



INFORMATION NOTE for those making consumer complaints

In accordance with the requirements of Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 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: **GDPR**), we inform you that:

I. Personal Data Administrator: The administrator of your personal data is eatyx Polska sp. z o.o. with its registered office in Krakow, Poland. (hereinafter: **Administrator**). In matters related to the protection of personal data, you can contact the Administrator by mail at: Aleja 3 Maja 9, 30-062 Krakow or by e-mail to: iod@eatyx.com

II. Purpose and legal basis of data processing, data retention period:

Purpose of processing	Legal basis for processing	Data retention period
Fulfillment of legal obligations incumbent on the Administrator under generally applicable laws on producer responsibility for a food product	Article 6(1)(c) of the GDPR in conjunction with the relevant provisions of generally applicable law, Article 9(2)(a) of the GDPR	For the period provided for by generally applicable laws, after which the data will be deleted unless the Administrator first demonstrates the necessity of their further processing. In the case of special category data, they will be kept no longer than until the withdrawal of the granted consent, unless the Administrator first demonstrates the necessity of their further processing
Acceptance and processing of consumer complaints	legitimate interest of the Administrator Article 6(1)(f) GDPR, Article 9(2)(a) of the GDPR	Until the complaint is processed, after which the data will be deleted unless the Administrator first demonstrates the necessity of their further processing. In the case of special category data, they will be kept no longer than until the withdrawal of the given consent, unless the Administrator first demonstrates the necessity of their further processing
Maintaining the secrecy of legally protected information and the necessity of protecting information systems	legitimate interest of the Administrator Article 6(1)(f) GDPR	For the period resulting from the rules adopted by the Administrator for the protection of information systems, after which the data will be deleted, unless the Administrator first demonstrates the necessity of their further processing
Determining, pursuing or defending against claims	legitimate interest of the Administrator Article 6(1)(f) GDPR and Article 9(2)(f) of the GDPR	Until the expiration of the legal statute of limitations for claims or until the final conclusion of proceedings concerning such claims, after which the data will be deleted, unless the Administrator first demonstrates the necessity of their further processing

III. Information on the obligation to provide data: Provision of personal data is voluntary, but failure to do so (or withdrawal of the consent given) will prevent acceptance and processing of the complaint.

IV. Recipients of data: Your personal data may be disclosed to employees, co-workers, advisors, product suppliers, service providers to the Administrator, e.g. legal or IT services, as well as to public authorities acting on the basis of generally applicable laws, with the exception of public authorities that may receive personal data in the context of a specific proceeding in accordance with Union or Member State law.

V. Transfer of data to a third country or international organization: The Administrator uses IT services provided by a US-based entity. To use these services, the Administrator's subcontractor must have access to personal data administered by the Administrator - this results in the transfer of personal data to another country, i.e. the USA. Although the U.S. does not have European data protection laws, the U.S. has been recognized as a country that provides adequate protection for personal data if the transfer takes place under the so-called Data Privacy Framework. As personal data is transferred under the Privacy Framework, the data will be protected as if it were processed in Poland. Detailed information on this subject can be obtained here: <https://www.dataprivacyframework.gov/> or by contacting the Administrator.

VI. Rights related to data processing: In connection with the above-described processing of your personal data, you have the following rights:

- a) the right of access to data (Article 15 GDPR);
- b) the right to rectify data (Article 16 GDPR);
- c) the right to erasure (Article 17 GDPR), subject to Article 17(3) GDPR;
- d) the right to restrict data processing (Article 18 GDPR);
- e) the right to data portability (Article 20 of the GDPR) - applies to processing based on consent pursuant to Article 6(1)(a) of the GDPR or Article 9(2)(a) of the GDPR or on contract pursuant to Article 6(1)(b) of the GDPR and at the same time carried out by automated means;
- f) the right to object to data processing (Article 21 GDPR) - applies to processing based on Article 6(1)(e) or (f) GDPR;
- g) the right to withdraw consent at any time, which does not affect the lawfulness of processing carried out on the basis of consent before its withdrawal - applies to processing based on consent pursuant to Article 6(1)(a) of the GDPR or Article 9(2)(a) of the GDPR;
- h) the right to lodge a complaint to the supervisory authority, which is the President of the Office for Personal Data Protection (address: 2 Stawki Street, 00-193 Warsaw).

The rights indicated above are not absolute and will not apply to all processing activities of your personal data.

If you wish to exercise the rights indicated in (a)-(g) above, as well as any questions or comments regarding the processing of your personal data, we encourage you to contact the Administrator - you will find contact details in Section. I of the note.

VII. Automated decision-making: The Administrator will not make automated decisions against you as referred to in Article 22(1) of the GDPR.