is sent on paper): …….

Date: …….

(*) Delete as appropriate or fill in the details.

Part B – Privacy Policy

B1. Who processes your data

The controller of personal data is Václav Bolech, business ID (IČ) 07075481, with registered address at Ke Krči 1873/60, 147 00 Praha 4 – Braník, Czech Republic (“we”). This policy applies to the websites hablamos.cz, onlinespanelsky.cz, hry.onlinespanelsky.cz, lekcespanelstiny.cz, spanelskyhrave.cz, onlineitalsky.cz, terapiehrave.cz and wanttospeakspanish.com.

For anything concerning personal data, write to us at info@hablamos.cz. We have not appointed a data protection officer, as the law does not require us to.

B2. What data we process, why and for how long

Situation	What data	Why and on what legal basis	How long
Order in the e-shop	first name, surname, e-mail, delivery and billing address, telephone (if you provide it), contents of the order, payment information	processing the order – performance of a contract	while the order is processed and for 3 years afterwards (protection of our rights – legitimate interest)
Accounting and tax records	billing details, payment information	obligation under accounting and tax law	10 years from the end of the year in which the document was issued
Complaints and withdrawals	contact details, content of the complaint, bank account for the refund	obligation under consumer protection law	3 years from settlement
Game World account	e-mail, password in encrypted form (we cannot read it), access end date, nickname	providing the service – performance of a contract	for as long as the account exists, see B3
Playing in the Game World	games played, points, level, number of correct	player profile, progress tracking	for as long as the

Situation	What data	Why and on what legal basis	How long
	answers, date, progress in the Study Room	and leaderboard – performance of a contract	account exists
Leaderboard	nickname and points	part of the service – performance of a contract	for as long as the account exists
Games with artificial intelligence	the word or short answer you type into the game	assessing the answer in the game – performance of a contract	we keep the word and its assessment in a cache for 90 days, not linked to the player
Prizes and competitions	name and address for sending the prize	handing over the prize – performance of an obligation	until the prize is sent; records as in the accounting row
News by e-mail	e-mail, name, form of address	informing customers about our products – legitimate interest; for others, consent	until you unsubscribe
Enquiries by e-mail and via forms	e-mail, name, content of the message	answering the enquiry – pre-contractual steps or legitimate interest	2 years at most

We do not see or store payment card details. They are processed directly by the payment provider.

B3. The Game World in detail

Creating the account. After an order is paid, the account is created automatically for the e-mail address in the order. Only the e-mail address and the access period are transferred from the order to the Game World.

Leaderboard. Other logged-in players see your nickname and points. Your e-mail address is not shown to them. You choose your nickname yourself and can change it. We recommend not using your full name.

Artificial intelligence. In some games (for example Word Football), the word you type is assessed by a language model from Anthropic. We send it only the word itself. We do not send your e-mail, nickname or any other information about the player. Please do not type personal data into the games.

Photos. If you upload your own photo in the Road to 10,000 section, it stays stored only on your device. It is not sent to us.

What is stored in the browser. The Game World stores in the browser's storage only what it needs to work: your login, unlocked levels and sound settings. It does not use any analytics or advertising tools.

How long we keep the account. The account is kept even after paid access ends, so that your points and progress remain when you buy again. We will delete it at any time on request. We delete or anonymise an account without valid access no later than 3 years after the end of the last access.

B4. Who we share data with

We do not sell data. We share it only with suppliers we need for our operations, and only to the extent necessary.

Recipient	Purpose	What data
Forpsi (INTERNET CZ, a.s.) – hosting of websites and the e-shop	operation of the websites and the e-shop	order data
Payment providers (Stripe, PayPal, Apple Pay, Google Pay, bank)	receiving payment	payment information
Carriers (Zásilkovna, PPL, AlzaBox, Balíkovna)	delivery of goods	name, address, e-mail, telephone
Accountant and tax adviser	bookkeeping	billing details
Supabase	Game World database and login; data are stored in a data centre in London	account and game results
Cloudflare	operation of the Game World website and of wanttospeakspanish.com, creating the account after an order, invoice numbering for wanttospeakspanish.com orders	e-mail, order and billing details for wanttospeakspanish.com, technical connection data
Resend	sending the e-mail with Game World access, and order e-mails with lessons and invoices from wanttospeakspanish.com	e-mail, name
Anthropic	assessing words in games with artificial intelligence	only the word typed
Vimeo, YouTube	playing videos	technical connection data (IP address)
Google Fonts, esm.sh	loading fonts and software libraries	technical connection data (IP address)

Recipient	Purpose	What data
Internet radio operators	playing live broadcasts when you start them	technical connection data (IP address)
Contact management and mailing tool	communication with customers and news	name, e-mail

We share data with public authorities only when required to by law.

B5. Transfers outside the European Union

The Game World database is stored in a data centre in London. We transfer data to the United Kingdom on the basis of the European Commission's adequacy decision. Some suppliers are based in the United States (for example Cloudflare, Supabase, Resend, Anthropic, Stripe, Vimeo, Google). We transfer data to them on the basis of the European Commission's adequacy decision (EU–US Data Privacy Framework) if the supplier participates in it, and otherwise on the basis of standard contractual clauses.

B6. Cookies

The Game World (hry.onlinespanelsky.cz) uses only the necessary browser storage described in B3. No consent is needed for it.

Other websites use necessary cookies (basket, login, remembering your cookie choice). We use analytics and marketing cookies only with your consent, which you give and change in the cookie bar. wanttospeakspanish.com uses no cookies; it only stores your chosen currency (EUR or USD) in your browser.

B7. How we protect data

The websites run over an encrypted connection (HTTPS). Passwords are stored only in encrypted form. In the Game World database, each player can see only their own records and the leaderboard. Only people who need customer data for their work have access to it.

B8. Your rights

You have the right to:

- find out what data we process about you and get a copy,
- have inaccurate data corrected,
- have data deleted if we no longer need it and the law does not require us to keep it,
- ask for processing to be restricted,
- receive your data in a machine-readable form (portability),
- object to processing based on legitimate interest, and for news by e-mail at any time without giving a reason,
- withdraw consent where processing is based on consent,

- lodge a complaint with the Office for Personal Data Protection, Pplk. Sochora 27, 170 00 Praha 7, www.uoou.gov.cz.

Just write to info@hablamos.cz. We will reply within one month at the latest. So that we do not disclose data to someone else, we may ask you to verify your identity, usually by replying from the e-mail address under which the account or order is registered.

B9. Children

Persons over 18 may buy on our websites. A child may also use the Game World if a parent or other legal guardian obtained the account for them and approved its use.

B10. Automated decision-making

We do not carry out automated decision-making or profiling that would have legal or similarly significant effects on you. The artificial intelligence in the games only assesses whether an answer is correct for the purposes of the game.

B11. Changes to this policy

We may update this policy when our services, suppliers or the law change. The current version is always available on our websites. We inform account holders of significant changes by e-mail.

This policy takes effect on 17 November 2026.