



### DETAILS OF PERSON SUBMITTING THE COMPLAINT/IMPROVEMENT REQUEST/CLAIM\*

First and last name: \_\_\_\_\_

Mailing address: \_\_\_\_\_

Phone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

### DATA CONCERNING THE COMPLAINT/IMPROVEMENT REQUEST/CLAIM\*

Place, date and time of incident:

Subject of the complaint/improvement request/claim\* (description of the issue):

Date and signature of the person submitting  
the complaint/improvement request/claim\*

### SUBMISSION OF THE COMPLAINT/IMPROVEMENT REQUEST/CLAIM\*

This complaint/ improvement request /claim\* should be sent to: [skargi.reklamacje@ppl.pl](mailto:skargi.reklamacje@ppl.pl).

The complaint/improvement request/claim\* will be transferred to the Sales Bureau, which coordinates further processing of the issue.

\* Delete as applicable (in electronic version using the [A/B] button).



## INFORMATION CLAUSE FOR PERSON SUBMITTING THE COMPLAINT/IMPROVEMENT REQUEST/CLAIM\* (IN COMPLIANCE WITH ART. 13 OF THE GDPR)

According to Article 13 par. 1 and 2 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 the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation) (hereinafter: the GDPR), Polskie Porty Lotnicze Spółka Akcyjna (hereinafter "PPL S.A.") informs as follows:

**Data Controller:** The controller of your personal data is Polskie Porty Lotnicze Spółka Akcyjna with its registered office in Warsaw (00-906), at ul. Żwirki i Wigury 1. You can contact the controller of your personal data by e-mail: [kontakt@ppl.pl](mailto:kontakt@ppl.pl), phone: (+48) 22 650 11 11 or in writing to the registered office address given above.

**Data Protection Officer:** PPL S.A. appointed a Data Protection Officer, who can be contacted by e-mail [IODO@ppl.pl](mailto:IODO@ppl.pl), by phone: (+48) 22 650 30 47 or in writing at Polskie Porty Lotnicze Spółka Akcyjna ul. Żwirki i Wigury 1, (00-906) Warsaw with a note "Inspektor Danych Osobowych" (Data Protection Officer).

Purpose and basis of processing: Personal data collected, including your identity (first and last name) and contact data (address, telephone number and e-mail) will be processed for the purpose of considering and handling the submitted complaint, improvement request or claim, which constitutes the execution of our legitimate interest to duly consider and handle the case, on the basis of Article 6 par. 1 (f) of the GDPR. If you provide us with personal data about your health in your claim then we will process it for this purpose on the basis of Article 9 par. 2 (f) of the GDPR.

**Data recipients:** We may disclose your data only to processing entities to whom we commission activities requiring data processing, e.g. entities operating IT systems used for the purposes of handling submitted cases (such entities process data on the basis of an agreement with PPL S.A. and only in accordance with its instructions), our contractors who have the information necessary to proceed complaints/improvement requests/claims, providers of legal and advisory services (in particular law firms), entities entitled to obtain data on the basis of applicable law (e.g. the Border Guard, Police) and authorities entitled to control our activities (e.g. the Civil Aviation Authority).

**Data retention period:** Your personal data will be processed during the handling of your case and after its completion for the time related to the expiry of the claims arising from it, but not longer than 3 years from the final decision closing the proceedings in your case.

**Your rights:** You have the right to access the content of your data and to receive its copy, the right to rectify, delete the data and to restrict its processing as well as the right to object for reasons related to a particular situation, in the case of data processing based on the legitimate interest referred to above. In order to exercise the above rights, please contact the Data Controller or the Data Protection Officer. Contact details indicated above.

If you consider that the processing of your personal data violates the provisions of the GDPR, you also have the right to lodge a complaint with the President of the Data Protection Office.

**Voluntary/mandatory provision of data:** The provision of data is voluntary, however, failure to do so may result in the complaint/improvement request/claim\* not being processed.

**Data profiling:** Personal data will not be profiled and will not be used for automated decision making.

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