

PRINCIPLES OF THE PERSONAL DATA PROCESSING

in connection with the provision of maintenance services

Due to the implementation of the provisions 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 ('**GDPR**'), the information about the principles of your personal data processing in the scope of the performance of maintenance services related to the guarantee granted is presented below.

1. Who is the controller of your personal data?

The controller of your personal data is Amica S.A. with its registered office in Wronki (64-510) at ul. Mickiewicza 52, entered into the Register of Entrepreneurs of the National Court Register kept by the District Court for Poznań Nowe Miasto and Wilda in Poznań, 9th Commercial Division of the National Court Register, under KRS no.: 0000017514, with its share capital of PLN 15,550,546.00, tax id. no. (NIP) 7630003498, business id. no. (REGON) 5701073050 (the '**Controller**'). The Controller can be contacted at the following phone number: 801 801 800 or via e-mail: serwis@amica.com.pl.

2. Data Protection Officer

The Controller has appointed a Data Protection Officer.

3. Contact with the Data Protection Officer

In the scope of issues concerning the protection of personal data, contact with the Data Protection Officer is possible via electronic mail sent to the following address: info.dane@amica.com.pl or by sending a letter to the address: Amica S.A., ul. Mickiewicza 52, 64-510 Wronki, with the annotation 'Personal Data'.

4. Purpose and legal basis for data processing

The processing of your personal data will take place:

- 4.1. in order to take actions for which you will request the Controller that are not related to the guarantee service (e.g. in the scope of providing information on Amica products, sending materials, etc.), i.e. on the basis of your consent (Article 6(1)(a) of the GDPR);
- 4.2. in order to perform maintenance services related to the guarantee granted for the product purchased by you, consisting in particular in the acceptance and examination of the complaint submitted and the fulfilment of obligations imposed on the Controller, resulting from the guarantee granted or post-guarantee repairs, in particular the performance or ordering the performance of repair or replacement of part of this product or shipment of a product or its part – the legal basis for these activities is the implementation of the guarantee agreement (Article 6(1)(b) of the GDPR);

- 4.3. in order to handle complaints submitted within the extended guarantee period (e.g. guarantee plus), the legal basis for these activities is the implementation of the extended guarantee agreement (Article 6(1)(b) of the GDPR);
- 4.4. in order to contact you within the customer satisfaction survey necessary to ensure the proper course of the complaint process and the guarantee or post-guarantee services – the legal basis is the Controller’s legitimate interest (Article 6(1)(f) of the GDPR);
- 4.5. in order to determine, pursue or defend claims related to the exercise of rights or performance of obligations resulting from the repair/service provided, which constitutes the Controller’s legitimate interest (Article 6(1)(f) of the GDPR);
- 4.6. in order to conduct statistics concerning the Controller’s products and services, consisting in particular in the creation of analyses, statistics and reports for the Controller’s internal needs, related in particular to planning the development of the Controller’s products and services, which constitutes the Controller’s legitimate interest (Article 6(1)(f) of the GDPR);
- 4.7. in order to fulfil the legal obligation imposed on the Controller by the applicable provisions of law, in particular the provisions of tax law (the legal basis for data processing is the provision of Article 6(1)(c) of the GDPR).

5. Recipients of personal data

Personal data will be transferred to entities operating ICT systems and providing information tools, entities providing maintenance services, entities operating and maintaining the IT network, marketing and advertising agencies, entities participating in the process of the repair/service performance, in particular service centres and entities performing on behalf of the Controller guarantee repairs, entities providing audit, consultancy and advisory services to the Controller, as well as to other controllers of personal data acting in their own names, in particular: entities conducting postal or courier activities. Personal data will be processed by companies from the Amica Capital Group.

6. Period of personal data processing

Your personal data will be processed, depending on the purposes of data processing, for the following periods:

- 6.1 your data will be processed by the Controller until all claims resulting from the repair are time-barred, while the period of limitation for claims results from applicable provisions of law;
- 6.2. in the scope necessary to test customer satisfaction, your personal data will be processed not longer than for 12 months from the date of filing the claim;
- 6.3. in the scope of taking actions for which you will request the Controller that are not related to the guarantee service (e.g. in the scope of providing information on Amica products, sending materials, etc.) personal data will be processed for 3 months.

7. Withdrawal of the consent

The consent you have granted to personal data processing may be withdrawn at any time. To withdraw your consent, please send an e-mail to: serwis@amica.com.pl. or inform the Controller via the Helpline: 801 801 800.

The withdrawal of the consent does not affect the lawfulness of processing based on the consent before its withdrawal.

8. Rights in the scope of personal data processing

You have the right to access your personal data, to rectify them and, if they have been processed unlawfully or are no longer necessary for the indicated purpose, to request their erasure or the restriction of processing. You also have the right to request the restriction of processing if you question the correctness of these data. In cases determined by law, you have the right to transfer your personal data.

9. Right to submit an objection

In the case of personal data processing based on the Controller's legitimate interest, i.e. pursuant to Article 6(1)(f) of the GDPR, you have the right to submit an objection at any time on the basis of Article 21 of the GDPR. According to this, the Controller will not be entitled to process your personal data covered by the objection on this basis unless it proves the existence of important legitimate bases for their processing which override the data subject's interests, rights and freedom or bases for establishing, pursuing or defending claims.

10. Right to lodge a complaint

You have the right to lodge a complaint with the supervisory authority, i.e. the President of the Personal Data Protection Office.

11. Consequences of non-provision of personal data

The provision of your personal data is necessary in order to provide maintenance services related to the guarantee granted. Failure to provide your personal data may result in inability to process the complaint submitted.

12. Automated decision-making

Your personal data will not be subject to automated decision-making or profiling.