

Information Clause: Clients' quality complaints filed electronically to
Pilkington IGP Sp. z o.o.

Based on art. 13 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 (General Data Protection Regulation), hereinafter referred to as "GDPR", we hereby inform you about the following:

1. Pilkington IGP Sp. z o.o., ul. Portowa 24, 27-600 Sandomierz, Poland, a member of NSG Group is the controller of your personal data.
2. Your personal data given on the complaint form and in course of the quality complaint procedure will be used and processed for the purpose of the quality complaint procedure according to the statement based on the regulations of the Polish Civil Code [PCC] (art. 560 PCC and further together with art. 6 sec. 1 lett. c GDPR). Your data will be stored for a period of 5 years starting from the end of a tax year, in which your complaint was finally processed or until all claims have expired or until the limitation period of claims, unless other provisions of law do not require us to process the data for a different period of time.
3. At the moment we do not plan to share your data for a different purpose than as it is required to evaluate your quality complaint. Any entities that may recipients of your data are Partners of Pilkington IGP Sp. z o.o., companies that sold you goods, IT services suppliers, finance and book-keeping services providers and law firm, that provide services for us. In addition, your data may be disclosed to entities, which based on the provisions of law are entitled to be granted access to your data.
4. Your data may be transferred to a third country, where companies – member of the NSG Group have their seat. Any transfer of data ensures appropriate or suitable safeguards (e.g. based on agreements on data transfer to a third country according to the standard data protection clauses adopted by the European Commission). You have a right to obtain a copy of the data and the information on the place of such transfer.
5. You have several right in respect to your personal data, such as a right to access your personal data, right to rectification, the right to object to the processing of your personal data, the right to restriction of processing of your personal data, the right to demand deletion of your personal data, the right to erasure, the right to data portability. In order to execute your rights please contact us via email: rodo@pl.nsg.com
6. You have a right to complaint to the supervisory authority for the protection of personal data – for u sit is Prezes Urzędu Ochrony Danych Osobowych.
7. The disclosure of your personal data is voluntary but without your data it may be difficult or impossible to place and process your quality complaint.
8. In case you disclose any personal data of your employees or your staff we require you to inform them about such disclosure and about the further processing of this data by us for the purposes of the quality claim procedure and the contractual purposes, as well as the quality claim process and to inform such persons about the content of this Clause.