

Subject: Information on handling of complaints.

Dear Ladies and Gentlemen,

By following its quality policy Fabryka Pił i Narzędzi WAPIENICA Sp. z o.o. cares that the offered products and services provided were at the highest level and corresponded to the customers' needs.

It happens that our products become defective, which is due to different circumstances. Therefore, in order to improve handling of products that are complained about and to facilitate taking an objective decision concerning the grounds of a submitted complaint, we have decided to define some rules governing the manner in which complaints are made.

GENERAL INFORMATION:

We encourage you to contact us using the following e-mail address: reklamacje@wapienica.pl.

By using the above e-mail address you may send:

- Completed complaint report form,
- Request to order collection of a complaint at a given address,
- Questions directly relating to complaints concerning our products.

The complaint report form is available:

- On our website: <https://www.globus-wapienica.eu/100.reklamacje.html>,
- With a Sales Representative.

IMPORTANT:

In order to have a complaint effectively reviewed, please:

- Complete correctly and sign the complaint report form,
- Please enclosed with the complaint report form a proof of purchase (it is allowed to attach a photocopy of a VAT invoice or a receipt).

Please be informed that:

- In the case of Authorised Brand Wholesalers and Trade Companies intermediating in sales of our products, a Party making a complaint is a Company that has made a purchase directly with FPIN WAPIENICA Sp. z o.o. and a representative of such Company is obliged to complete and sign the complaint report form,
- Pursuant to the provisions included in the Basic Recommendation for the Use and Safe Work with our products that are included in information leaflets which are delivered together with our products, a complaint may not concern products that are used contrary to our recommendations and remarks and those products that have been damaged as a result of their improper choice for the type of work to be done.

With sincere regards,



Complaints Department Manager

**Fabryka Pił i Narzędzi
WAPIENICA Sp. z o.o.**

ul. Tadeusza Regeera 30
43-382 Bielsko-Biała, Poland
tel.: +48 33 828 08 00
wapienica@wapienica.pl
www.globus-wapienica.eu

NIP: 547 017 19 25
REGON: 070609347
KRS: 0000258314
BDO: 000018416

Santander Bank Polska SA
19 1090 2590 0000 0001 3573 3792
Kapitał zakładowy: 1 950 000 PLN
Kapitał wpłacony: 1 950 000 PLN

INFORMATION ON PERSONAL DATA PROCESSING

Please be informed that Fabryka Pił i Narzędzi WAPIENICA Sp. z o.o. is the controller of the personal data provided by you in relation to the selling process of goods, the provision of services, and marketing activities. . at 43-382 Bielsko-Biała at 30 Tadeusz Reger Street, entered in the register of entrepreneurs by the District Court in Bielsko-Biała, 8th Commercial Division of the National Court Register (KRS) under the KRS number: 0000258314. The Controller processes data for the purposes of execution of the subject of an agreement binding the parties and provision of commercial support and services, including, but not limited to:

- Execution of orders for products and services,
- Execution of payments,
- Execution of complaint handling,
- Execution of the obligations of the Controller provided for in law, including, but not limited to issuing and storing of invoices and accounting documents and for archiving purposes,
- Protection of the rights of the Controller in accordance with regulations of law, including, but not limited to claiming outstanding payments under collection regulations and court proceedings,
- Performance of marketing activities, including sending commercial information and offers and direct contact with a customer to present an offer, in the event you have expressed separate consents to this end.

Furthermore, please be informed that:

- The processing of personal data is performed in accordance with Regulation 2016/679 of the European Parliament and of the Council a) Article 6(1)(a) - the data subject has given consent to the processing of his or her personal data for one or more specific purposes;
b) Article 6(1)(b) - processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract (conclusion of a contract, logistics support for deliveries and returns, logistics support for complaints, exercise of claims, collection of receivables);
c) Article 6(1)(c) - processing is necessary for compliance with a legal obligation to which the controller is subject: including, but not limited to the regulations of tax laws;
d) Article 6(1)(f) - processing is necessary for the purposes of exercising or defending the legitimate interests pursued by the controller;
- Your personal data may be made available to third party entities only in the event whereby the Controller has been authorised to do so or obliged under regulations of law. Data recipients may especially include: persons operating the information technology infrastructure or systems of the Controller, sub-contractors, persons providing services relating to the performance or improvement of the selling process (e.g. payment intermediaries, banks, advertising agencies, couriers or carriers), and also advisors (e.g. in terms of accounting and legal support), or auditors.
- You have the right to request access to your personal data, its rectification, erasure, or restrict its processing, and the right to object to processing, and also the right to make copies of the personal data. In order to exercise the rights you are entitled to and which arise out of the processing of your personal data, please contact us by e-mail to the following address: rodo@wapienica.pl.
- Your data shall be stored not longer than it is necessary, i.e. not longer than for a period provided for under law (for statistical or tax purposes) or for a period of limitation of claims by the Controller.
- You have the right to lodge a complaint with the competent supervisory authority for cases relating to the protection of personal data, i.e. the President of the Personal Data Protection Office, when you have recognised that the processing of your personal data violates the provisions of the General Data Protection Regulation of 27 April 2016.
- The data will not be processed in an automated manner, also including profiling.
- The data may be transferred to a third country/The data shall not be transferred to a third country. *A transfer of the data outside the territory of the European Economic Area will be done pursuant to Article 26(2) and Article 26(4) of Directive 95/46/EC and in connection with Article 46(5) GDPR – while applying additional security measures in the form of standard contractual clauses for data protection adopted by the European Commission.*

First name and surname: _____ NIP (Tax Identification Number): _____
Business name: _____
Address: _____
Contact telephone number: _____ E-mail: _____

CONSENT TO DATA PROCESSING

Further to the above information the becoming acquainted with and understanding which, I hereby confirm by my own hand, and I, the undersigned, hereby represent that:

☐ I agree ☐ I do not agree

to the processing of my personal data provided by me for the purpose of execution **of sales of products**. The data is provided voluntarily, however, it is necessary for the execution of sales

☐ I agree ☐ I do not agree

to the processing of my personal data provided by me for the purpose of handling **of complaints**. The data is provided voluntarily, however, it is necessary for the execution of handling of complaints

☐ I agree ☐ I do not agree

to the processing of my personal data provided by me for the purpose of the provision of **a repair service** (e.g. sharpening, reworking). The data is provided voluntarily, however, it is necessary for the provision of a service.

☐ I agree ☐ I do not agree

to the processing of my personal data provided by me for the purposes of **marketing and advertising**. The data is provided voluntarily.

Date: Signature:

**Fabryka Pił i Narzędzi
WAPIENICA Sp. z o.o.**

ul. Tadeusza Regeera 30
43-382 Bielsko-Biała, Poland
tel.: +48 33 828 08 00
wapienica@wapienica.pl
www.globus-wapienica.eu

NIP: 547 017 19 25
REGON: 070609347

KRS: 0000258314
BDO: 000018416

Santander Bank Polska SA
19 1090 2590 0000 0001 3573 3792
Kapitał zakładowy: 1 950 000 PLN
Kapitał wpłacony: 1 950 000 PLN

Zgodnie z art. 4c, ustawy z dnia 8 marca 2013 r. o przeciwdziałaniu nadmiernym opóźnieniom w transakcjach handlowych oświadczamy, że jesteśmy dużym przedsiębiorcą.