

Information on personal data protection for persons contacting OTCF S.A.

Personal Data Controller

In accordance with Art. 4 (7) of the Regulation of the European Parliament and of the Council (EU) 2016/679 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 (hereinafter referred to as the "GDPR"), the data Controller, i.e. the entity which determines the purposes and means of data processing, is OTCF SA with its registered office in Kraków, ul. Saska 25C, 30-720 Kraków (hereinafter referred to as: the "Company").

Data Protection Officer

The Company has appointed a Data Protection Officer (DPO) who may be contacted in matters regarding personal data protection and the exercise of related rights. The DPO may be contacted via email at the address: iod@otcf.pl or by post at the address: OTCF S.A., ul. Saska 25C, 30-720 Kraków, with the annotation 'IOD' (DPO).

The purpose, legal basis and period of personal data processing by the Company:

The personal data provided in contact forms and as part of correspondence sent as well as in telephone conversations will be processed for the purpose of answering the questions asked and conducting ongoing conversations and correspondence in the scope indicated in the contact form/ correspondence or telephone conversation, pursuant to art. 6 (1)(f) of the GDPR, i.e. the legitimate interest of the Company, for the period necessary to conduct correspondence in connection with the question asked, and then for archiving purposes (for no longer than 2 years).

If the issue reported concerns a complaint/warranty claim, personal data will be processed for the time necessary to consider, as well as investigate or defend against any claims arising from the submitted complaint/warranty claim, and then will be stored for archiving purposes in accordance with the provisions on accounting and bookkeeping. In order to fulfil the purposes set out in the preceding sentences, the Company may disclose personal data to entities (entrepreneurs) operating points of sale under the Company's brands (e.g. 4F, Outhorn), provided that disclosure of the data proves necessary in the Company's opinion for the proper purpose of data processing (e.g. responding to enquiries, complaints etc.) which constitutes the legitimate interest of the Company (art. 6 (1)(f) of the GDPR).

The provision of data is voluntary; however, failure to do so may make it impossible to answer and conduct correspondence (answer the question asked).

In the case of telephone contact with the Customer Service Office of OTCF S.A., please be advised that the conversations may be recorded in order to ensure the highest possible quality of service, for documentation purposes (in the event of the need to document the content of the conversation, its content and the arrangements made), and then for archiving purposes (for no longer than 2 years), which constitutes the legitimate interest of the Company – Art. 6 (1)(f) of the GDPR.

In the case of telephone contact with OTCF S.A. Customer Service Office, the provision of data is also voluntary. If you do not wish the conversation to be recorded, please contact us in another way (e.g. by email).

Transfer of personal data

Your personal data:

- may be disclosed to entities providing legal and advisory services to the Company,
- depending on the subject of the reported case (e.g., complaints, claims), and in relation to the need for its proper consideration/execution or investigation or defense against claims, they may be disclosed to other entrepreneurs operating stationary points of sale of the Company's branded goods (e.g., brick-and-mortar stores under the 4F brand)
- will not be transferred by the Company outside the European Economic Area (EEA).

Your rights regarding the personal data processed

You have the right to access the data, the right to have the data rectified (corrected), the right to request that the data be erased and the right to restrict data processing.

You also have the right to object to the processing of your personal data at any time – for reasons related to your particular situation.

Your data will not be processed in an automated manner which could simultaneously lead to a decision being made about you which produces legal effects, or which similarly significantly affects your situation.

Notwithstanding the above rights related to the processing of your personal data, you have also the right to lodge a complaint with the supervisory authority, which is the President of the Personal Data Protection Office (address: ul. Stawki 2, 00-193 Warsaw).