

1. Information about the Data Administrator:

The administrator of your personal data provided to us in this form is MULTICHEM Sp. o.o. with headquarters in Luboń, ul. Przemysłowa 2, 62-032 Luboń, KRS number 0000104551, tax identification number: 7791548062, REGON: 6307650 ("Company").

2. Contact:

You can contact us by mailing address: MULTICHEM Sp. z o.o., 62-032 Luboń, ul. Przemysłowa 2, by phone: +48 61 89 37 31 or by email: admin@multichem.pl

3. The purpose of processing your personal data and the legal basis for processing:

Your data will be processed by us on the basis of art. 6 ust. 1 (a) ogólnego rozporządzenia o ochronie danych osobowych z dnia 27 kwietnia 2016 r. (hereinafter "RODO") in order to answer the question, including sending important information about the Company's products and services by email in accordance with the content of the inquiry .

- registering and running a Customer Account if you have decided to create one,
- implementation of the contract for the sale of goods, in particular the operational implementation of orders, shipments or delivery of ordered goods to you,
- fulfillment of obligations resulting from the granted guarantee, warranty,
- return of goods in connection with the execution of your right to withdraw from the contract (if you are a Consumer),
- recovery of receivables and financial settlements,
- we exercise other contractual rights and obligations,
- enabling you to use the services provided electronically, including ensuring the full use of the functionality of the multichem.pl website,
- contacting you for a purpose related to the implementation of the contract,
- termination of the contract for the provision of electronic services, including closure of accounts, in the event of a solution terminating us.

If you agree on this, we will also process your data in order to conduct our marketing activities, including sending commercial information about our goods and services.

We may process your personal data also on the basis of art. 6 ust. 1 (f) RODO, in order to:

- provide full service, including technical and organizational problems,
- contacting you, in particular for purposes related to the provision of services, support, permitted marketing and advertising activities,
- defend against any potential claims,
- conducting research and analyzes to improve the operation of available services and customer service department,
- perform statistical analysis.

If you have agreed to the dispatch of the Newsletter:

Your data will be processed by us on the basis of art. 6 par. 1 (a) RODO to conduct our advertising campaigns and other marketing activities, including sending commercial information about our goods and services. In this case, your data will be processed by us also on the basis of our legitimate interest (Article 6 paragraph 1 (f) of the RODO) in order to:

- provide full service, including technical and organizational problems,
- contacting you, in particular for purposes related to the provision of services, support, permitted marketing and advertising activities,
- defend against any potential claims,

- *conducting research and analyzes to improve the operation of available services and customer service department,*
- *perform statistical analysis.*

4. Information about the recipients of your personal data:

In some situations, we have the right to transfer your personal information, if it is necessary, to enable us to perform our services or if such an obligation results from the law. We will transfer data to some groups of entities:

- *persons authorized by us, our employees and associates who must have access to the data to perform their duties,*
- *processing entities, that we entrust this task to, e.g. companies dealing with IT and teleinformation systems, to our advisers.*

5. Personal Data Storage Period:

Your personal data will be processed by us until you answer the question. After answering, your data may be stored by us, but only for a period of time corresponding to the period of limitation of claims that may be raised against us and claims that may be raised against you by us.

If you have agreed, your personal data will be processed by us until withdrawal of your consent.

We will process the data based on our legitimate interest until you file a possible objection.

6. Do we profile your personal data or automatically make decisions with you?

Profiling determines the automated processing of your personal data in terms of your behavior, economic circumstances, your work, interests, preferences or location.

Your personal data will be processed in an automated way (including in the form of profiling), however, it will not cause any legal effects to you or substantially affect your situation. For profiling, we use analytical or remarketing tools such as Google Analytics.

7. Your rights:

- 1) You have the right to access, rectify, delete or limit the processing and transfer of your data,*
- 2) In situations where we process your data on the basis of your consent, you have the right to revoke it at any time, but this will not affect the legality of the processing which was carried out on the basis of your consent expressed prior to its withdrawal,*
- 3) You have the right to lodge a complaint with the supervisory body (from May 25, 2018, the President of the Personal Data Protection Office), when you think, that the processing of your personal data violates the provisions of the GDPR,*
- 4) You have the right to object the processing of personal data based on our legitimate interest.*

8. Voluntary personal data:

Providing us with your personal data in connection with the purchase of goods in the online store is voluntary, but if you do not provide us with your details, we will not be able to conclude a sales agreement with you.

Providing us with your personal data in connection with the creation of a Customer Account is voluntary.

Providing us with your personal data in connection with the subscription to the Newsletter is voluntary.