

INFORMATION CLAUSE ON PERSONAL DATA PROCESSING through a call recording system

This information is provided pursuant to Article 13(1) and (2) of the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of personal data and on the free movement of such data and repealing Directive 95/6/EC (General Data Protection Regulation) (EU OJ of 4 May 2016, No. 119, p. 1) hereinafter referred to as "GDPR".

I. Data Controller:

The controller of your personal data is InterKadra spółka z ograniczoną odpowiedzialnością, with its registered office in Kraków, ul. Wielicka 50, 30-552 Kraków, entered into the Register of Entrepreneurs of the National Court Register maintained by the District Court for Kraków- Śródmieście in Kraków, 11th Economic Division of the National Court Register under KRS: 0000272214, NIP: 6762336026, REGON: 120367970. Contact the Controller at: telephone 12 290 22 44, e-mail: sekretariat@interkadra.pl.

II. Data Protection Officer:

The Controller has appointed the Data Protection Inspector, Mr Paweł Wołoszyn, e-mail address: biuro@eiodo.com.pl.

III. The type of data processed, the purpose of processing and its legal basis (legitimate interest of the controller):

The call recording system processes personal data in the form of the voice of the persons making the telephone call. If other types of personal data is provided during the conversation, such personal data is also processed.

The purpose of processing personal data via the call recording system is to ensure that calls made to customers via the company's landline and mobile telephones are processed correctly, as well as to establish, assert and protect claims. The legal basis for personal data processing within the scope of verifying the correctness of conversations conducted with Clients via the company stationary and mobile telephones is the consent of the person whose data is collected (Article 6(1)(a) GDPR) and within the scope of determining, asserting and protecting claims, this basis is the legitimate interest of the controller (Article 6(1)(f) GDPR) manifested in the aforementioned purpose of data processing (determining, asserting and protecting claims).

Consent to the recording of a call is voluntary, but is necessary in order to continue the telephone call. Consent to the recording of conversations may be withdrawn at any time, but this does not affect the lawfulness of the processing carried out on the basis of consent before its withdrawal.

IV. Recipients of personal data:

The recipients of your personal data will be entities authorised under law. Your data may also be transferred to entities processing personal data on behalf of the Controller, e.g. to IT service providers and other entities processing data for purposes specified by the Controller, whereby such entities process data exclusively on the basis of a contract with the Controller.

V. Period of personal data retention:

Your personal data collected through the call recording system will be stored for the term of six (6) years, during which time it will only be used for the purposes described in Section III above. However, the data collected via this system may be stored for a longer term if it constitutes evidence in proceedings conducted pursuant to generally applicable legal regulations or the Controller became aware that it may constitute evidence in such proceedings – in such a case, it will be destroyed immediately after the proceedings come to an end and the judgement becomes final and non-revisable.

VI. Data subjects' rights:

As regards the processing of your personal data, you have the following rights: (i) to access your personal data, (ii) to have it rectified, (iii) to have it erased in the situations described in Article 17(1) GDPR subject to Article 17(3) GDPR, (iv) to have its processing restricted, (v) to object to the processing of your personal data on the grounds set out in Article 21 GDPR.

VII. The right to lodge a complaint with the supervisory authority:

If you consider that the processing of your personal data is unlawful, you have the right to lodge a complaint to the supervisory authority, which is the President of the Office for Personal Data Protection with its seat in Warsaw, 00-193 Warszawa, ul. Stawki 2.