

Personal Data Protection Policy

The aim of this personal data protection policy is to inform you what personal data we gather, for what purposes, how we use them, who we are and what rights you have. In this letter, we want to give you the information referred to in Article 13(1) and (2) of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 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), hereinafter referred to as "the GDPR", which has been in force since 25 May 2018.

The information given below is very important, so read it carefully.

Who is your personal data controller?

The company **Koban Sp. z o.o.. ul. Tuwima 19 32-540 Trzebinia, tel: [731 292 333](tel:731292333), mail: biuro@koban.com.pl** is the controller, that is the entity making decisions in what way your personal data will be used.

You can contact us:

- by sending a letter to the following address: **Koban Sp. z o.o.. ul. Tuwima 19 32-540 Trzebinia,**
- by sending an e-mail to the following address: : biuro@koban.com.pl
- by calling on [731 292 333](tel:731292333)

For what purpose and on what basis do we use your personal data?

Your personal data obtained when concluding a contract and during its term are used by us for the following purposes:

1. **to achieve specific purposes on the basis of your consent** (legal basis: Article 6(1)(a) of the GDPR), for instance:
 - to send newsletters,
 - to send information about products and services and about promotions,
 - to inform about events or campaigns organized by us by, for example, traditional post, e-mail, newsletters, phone, text messages,
2. **to conclude and perform a contract between us** (legal basis: Article 6(1)(b) of the GDPR), for instance in connection with:
 - a sales contract,
 - handling a complaint,
 - giving a guarantee,
 - providing quotations for products,
 - ensuring appropriate quality of services,

- dealing with requests received by us (for example through a contact form),
- handling your requests and enquiries received by us and relating to the performance of a contract,

3. to fulfil a duty in order to comply with a legal obligation to which the controller is subject (legal basis: Article 6(1)(c) of the GDPR), for instance:

- transferring data demanded by a court or the police,

4. to pursue our legitimate interests (legal basis: Article 6(1)(f) of the GDPR), for instance:

- to handle payment services,
- to deal with requests and enquiries received by us and relating to the performance of a contract,
- to recover debts: conducting judicial, arbitration and mediation proceedings,
- to store data for archiving purposes (in order to fulfil our legal obligations),
- to detect abuses and prevent them,
- to verify payment credibility.

Is it necessary to provide personal data?

The provision of personal data by you is entirely voluntary. In connection with each transaction, we require that you provide the data that is necessary to conclude and perform a contract. If we are not provided with necessary personal data, we will not be able, unfortunately, to conclude a contract with you and, as a result, to start cooperation. If the law, for instance due to tax reasons, requires us to obtain other necessary data, you must provide them in order to establish or continue cooperation with us. The provision of personal data for direct marketing purposes is voluntary, in particular the conclusion and performance of a contract are not conditional upon it.

To whom can we transfer your data?

We may make your data available to:

- 1. our employees and partners** who must have access to the data in order to be able to fulfil our obligations,
- 2. entities processing data on our behalf** and taking part in our operations:
 - a. our agents, advertising agencies and other intermediaries,
 - b. entities selling our services or organizing marketing campaigns,
 - c. entities operating our ICT systems or making ICT tools available to us,
 - d. subcontractors helping us to perform our contract with you, for example helping us with correspondence or with customer service,
 - e. entities providing us with advisory, consultancy, audit, legal, tax or accountancy services,
- 3. other data controllers** processing data on their own behalf:
 - a. our agents, advertising agencies and entities cooperating in the organization of marketing campaigns or in providing customer service – in order to settle accounts with them,
 - b. entities providing postal or courier services,
 - c. entities buying debts if you fail to pay on time for invoices issued by us,

- d. entities providing payment services (banks, payment institutions) in order to make refunds to you or in order to make direct debits operational,
- e. entities cooperating with us in accounting, tax and legal matters – to the extent to which they will become the data controller,

4. **state authorities**, for example courts, prosecution service, tax authorities.

Will your data go beyond the European Economic Area (EEA)?

Currently, we are not going to transfer your data outside the EEA.

How long can we keep your data for?

If we use your personal data on the basis of your consent, we use them until you withdraw your consent deciding not to pursue the purposes it allows you to achieve.

The law requires that your personal data be stored for periods stipulated in the relevant regulations, for example tax ones.

We will store your personal data for a period during which we may suffer legal consequences arising from defaulting on our obligation, for instance if a financial penalty may be imposed on us by state authorities.

What rights do you have?

1. You have the following rights connected with the processing of your data by us:

- the right to access your personal data, including the right to information about your personal data and to obtain a copy of personal data,
- the right to rectify personal data if they are incorrect and the right to have incomplete data completed,
- the right to erase personal data,
- the right to restrict the processing of personal data,
- the right to transfer personal data,
- the right to lodge a complaint with a personal data protection authority, that is the President of the Personal Data Protection Office (address: ul. Stawki 2, 00-193 Warszawa), if you find that your personal data are not processed in compliance with the law,
- **the right to withdraw any consent at any time without giving any reasons** and without affecting the processing based on the consent before its withdrawal,
- **the right to object to:**
 - a. **the processing of your data by us for marketing purposes** (that is the right to object to being sent information about our promotions, offers (also special offers), products, services, campaigns and about events organized by us); if such an objection is lodged, we will not be allowed to process your data for marketing purposes,
 - b. **the processing of your personal data by us for the purposes arising from our legitimate interests due to reasons connected with your particular situation.**

2. You may exercise your rights listed in Point 1 at any time making a relevant request.
3. It is our obligation to inform you about action taken on the requests referred to in Point 1 without undue delay and any in any event within one month of receipt of the request. Where necessary the period referred to above may be extended by two further months taking into account the complexity of the request or the number of requests. However, we have to inform you about any extension of that period together with the reasons for the delay within one month of receipt of your request.
4. If we do not take action on the requests referred to in Point 1, we will inform you without delay and at the latest within one month of receipt of the request about the reasons for not taking action, about the possibility of lodging a complaint by you with the President of the Personal Data Protection Office and about the possibility of seeking a judicial remedy.
5. If we have reasonable doubts about your identity in connection with a request made, we may ask you to provide additional information necessary to confirm your identity.
6. We will give you the information referred to in Points 3, 4 and 5 above in writing and at our discretion:
 - either by registered letter sent to the postal address provided by you
 - or by electronic mail sent to the e-mail address provided by you unless:
 - a. you send your request to us by electronic mail not asking to give you the information in another manner; in such a case, we will send the information to the e-mail address provided by you,
 - b. you request that the information be given to you orally and your identity is confirmed by us by other means; in such a case, we will give you the information orally.
7. Any communication and any actions taken by us in connection with the requests referred to in Point 1 above are free of charge. If, however, your requests are manifestly unfounded or excessive, for instance due to their repetitive character, we will be entitled to:
 - charge a fee taking into account the administrative costs of providing the information, communication or taking the action requested or
 - refuse to act on the request.
8. We will inform each recipient to which your personal data have been disclosed by us about rectifying your personal data, having them completed, erasing them or restricting their processing because of the request made. We will not be obliged to provide such information only if this proves impossible (for example a company has been wound up) or involves disproportionate effort (the data were disclosed many years ago and – in spite of attempts made – it has been impossible to contact the recipient).
9. At your request, we will advise you of the recipients which we have informed about rectifying your personal data, erasing them or restricting their processing and also of those recipients which we have been unable to inform.