

Information clause Complaint form

Pursuant to Article 13 (1) (2) of Regulation of the European Parliament and the Council (UE) 2016/679 of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data as well as on the repeal of directive 95/46/WE (general regulation regarding personal data, hereinafter referred to as: "GDPR"), we wish to inform you:

1. The Controller of your personal data

is DRUTEX S.A. based in Bytów (77-100) in 31 Lęborska street, NIP 842-162-27-20 (hereinafter referred to as "Controller").

2. Contact regarding personal data protection

The controller has appointed a contact point in personal data protection issues who is the data protection officer (DPO). Our DPO may be contacted by email correspondence on: gdpr@drutex.com.pl

3. The purpose of data processing, legal basis of processing, retention period of data

Your personal data will be processed by the Controller in order to execute the legal obligation resulting from the guarantee pursuant to the Article 577, Act of 23 April 1964 the Civil Code (Journal of Laws of 2018, item 1025). The legal basis for personal data processing is Article 6 (1) (F) GDPR. Your personal data will be processed throughout the period of handling the complaint indicated in in the guarantee statement. After the complaint has been handled we will store the generated documentation of the complaint proceedings for three years with a view to protecting against potential claims, or until expiration of warranty if warranty period is prolonged due to the complaint

4. Recipients of the data

Access to your personal data shall be given to authorized staff of the Controller, it may be also given to servicemen and the Controllers' sales representatives if they are involved in the complaint proceedings. Personal data shall not be transferred to third countries or international organizations.

5. Rights regarding personal data processing and making automated decisions

In compliance with the principles and in the scope specified in the GDPR, you have the following rights:

- a) the right to access the personal data,
- b) the right to rectify and complete your data,
- c) the right to erase personal data,
- d) the right to restrict personal data processing, ,
- e) the right to transfer data,

- f) the right to withdraw your consent at any time which shall not affect the lawfulness of processing based on consent before its withdrawal – in the scope that data processing occurs based on your consent;
- g) the right to object to the processing of any data due to your particular situation – if your data is processed basing on the legitimate interest of the Controller.

Modalities of the rights' execution:

In order to exercise the above mentioned rights you need to contact the data protection coordinator providing your personal data that enables to verify your identity.

6. The right to lodge a complaint with a superior authority

You have the right to lodge a complaint with a superior authority i.e. the Inspector General for the Protection of Personal Data if you conclude that the Controller processes your data unlawfully

7. Obligatory/voluntary submission of data

Providing your personal data is voluntary. However, it's a necessary to accept and handle the complaint regarding the warranty.