

I.PRIVACY POLICY

This document contains information regarding the processing of the personal data you agree to provide us when using our website www.ermet.eu and its use of cookies.

Personal data protection

1. The subject to the provisions of Chapter II, the administrator of your personal data and the website www.ermet.eu is ZPH "ERMET" s.c. R.E.Hipnarowicz with its registered office in Raciborz, 4 Wyglendy Street, NIP: 6390013395, REGON: 270644886, e-mail: biuro@ermet.eu, phone no. +48 77 485 19 38, who can be contacted to regarding personal data protection as well as the realisation of the rights related thereto.
2. Personal data will only be collected and processed with consent and for the purposes of contracts concluded with us. The provision of personal data is voluntary and the only consequence of failing to do so will be that you will not be able to conclude a contract with us. Applies to our: Customers, Suppliers, Service Providers and data entrusted by our Customers.
3. Personal data will be stored until consent to their processing is withdrawn The right to the withdrawal is held by each User at any me without affecting the lawfulness of the processing carried out on the basis of consent before its withdrawal. The right of access to the content of their data and the right to rectify, delete, limit processing, and the right to transfer data is held by each User at any me without affecting the lawfulness of processing carried out on the basis of consent before its withdrawal.
4. Users' personal data may be processed for the following purposes and on the following legal bases:
 - a). to receive enquiries and to perform the sales contract (legal basis for data processing: Art. 6, Paragraph 1, letter b, RODO)
 - b). day-to-day communication related cooperation, including confirmation and information on the status of the cooperation if the parties agree so (legal basis for data processing: Art. 6, Paragraph 1, Letter b, RODO),
 - c). enable registration and operation of the User Account (if the User creates such an account in the "contact" tab).
 - d). enabling logging into the User's Account with the use of the account held by the given User on Facebook or the Google corner, which involves the User's authorisation process on his account created on the website www.ermet.eu by comparing his data with the data assigned to his Facebook account (the User's data with the data assigned to their Facebook account (in which case Facebook, in accordance with the identity verification tool used, will make the following data available to the Administrator: first name, surname, e-mail address, profile photo) or Goodle (in which case Facebook, in accordance with the identity verification tool used, will make the following data available to the Administrator: first name, surname, e-mail address), only if the User independently chooses this form of logging in, which constitutes a legitimate interest of the Seller (Art. 6, Paragraph 1, Letter f, RODO),
 - e). processing of complaints relating to sales contracts concluded (Art. 6, Paragraph 1, Letter b, RODO),
 - f). considering complaints related to the concluded contracts for the provision of electronic services - where the User has concluded such an agreement with the Administrator (Art. 6, Paragraph 1, Letter b, RODO),
 - g). receiving and handling other than complaints and matters related to contracts being implemented, reports and inquiries addressed to the Administrator (e.g. via contact details indicated on the website), which constitutes the legitimate interest of the Administrator (legal basis for data processing: Art. 6, Paragraph 1, letter f, RODO),
 - h). considering and pursuing claims, defending against claims, as well as for the purposes of extrajudicial methods of dealing with complaints and pursuing claims, which constitutes the legitimate interest of the Administrator (legal basis for data processing: Art. 6, Paragraph 1, letter f, RODO),
 - i). for direct marketing purposes, including profiling, by selecting and displaying available goods taking into account the activity and preferences of specific Users, which constitutes the legitimate interest of the Administrator (legal basis for data processing: Art. 6, Paragraph 1, letter f, RODO),
 - j). conducting statistical analyses, which constitutes the legitimate interest of the Administrator (legal basis for data processing: Art. 6, Paragraph 1, letter f, RODO),

