



INFORMATION CLAUSE ON PERSONAL DATA PROCESSING: DOCUMENTATION REGARDING COMPLAINTS FOR CERTIFICATION PROCESS

In accordance with Article 13 (1) of Regulation on the protection of personal data of April 27, 2016 (hereinafter referred to as the GDPR), we shall inform you that:

1) The Administrator (Controller) of your personal data is : TÜV NORD Polska Sp. z o.o. in Katowice, address 40-085 Katowice, Mickiewicza street 29, under National Court Register (KRS) numer: 118633

2) The Administrator has appointed a Data Protection Officer, who can be contacted at: iod@tuv-nord.pl or tel. [609670458](tel:609670458).

3) Your personal data will be processed for the purpose of carrying out activities necessary to resolve complaints of clients of a certified organization on its management system on the basis of art. 6 (1) (a) and (f) of the Regulation of the European Parliament and of the EU Council 2016/679 (GDPR).

4) The scope of processing your personal data includes: name and surname, contact and address data.

5) Your personal data can be transferred to another Recipient, depending on the service to which the complaint relates: TÜV NORD Cert GmbH situated in Essen, Instytut Nafty i Gazu Państwowy Instytut Badawczy situated in Kraków, IFS, BRC, Polskie Centrum Akredytacji situated in Warszawa, Ministry of Health. Your personal data may be made available to specific categories of Recipients who are authorized to do so by mandatory provisions of law.

6) Your personal data shall not be transferred to any third countries or any other international organisation.

7) Your personal data will be kept for a period of 3 years from the date of submission of the client's complaint to a certified organization to its management system.

8) You have the right to access your data and the right to correct, delete, limit processing, the right to data transfer, the right to object to the processing, and the right to withdraw consent at any time without affecting the legality of the processing, which was carried out based on your consent before its withdrawal

9) Should you consider that the processing of your personal data is in breach with the provisions of GDPR, you have the right to lodge a complaint to the President of the Personal Data Protection Office.

10) The provision of data by you shall be voluntary, however, if you do not provide personal data, the Administrator may refuse to carry out activities necessary to resolve complaints.

11) Your data shall be neither processed automatically nor profiled.

12) According to art. 21.4 GDPR we hereby inform you that you have the right to object to the processing of your personal data. The objection should be submitted to the data protection inspector



whose contact details are indicated in par. 2. Pursuant to art. 21 par. 1 of GDPR, when making an objection, please indicate the reasons related to your particular situation.