

## **GDPR information – for online contact form**

The controller of the personal data of the website users is: MASTER CARE Sp. z o.o. with its registered office in Warsaw (02-676) at ul. Postępu 17d, entered in the National Court Register maintained by the District Court for the Capital City of Warsaw XII Commercial Division of the National Court Register under National Court Register number 0000407981, NIP (Tax ID) 5252525207, REGON (Business ID) 145960087.

You can contact the controller:

1) at the correspondence address:

Master Care Sp. z o.o. ul. Postępu 17D, 02-676 Warszawa

2) at the e-mail address: [iod@mastercare.pl](mailto:iod@mastercare.pl)

## **Purposes, legal basis and duration of data processing**

### **1. Replying, settling the case**

The content of your correspondence and contact information is processed for the time necessary to settle your case, including the sending of marketing information about products or services selected by you, and for no longer than 3 months after settling the case for archiving purposes in case of the need to defend against possible claims against the controller.

With regard to the sending of commercial information by electronic means or direct marketing via telephone terminal devices, the data shall be processed on the basis of the consent given by a clear affirmative action (Article 6, section 1, letter a in conjunction with Article 4, point 11 of the GDPR), consisting of the completion of the relevant field for the entry of an email address or telephone number.

### **2. Pursuing claims**

If it is necessary for the controller to assert claims or defend against claims, the controller may process the personal data of certain users contained in the online contact form until the end of the pending proceedings and until the expiry of the limitation period for the controller's claims against the user, which is 3 years (Article 118 of the Civil Code), and in specific situations provided for by law, this period may be longer.

The data shall then be processed in accordance with Article 6, section 1, letter f of the GDPR, i.e. in the legitimate interest of the controller to assert or defend against claims.

### **3. Service usage statistics**

In order to improve the quality of its services, the controller processes statistical information on the use of the online contact form and, for this purpose, uses statistical information provided by cookies or other similar technologies. Detailed information on the use of cookies can be found in the aforementioned terms of service.

This data is processed in accordance with Article 6, section 1, point f of the GDPR in the controller's legitimate interest of facilitating the use of the services, improving the quality and functionality of the services provided and does not infringe the rights and freedoms of the users. The data shall be processed in the controller's day-to-day operations, but for no longer than a period of 60 days after receipt of the information. After this time, the controller may continue to process general statistical data, which shall be devoid of any user-specific information.

### **Recipients of user data**

Personal data contained in the online contact form shall only be made available to processors on behalf of the controller on the basis of a written contract for the entrustment of personal data processing providing hosting, website maintenance, IT support, marketing and PR services.

## **Rights of data subjects**

Please note that every data subject has the right to:

- **access their personal data** – to be informed: to whom the data has been or will be disclosed, the period for which the data has been or will be stored or the criteria for determining it, the right to know the purposes of the processing, the categories of personal data, the consumers or categories of consumers to whom the data has been or will be disclosed, the period for which the data has been or will be stored or the criteria for determining it, the right to request the rectification, erasure or restriction of the processing of the personal data of the data subject and to object to such processing (Article 15 of the GDPR);
- **receive a copy of their data** – the first copy is free of charge and for subsequent copies the controller may charge a reasonable fee based on administrative costs (Article 15 section 3 of the GDPR);
- **to rectify the data** - if the data is incorrect, or to complete incomplete data (Article 16 of the GDPR);
- **to restrict processing** (Article 18 of the GDPR) when:
  - the data subject contests the accuracy of the personal data - for a period allowing the controller to verify the accuracy of the data,
  - the processing is unlawful, the data subject objects to the erasure of the data by requesting a restriction of the use of the data,
  - the controller no longer needs the data, but it is necessary for the data subject to establish, assert or defend his or her claims,
  - the data subject has objected to the processing - until such time as it is established whether the legitimate grounds on the part of the controller override the grounds for the objection,
- **to data portability** – to receive in a structured, commonly used machine-readable format the personal data concerning him or her which he or she has provided to the controller and to request that this data be sent to another controller, where the data is processed on the basis of the data subject's consent or a contract with him or her and where the data is processed by automated means (Art. 20 of the GDPR),
- **to object** - to object to the processing of his/her personal data for the controller's legitimate purposes on grounds relating to his/her particular situation, including profiling. In such a case, the controller shall assess the existence of valid legitimate grounds for the processing which override the interests, rights and freedoms of the data subject or the grounds for establishing, asserting or defending claims. If, according to the assessment, the interests of the data subject outweigh the interests of the controller, the controller shall be obliged to cease processing for these purposes (Article 21 of the GDPR),
- **to lodge a complaint** - to the President of the Personal Data Protection Office.
- **to withdraw consent** - at any time and without giving any reason, but the processing of personal data before the withdrawal of consent shall still remain lawful. Withdrawal of consent shall result in the controller ceasing to process the personal data for the purpose for which the consent was given.

In order to exercise the aforementioned rights, the data subject should contact the controller using the contact details provided and inform him/her which right and to what extent he/she wishes to exercise.

In any case, the data subject may also contact the Data Protection Officer directly:

- 1) by e-mail at the e-mail address: [iod@mastercare.pl](mailto:iod@mastercare.pl);
- 2) at the above-mentioned postal address with the note 'Data Protection Officer'.

**GDPR** - 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 (Official Journal of the EU L 2016 No. 119, p. 1).