- k). implementation of legal requirements in the field of tax and accounting regulations, in particular those specified in the provisions of the Act of March 11, 2004 on tax on goods and services (VAT), the Act of February 15, 1992 on corporate income tax and the Act of September 29, 1994 on accounting (legal basis for data processing: Art. 6, Paragraph 1, letter f, RODO),
 - l). storing data for archiving purposes and for the purpose of demonstrating the correct fulfillment of legal obligations incumbent on the Administrator, which constitutes his legitimate interest (legal basis for data processing: Art. 6, Paragraph 1, letter f, RODO),
 - m). sending commercial electronic information in the form of a Newsletter - if a particular person has given separate consent to receive it,
 - n). sending commercial information by e-mail in the form of PUSH messages - if a particular person has given separate consent to receive it,
 - o). sending notifications containing the Administrator's marketing information (including information about available goods and new products) via SMS to the indicated mobile phone number - if a specific person has expressed separate consent to receive this type of notifications (so-called SMS Club),
 - p). sending (sharing) User data to external entities cooperating with the Administrator, including entities running social media portals - if a specific person has given separate consent to this type of transfer and further use of data by the Seller and entities cooperating with it (for more on this topic, see Chapter II);
 - r). saving data in the form of cookies, collecting data from the website and the mobile version of the store (if this information constitutes personal data) - if a specific person has given separate consent to this in accordance with the principles set out in the Cookie Policy applicable on the website,
5. Users' personal data may be disclosed to the following categories of recipients: subcontractors providing technical support to the Administrator in the running and maintenance of the website and the service of its products such as: entities providing hosting services, entities providing product repair services, courier companies, shipping companies, software providers for managing the site, entities providing technical support for the Store's software, suppliers providing software for sending commercial correspondence electronically, including PUSH messages, suppliers providing Customer Service, suppliers providing software for communication with Users, including communication carried out through dedicated algorithms (e.g. Chatbot), suppliers providing cyber security tools. Users' personal data may be disclosed to the following categories of recipients: subcontractors providing technical support to the Administrator in running and maintaining the website and the website of their products, such as: entities providing hosting services, entities providing product repair services, courier companies, forwarding companies, website management software providers, entities providing technical support for the Store's software, suppliers providing software for sending commercial correspondence electronically, including PUSH messages, suppliers providing Customer Service Office support, suppliers providing software for communication with Users, including communication carried out using dedicated algorithms (e.g. Chatbot), providers providing cybersecurity tools.
6. The obtained personal data will be stored by the Seller for the period of implementation of the concluded Sales Agreements and until their correct settlement, as well as for the period of providing services (to Users) for the duration of contracts for the provision of electronic services, and in addition:
- a) until the limitation period for potential claims arising from the contracts indicated above expires,
 - b) for the time necessary to pursue specific claims made by the Seller or to defend them (if claims were made by the User in connection with the concluded contracts referred to above,
 - c). for the duration of the performance of obligations arising from legal provisions, in particular in the field of tax and accounting regulations, e.g. obligations related to storing documentation in accordance with the requirements of Art. 74 of the Act of 29 September 1994 on Accounting,
 - d). for the period necessary for the Administrator to document before public administration authorities, including the supervisory authority in the field of personal data protection, the correctness of fulfilment of legal obligations incumbent on him,
 - e). for archiving purposes, when it concerns the history of correspondence and responses to submitted inquiries (not directly related to concluded contracts) - for a period not longer than 3 years from obtaining the data,

- f). for direct marketing purposes - for the duration of the contract for the provision of electronic services (Users) and for the duration of the implementation of sales contracts or for the period of objection to the processing of data for this purpose,
- g). until consent to data processing is withdrawn or until it becomes obsolete (as determined by the Administrator) - if data processing takes place with the consent granted by a specific person.
7. In the case of personal data processing by the Administrator in order to pursue legitimate interests (mentioned above), each User has the right to object to the processing of data for reasons related to his or her particular situation.
8. Data processed for the purpose of implementing the legitimate interest of conducting direct marketing of the Administrator will be processed only until an objection to this type of processing is raised. The User has the right to object to the processing of his or her personal data for direct marketing purposes, including profiling, at any time.
9. Providing personal data in relation to:
- a) Users who want to create a User Account in the contact tab - in order to register and create a User Account, it is necessary to provide data in the scope indicated in the registration form, i.e. name, surname, residential address, e-mail address. Failure to provide this data will prevent the creation of a User Account (and, consequently, the conclusion of a contract for the provision of electronic services), but the Customer will still be able to contact the Administrator using the contact details provided on the website.
- b) Users who submit complaints in connection with the concluded sales contract - in order to submit a complaint and enable its consideration by the Administrator, it is necessary to provide the following data: name, surname, e-mail address, address (street, house number/apartment number, postal code, city (post office), telephone number, date of purchase, information on what specific goods are being advertised and for what reason, photos of the defect. Failure to provide this data will prevent the Seller from considering the submitted complaint,
10. Any person whose personal data is processed by the Administrator has the right to lodge a complaint (if they consider that the processing of personal data violates the provisions of 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 processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (RODO), in connection with the processing of her personal data, to the supervisory body, which is the President of the Office for Personal Data Protection, based at ul. Stawki 2, 00- 193 Warsaw.

