

SGS POLSKA ONLINE SHOP PRIVACY POLICY

The administrator of your personal data is SGS Polska Sp. z o.o. with its registered office in Warsaw, ul. Jana Kazimierza 3, 01-018 Warsaw, Company registered in the District Court for the capital city of Warsaw, XIII Division of the National Court Register under No. 0000027334, NIP 5860005608, REGON 363325672, e-mail: sgs.poland@sgs.com, tel. 48 22 329 22 22 ("SGS Polska", "SGS").

SGS Polska is committed to the responsible processing and protection of your personal data.

We have drawn up this policy to provide clear and understandable information with regard to privacy practices when accessing or using our online shop (sklep.sgs.com, sklep.sgs.com/pl) so that users can make informed choices about the use of their personal data by SGS Polska.

When accessing other services or applications through our site, users should refer to the specific privacy terms and conditions that may apply to them. SGS Poland reserves the right to update this policy from time to time, each time publishing a new version on the Internet.

The legal basis for the processing of personal data by SGS Poland is:

- Art. 6(1)(a) - in case of consent to data processing,
 - Art. 6 (1) (b) - in case it is necessary for the performance of an agreement,
 - Article 6(1)(c) where the processing is necessary for compliance with a legal obligation incumbent on the controller,
 - and Article 6(1)(f) where the data are required because they are directly related to the contract and the processing is based on our legitimate interest (e.g. contractual activities)
- 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 "RODO".

PERSONAL DATA WE COLLECT

SGS collects personal data that you provide to us directly when you request information about our services, register for our online services, to receive email alerts and/or newsletters, make enquiries via our various enquiry forms and helplines such as our Integrity Helpline, or when you complete transactions or place orders via our online shop. This may include the following data:

1. identification and contact data, e.g. name, surname, position, telephone number, email address, home address and country,
2. financial and transactional data, e.g. credit card details,
3. any information that you provide to us voluntarily, such as feedback, opinions or information provided via our hotlines.

In addition, SGS collects personal data automatically when you visit our online shop. This may include the following data:

1. information about your device, e.g. your IP address, the address of the website from which you were redirected, the SGS pages that your device accessed, and the time at which your device accessed our website,

2. information and log-in data collected through third parties such as Google Analytics, which does not identify you, Shopify.com, which is the provider of the SGS Polska online shop, and the Przelewy24 service operated by PayPro S.A,
3. information collected by cookies (further information can be found in the Cookie Policy and at <https://www.shopify.com/legal/cookies>,
4. information collected by Google LLC cookies relating to the YouTube service,
5. information collected by cookies in connection with the use of social features, such as sharing content on social networks and subscribing to a social profile.

FOR WHAT PURPOSES DO WE USE PERSONAL DATA?

SGS uses your personal data for the following purposes:

1. to improve our shop in order to present content in the most effective way for the individual user and their device.
2. to send emails and contact users by email about our services and events that may be of interest to the user, where this is consistent with the user's preference to receive marketing information.
3. to carry out analysis on users' use of our website to monitor trends and for promotional purposes.
4. to respond to enquiries and comments and to assist users through communication channels such as the customer service centre or contact centre, and to deal with complaints and claims
5. to ensure the security of our website and to comply with our legal requirements and obligations.
6. to process or finalise transactions or orders placed by users on the SGS Poland website or the SGS Group website.
7. for the purpose of setting up and administering user accounts.
8. for any other new purpose that we notify users of before we collect any personal data.

HOW DO WE SHARE PERSONAL INFORMATION?

SGS shares and transfers your personal information as described herein only in accordance with all privacy practices and the privacy requirements of the RODO. In order to fulfil our own business purposes, we may occasionally share non-personal, anonymous and statistical data with third parties.

Entities with whom we may share personal data and the purposes for which it may be shared:

1. other SGS Group companies, if this is necessary to achieve the purpose for which you have provided your personal data, in particular if this is necessary in relation to the provision of services, the administration and management of your account, the fulfilment of sales, the provision of assistance, and for marketing purposes. We endeavour to ensure that in processing your personal data, other SGS Group companies comply with our global data protection policy, this privacy policy and applicable local laws.
2. occasionally to third-party subcontractors, suppliers and service providers performing certain functions on behalf of SGS, such as collecting and delivering samples, performing requested inspections, sending emails, removing recurring entries from customer lists, analysing data and processing credit card payments, direct marketing services and cloud hosting services. These entities only access such information to the extent necessary to perform their functions and may not use it for purposes other than to provide services to us.

HOW LONG DO WE KEEP PERSONAL DATA?

