PERSONAL DATA PROCESSING INFORMATION

In this document we wish to explain:

- What personal data we collect and process if you are our customer, vendor or business partner,
- For what purposes, what reasons and how long do we use personal data,
- How we protect personal data security,
- How we exercise your data protection right.

All personal data is collected and processed in accordance with the personal data protection legislation in force in Poland and the European Union.

Data Controller

Art Neon Lighting Sp. z o.o. spółka jawna with its seat in Skawina, address: ul. Rtm. Witolda Pileckiego 4, 32-050 Skawina

What personal data we collect and process if you are our customer, vendor or business partner

Personal data means any information concerning you, enabling to identify you, e.g. name and surname or contact details. We can collect your personal data if you use our website, use our services, participate in a survey, competition or simply get in touch with us.

We can collect information including, but not limited to:

1. name and surname, address of residence, e-mail address, phone number
2. your registration details, if you run your business activity (e.g. NIP, REGON, business address);
3. your transaction history;
4. information on your use of our website;
5. any communication with you or addressed to us by you by ordinary mail, e-mail messages, chat, social media or over the phone.

We guarantee we do not need any data concerning suspected crime commitment or conviction. We also do not collect any data concerning your ethnic or racial origin, political views, religious or other beliefs, trade union membership, genetic or biometric data, sexuality or sexual orientation.

We never request such data and do not collect or process it unless you provide it to us on purpose, e.g. in an e-mail.

For what purposes, reasons and how long do we use personal data?

Your data can be used for the following purposes:

1. Providing services requested by you;
2. Getting in touch with you if there is any change or inability to provide the service;
3. We use information concerning payment (e.g. bank account numbers) for purposes related to accounting, invoicing and audit, and for the discovery of any fraudulent practices or preventing such practices;
4. We use your data to respond to any claims or complaints;
5. We can profile your data based on the user data collected by us for the statistical and marketing analysis. Profiling will be carried out with your consent and we will make every effort to ensure correctness of all data being the basis for profiling;
6. We use your data to manage our relationships with you as the customer and to improve the customer service quality;
7. From time to time we can send information on promotions to you electronically. You have the right to accept or opt out of receiving that type of messages at any stage of our cooperation.
8. Because of your use of the Live Chat on our websites www.bergmen.pl and www.sklep.bergmen.pl in order to contact you or to provide necessary information.
9. In order to study customer satisfaction which is the implementation of our legitimate interest in determining the quality of our customer service and of the level of customer satisfaction with our services (the basis of Article 6 para. 1 lit.f RODO);

We will process your personal data only when there are legal grounds to do it. Legal grounds will depend on the reason we collected your personal data for and the purpose we want to use it for.

In most cases, processing your personal data will be indispensable for us to execute the agreement with you.

We can also process personal data in the following cases:

1. To meet our statutory obligation (e.g. for accounting or bookkeeping documents);
2. When you give your consent for using your personal data (e.g. for marketing purposes);
3. To protect the vital interests of the user or another person (e.g. in medical emergency);
4. For purposes related to our legitimate interests as an enterprise (e.g. for administrative purposes).

The consent can be granted by people of at least 16 years of age, in their own name. For children below 16, the consent of their parents or legal guardians is required.

We will not keep any data longer than required to implement the purposes it is kept for. To determine the appropriate period of storage, we consider the quantity, nature and sensitivity of personal data, its processing purposes and possible ability to reach such objectives using other

measures. We also need to consider periods we need to store the data to implement the statutory requirements or to investigate claims, inquiries and to protect our rights if any claim is filed.

When your personal data is no longer required, it shall be deleted or destroyed safely.

Personal data security

We comply with strict security procedures related to personal data storage and disclosure, aimed also at protecting it from inadvertent loss, damage or destruction. We can disclose your personal data to trusted people, whom we require to provide appropriate technical and organisational measures to protect the user's personal data pursuant to the Polish and EU personal data protection law.

Your data protection rights

You are entitled to:

1. Demand information on whether your personal data is kept, and if so, what data is kept and for what purpose we keep / use it for.
2. Demand access to your personal data, enabling you to obtain a copy of your personal data held by us and check if we process it legally.
3. Demand correction of the user's personal data kept by us. You can complement any incomplete data or correct any incorrect one, as pertaining to you and kept by us.
4. Demand deletion of personal data, if there are no reasons justifying further processing.
5. Object to personal data processing if we process your data based on our legitimate interest (or any third party interest) and you have any reason to object to processing on those grounds. Moreover, you have the right to object if we process your personal data directly for marketing purposes.
6. Object to automated decision making, including profiling, i.e. object to automated decision making with respect to the user, using their personal data or object to user profiling.
7. Demand limiting personal data processing. You can demand suspension of your personal data processing, e.g. if you want us to verify its correctness or the reason for processing.
8. Demand to have personal information transferred in an electronic, structured form to the user or another person (the so-called data portability right). Thanks to this, it is possible to collect data from us in a format enabling to use it in an electronic form and transfer user data to another person in a format enabling to use it in an electronic form. Obviously, this requires our technical capacity and cooperation of the other party.
9. Revoked consent. In the limited circumstances, if you grant your consent for collecting, processing and transferring your personal information for a specific purpose, you are entitled to revoke your consent thereto at any time. When we receive such information on your revoked

consent, we will cease processing of your data for the purpose or for purposes you initially granted your consent for, unless we have another legitimate interest related to such processing.

To exercise any of the above rights, contact us at rodo@bergmen.pl or by ordinary mail, sending your letter to: Art Neon Lighting sp. z o. o. spółka jawna, ul. Rtm. Witolda Pileckiego 4, 32-050 Skawina

We do not collect any fees for access to personal data (or for exercising any other rights you are entitled to). However, we can accrue the due charge if the access request is clearly illegitimate or its scope is excessive. In such circumstances, we can also object to such a request.

In specific cases, we can be forced to request you to provide specific information to verify your identity and provide you with access to the data (or exercise any other of your rights). This is another precaution, thanks to which we can be certain the personal data is not disclosed to any unauthorised parties.