



OPERATING RULES OF THE “TOBACCO LABELLING” SYSTEM

issued by **STÁTNI TISKÁRNA CENIN**, státní podnik (hereinafter the “Operator”, or the “Issuer”)

1. “Tobacco Labelling” System

The “Tobacco Labelling” system (hereinafter the “System”) is a set of technical and program tools for registering and managing economic entities which are subject to Commission Implementing Regulation (EU) 2018/574 of 15 December 2017 on technical standards for the establishment and operation of a traceability system for tobacco products.

It also provides a complete agenda for generating unique identifiers for tobacco branding (hereinafter the “Codes” or “UI”).

The System is operated at www.znacenitabaku.cz .

2. Authorized Contracted Users

An authorized contracted user (hereinafter the “User” or the “Client”) of the System is a representative of a business entity, i.e. a natural or legal person with a currently valid registration and assigned company identification number, who does or intends to do business in the area of production, distribution, transportation or final sale of tobacco products.

The User must be registered in the System as an economic operator or a plant operator.

Upon successful completion of QA test scenarios and signing a contract with STC, the EO will be identified as a Manufacturer on the system, based on which access data to the production API environment will be sent to that email.

3. System Operating Hours

The system is operated non-stop, i.e. Monday – Sunday from 0:00 to 24:00.

Guaranteed operating hours of the system are 06:00 – 18:00 on working days. Urgent solution of defects and non-standard operating conditions is provided at this time.

All time and calendar data are set and must be interpreted according to the calendar and time zone valid at the registered office of the System Operator, i.e. according to the calendar and time zone of the Czech Republic.

4. Code Generation Operating Hours

4.1 Standard Code Generation

Standard code generation operating hours includes 0:00 – 24:00 on working days.

The deadline for standard code generation is 2 working days, or 48 hours (hereinafter the “Deadline”) from receiving the application within the standard code generation operating hours, i.e. the Deadline does not include nonworking days (Saturdays, Sundays, public holidays).

Codes may not be generated in the first 24 hours of the Deadline from receiving the application within the standard code generation operating hours, because it is the prescribed time limit for cancelling the application for code generation.

Example A:

- Application for code generation received at 09:15 on Wednesday.
- The application may be cancelled until 09:14 on Thursday; for legal reasons, codes may not be generated during this period.



- 09:15 on Thursday ... code generation period started.
- ca. 10 – 13:00 on Thursday ... expected time of code generation, or transmission.
- 09:15 on Friday ... guaranteed deadline for standard code generation.

Example B:

- Application for code generation received at 14:09 on Friday.
- The application may be cancelled until 14:08 on Monday; for legal reasons, codes may not be generated during this period.
- 14:09 on Monday – code generation period started.
- ca. 15 – 18 on Monday ... expected time of code generation, or transmission.
- 14:09 on Tuesday – guaranteed deadline for standard code generation.

Note: The System is designed to start generating codes immediately after the prescribed period for cancelling the application is over, so it can be expected that codes will be delivered to the User in the selected manner within ca. 25 – 28 hours after filing the application. We recommend checking if the codes were delivered in this time and if they are not, report an incident to the Red-phone service (see below).

4.2 Applications for Code Generation - Complaints

If the application for code generation was not processed, i.e. the User did not receive their codes within the usual deadline, or received codes not corresponding to their specifications, they shall contact the emergency helpline (Red-phone). The complaint shall be addressed within 24 hours from reporting.

5. Instructions

System operating instructions and answers to frequently asked questions (the “FAQ” section) are available at <https://stc.cz/produkty/track-trace/>.

6. Assistance Lines

6.1 Helpdesk Assistance Line

Users may contact the Helpdesk assistance line (hereinafter the “Helpdesk”) to answer any queries and find solutions to problems (hereinafter the “Requests”, or “Queries”) related to using the System, as well as the Issuer’s activities, i.e. registration and administration of economic operators and generating codes.

Helpdesk is operated on the phone number +420 246 052 570, using standard tariff, at 08:00 – 16:00 on working days; this operating hours are the same as the guaranteed operating hours of the System. Request may also be sent to the e-mail address info@znacenitabaku.cz; they will be addressed during Helpdesk operating hours.



Main language used at the Helpdesk is Czech, the secondary one being English.

It is recommended that Users read the System operating instructions, or searching for an answer to the query in the "FAQ" section, before contacting the Helpdesk with a query concerning System operation.

To submit a request at the Helpdesk, the User shall state the following identification data:

- name and surname
- phone number
- e-mail address
- company identification number, or the economic operator code, if already registered

Note: To facilitate communication, we do not recommend using contact means (phone, e-mail) shared by multiple employees (reception desk, dispatching centre, ...). The Operator shall bear no responsibility or delaying the processing of a request because the User cannot be reached by stated means of communication.

Within the submission, the User shall receive a request number which is used to identify a request during its whole lifecycle. Exceptions include situations where the Request, or the Query is solved during the phone conversation within the initial submission.

The user will be informed about the process of solving the request taking into account its nature and urgency, either by phone, or by e-mail.

7. Personal Data Protection

The Operator shall process any data provided based on the Resolution of the Government of the Czech Republic No. 671, dated 17 October 2018, when it was appointed as issuer of a unique identifier in accordance with Art. 3 Commission Implementing Regulation (EU) 2018/574, on technical standards for the establishment and operation of a traceability system for tobacco products.

Processing and protection of any data provided by the User during the registration process is fully in accordance with Article 6, para. 1, point c) of the Regulation (EU) of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), and with the Act No. 101/2000 Coll., on personal data protection and amending certain laws, as amended.

The Operator undertakes to take all measures necessary to prevent unauthorized or accidental access, alteration, destruction or loss, unauthorized transmission, other unauthorized processing and other misuse of any such data.

The Operator undertakes to

- not disclose non-public information to third parties,
- ensure that information provided are not made available to third parties,
- secure data or information in any form, including their copies which contain non-public information, against misuse by third parties and against loss