



Note for persons who initiated communication due to a complaint notification

[Personal Data Controller] The Controllers of your personal data are jointly the member companies of ES-SYSTEM Capital Group, parties to the agreement on shared data control, hereinafter referred to as the: Joint Controllers. A copy of the agreement referred to above is available at Joint Controllers' websites, in particular at www.essystem.pl as well as www.wilkasy.essystem.pl (tab "Personal data"). Member companies of ES-SYSTEM Capital Group determine the purposes and means of processing your personal data.

[Contact information] The Joint Controllers designated the following contact point for data subjects: Data Protection Officer, ES-SYSTEM Sp. z o.o., address: Przemysłowa street No. 2, 30-701 Kraków, email address: inspektorodo@essystem.pl.

[Officer] To ensure compliance with personal data protection principles, a Data Protection Officer was appointed by the Joint Controllers. You may contact the Data Protection Officer at the following email address: inspektorodo@essystem.pl.

[Purpose and legitimate interest] Your personal data is processed for the purpose of handling an on-going contact associated with claims made by you (including claims made on behalf of another individual or legal person), handling the complaints and exercising rights resulting from guarantee or warranty, including possible defence of one the Joint Controllers against future claims sought in court.

[Recipients] The recipients of personal data provided by you are business partners of the Joint Controllers, including suppliers of goods and services necessary for the implementation of the above-mentioned purposes and parties to which the Joint Controllers entrusted the processing of your personal data, including IT service providers, parties with capital or personal relationship with the Joint Controllers as well as legal successors of the Joint Controllers and bodies authorised under law, including state authorities.

[Data storage period] Your data will be stored until legitimate interests of the Joint Controllers, being the basis for processing your personal data, are fulfilled or until you object to such processing.

[Rights] You have the right to access the content of personal data and the right to rectify them, as well as the right to erase them, restrict the processing of your personal data and the right to object to the processing of your personal data. You also have the right to lodge a complaint to the regulatory body - the President of the Personal Data Protection Office.

[Automated decision-making] Personal data processed for legitimate interest by the Joint Controllers will not be used for automated decision-making, including profiling.

Provision of personal information is voluntary, but necessary for effective communication by the Joint Controllers and handling of your complaint.

[Legal grounds] Legal grounds for personal data processing is Art. 6 section 1 letter f) of GDPR.