SGS retains your personal data for as long as necessary to fulfil the original purposes for which it was collected. Please note that in some cases a longer retention period may be required or permitted by law, or may be necessary to enable SGS to pursue its business interests, conduct audits, comply with our legal obligations, enforce our contracts or resolve disputes.

The criteria used to determine data retention periods are as follows:

1. how long do we need the data to provide you with our products or services or to conduct our business?
2. does the user have an account with us? If so, we keep your data as long as your account is active or as long as necessary to provide services to that user.
3. do we have a legal obligation to store your data? For example, there may be mandatory data retention regulations e.g. accounting , or data that needs to be retained for the purposes of a contract or legal proceedings.

HOW DO WE PROTECT PERSONAL DATA?

SGS follows strict procedures for the retention and disclosure of information provided to us by users to prevent unauthorised access to, loss of or destruction of your personal data. This may include:

1. physical safeguards, including, but not limited to, locked doors and filing cabinets, controlled access to our facilities and secure destruction of media containing your personal information,
2. technological safeguards, such as the use of anti-virus and security software, and the monitoring of our systems and data centres to ensure they comply with our security policies,
3. organisational safeguards, such as training and information programmes on security and privacy, to ensure that employees understand their importance and the means with which they must protect users' personal data.

SGS does not aim to collect sensitive personal data (also known as special categories of data). If we do collect them, this will always be done in accordance with the data privacy requirements of the RODO. In the event that you voluntarily provide us with sensitive personal data that we have not asked you for, you will be asked to consent to our processing of such data on a case-by-case basis on a special express consent form.

SGS does not knowingly collect or obtain personal data from persons under the age of 16. If you are under the age of 16, you must speak to your parent/guardian to obtain their consent before providing SGS with your personal data, as you are not entitled to provide us with your personal data without such consent. If we determine that we have collected data from a person under the age of 16, we reserve the right to delete such data without notice or consent.

HOW TO ACCESS AND CONTROL YOUR PERSONAL DATA?

We are committed to providing users with the right to access and control their data.

If you have registered an account on the sklep.sgs.com, sklep.sgs.com/pl shop website, you can directly and independently access your online profile and other personal data, and update, change, if legally permitted, add or delete your data by logging in to the relevant website or service using your account credentials.

Otherwise, and in accordance with our internal procedures, we will respond to the following request as indicated below. All requests should be made using our online privacy request form or by contacting us by letter as described in the "Contact Us" section:

Entitlements. The DPA gives you the following potential rights in relation to the processing of your personal data:

- the right of access to your personal data,
- The right to rectification of your personal data,
- The right to erasure of your personal data,
- The right to restrict the processing of your personal data,
- The right to object to the processing of your personal data,
- the right to data portability,
- the right to lodge a complaint to the supervisory authority - the President of the Office for Personal Data Protection,,
- the right to withdraw consent to the processing of personal data, if you have given such consent.

Preferences to receive marketing information: SGS may send you regular marketing information about our services through various channels, such as email, phone calls, SMS, traditional mail and external social media, only on the basis of your consent to receive marketing information. In order to provide you with the best possible personalised experience, such information may be tailored to the preferences of the individual user by our subscription centre. Our personalised e-mails include e-mails that use Web Beacon, cookies and similar technologies so that we can see whether a user opens, reads or deletes e-mails, as well as which links (links) they open. When you open a link in a marketing email received from SGS, we also use a cookie to record the pages you view and the content you download from our websites, even if you are not registered or logged in to our website.

In addition, you can exercise your right to block marketing information by opting out of receiving our emails or text messages. Please note that even if you opt out of receiving marketing information, but you still have an account on the online shop website, you will continue to receive administrative information from us, such as technical updates to our products or services, order confirmations, notifications of activities on your account and other important notifications.

CONTACT

If you have any questions or concerns about privacy, please contact us:

1. via mail by writing to pl.privacy@sgs.com
2. by email using our online privacy request form,
3. by letter, by sending a letter to the relevant SGS Affiliate at the address listed in the branch listing.

OTHER INFORMATION:

1. <https://www.sgs.pl/pl-pl/privacy-at-sgs>
2. <https://www.sgs.pl/pl-pl/online-privacy-statement>
3. <https://www.sgs.pl/-/media/global/documents/technical-documents/technical-guidelines-and-policies/privacy-policy/sgs-data-privacy-policy-a4-pl-18-hr-05-polish.pdf?la=pl-pl>
4. <https://www.sgs.pl/pl-pl/cookie-policy#>
5. <https://www.sgs.pl/-/media/local/poland/documents/technical-documents/legal-documents/klauzula-informacyjna-dla-klientow.pdf>