II. COOKIE POLICY

1. This cookie policy sets out the rules for the use of small files, known as "cookies", used by websites managed by OTCF S.A..
2. Cookies are small text files saved and stored on devices through which the User uses websites. Cookies usually contain the name of the domain from which they come, the time of their storage on the User's end device and an individual, randomly selected number identifying the file. The main purpose of cookies is to facilitate the User's use of websites and make them more user-friendly, without causing any harm to the User's computer or other end device.
3. Cookies are safe for the website User's computers. In particular, this way it is not possible for viruses or other unwanted software or malware to enter the user's computer.
4. Our website uses cookies for analytical, advertising and marketing purposes. Thanks to these files, we are able to assess interest in our website, constantly improve it and better understand your expectations and preferences.
5. The files we use do not cause any configuration changes to your device or the software installed in it.
6. Both cookies and your personal data will be used and processed based on your consent.
7. Information collected using this type of files is stored for the purposes of maintaining the User's session within the website, may improve the website by making estimates regarding website usage statistics, and helps to customize the services offered by Paweł Kalemba BD-Partners. products to the individual preferences and actual needs of Users, speed up the search process, and may also enable the display of advertisements, both from websites managed by Paweł Kalemba BD-Partners., as well as from third-party websites, or otherwise, based on the analysis of the User's browsing habits .
8. There are basically two types of files of this type may be saved on the User's device: own (cookies created by the website the User is visiting - these cookies primarily enable the proper functioning of the website, including the display of its

individual elements - disabling them may limit or completely prevent the website content from being displayed) and external (cookies created by external websites, provided by third parties, are installed on the User's device and remain there until they are deleted or expire).

9. Due to the purpose for which cookies are used, websites managed by ZPH "ERMET" s.c.R.E. Hipnarowicz may allow the following types of cookies to be saved on the User's device:

- Essential
- Preferences
- Statistics
- Marketing

10. A detailed description of individual groups of cookies and the cookies themselves can be found in a dedicated tool provided by ZPH "ERMET" s.c.R.E. Hipnarowicz to allow the User to manage his/her preferences regarding saving cookies on his/her device (a tool called Cookiebot).

11. The tool referred to in Section 7 is available from the website and allows the User to consent to storing cookies belonging to the following groups: "Preferences", "Statistics" and "Marketing". Without the User's express consent, cookies of this type will not be saved on their device. The User may freely change his/her preferences regarding consent to storing individual groups of cookies indicated in this Section over time.

12. The cookies belonging to the "Necessary" group are required for the proper functioning of the website, so the user cannot disable their saving from the tool used to manage cookie preferences. Possible disabling of the storage of this type of cookies is only possible from the level of the web browser used by the User (see Section below), but in such a case, selected elements of the website or the entire website will not function properly.

13. Regardless of the information provided by ZPH "ERMET" s.c.R.E. Hipnarowicz tools for managing cookie preferences. The User may independently change cookie settings at any time, specifying the conditions for their storage and access via cookies to the User's device directly via the web browser settings. These settings can be changed in particular in such a way as to block the automatic handling of cookies in the web browser settings or to inform each time they are placed on the User's device. Detailed information about the possibilities and methods of handling cookies is available in the software (web browser) settings. Below we present how you can change your web browser settings regarding the use of cookies:

- Edge browser
- Mozilla FireFox browser
- Chrome browser
- Safari browser
- Opera browser

14. The user can delete cookies at any time using the available functions in the web browser he or she is using.