

RULES OF PERSONAL DATA PROCESSING FOR COMPLAINT PROCEDURE

Dear User,

The purpose of the bulletin is to provide you with relevant information on data processing rules – in which way, for what purpose and to what extent we process your personal data, considering the complaint procedure conducted via online service reklamacje.clarena.pl.

WHO WE ARE?

Your personal data administrator is **Clarena Ltd., Limited Commercial Partnership with its head office in Wilczyce**, 2 Clarena Street, 51-361 Wilczyce registered at the National Court Register – KRS number **0000302611**.

Inside of our organisation, we have appointed the Data Protection Supervisor, that is a person **you can contact concerning processing of your personal data at the e-mail address : iod@clarena.pl**

WHAT IS THE ORIGIN OF YOUR PERSONAL DATA?

First of all your personal data are collected directly from you. You provide us with all personally identifiable information during complaint **handling**.

FOR WHAT PURPOSES WE PROCESS YOUR PERSONAL DATA?

We process your personal data in order to ensure proper handling of the complaint provided by you via online service reklamacje.clarena.pl.

TO WHAT EXTENT WE PROCESS YOUR PERSONAL DATA?

We proceed first and foremost the personal data, which you have given to us intentionally by completion of the prepared complaint form available via online service.

WHAT IS THE LEGAL BASIS FOR THE PROCESSING OF YOUR PERSONAL DATA?

The legal basis for the processing of your personal data is constituted by Art. 6, (1), c General Data Protection Regulation (GDPR), which means the legal duty of the Administrator to handle complaints resulting from the selling activities.

WHAT IS THE TIME PERIOD OF PERSONAL DATA PROCESSING?

The time period of processing your personal data depends on the purpose for which data are processed. It is the time when your complaint is handled. Your personal data shall be kept for at least three years upon completion of the complaint procedure. This is to protect ourselves against claims.

WHO IS THE RECIPIENT OF YOUR PERSONAL DATA?

Your personal data will be communicated only where this is necessary to carry out services or tasks required by you. We do not sell, trade or otherwise transfer your personal information to third parties.

Your personal data may be disclosed to our subcontractors, including:

- a. law offices, which give us assistance in our day-to-day operations,
- b. companies supporting us within IT area,
- c. persons co-operating with us on the basis of civil-law contracts and supporting our current activities

Furthermore, your personal data may be made available to other offices and agencies inside of the Clarena Group within the scope of our duties involving the exercise of public authority and for reasons of public interest.

WHAT RIGHTS DO YOU HAVE?

The right to the protection of personal data gives you a number of privileges which you can exercise at any time. Your rights include:

- (a) Right of access to your personal details;
- (b) Right of correction of your personal data;
- (c) Right of restriction of data processing range;
- (d) Right for deletion of your personal details;
- (e) Right to transfer your personal data to another administrator.

You also have the right to submit a complaint directly to the supervising authority (from 25 May 2018 The President of the Data Protection Authority).

In addition, we would like to inform you about your right to object to the processing of personal data.

In the event that you want to exercise your right, please contact us at the e-mail address: iod@clarena.pl or by post at the address: ul. Clareny 2, 51-361 Wilczyce.