

## INFORMATION CLAUSE FOR COMPLAINANTS AND REQUESTERS

*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 individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (hereinafter referred to as*

We inform you that the abbreviations used in this information clause mean:

1. **Personal data** – any information relating to an identified or identifiable individual (“**data subject**”); an identifiable individual is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name and surname, an identification number, location data, an on-line identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that individual;
2. **Recipient of data** – a natural or legal person, public authority, entity or other body to whom personal data is disclosed, whether or not a third party. However, public authorities that may receive personal data in the context of a specific proceeding in accordance with generally applicable law are not considered recipients – the processing of such data by these public authorities must comply with the data protection legislation applicable according to the purposes of the processing; whereby the expression, "third party" is understood to mean a natural or legal person, public authority, entity or body other than the data subject, controller, processor or persons who, under the authority of the Controller or processor, may process personal data.
3. **Processing** – an operation or a set of operations performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.
4. **GDPR** – the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC.
5. **Data Subject's consent** – voluntary, specific, informed and unambiguous indication of the data subject's will, in the form of a statement or explicit affirmative action, to allow the processing of personal data relating to them.

Rules for processing personal data:

- 1) you are not obliged to submit complaints and requests to the Łukasiewicz Research Network – Institute of Electrical Engineering;
- 2) failure to provide personal data will result in your complaint/application not being processed (your provision of personal data is a statutory requirement under the Administrative Procedure Code Act of 14 June 1960 (Journal of Laws 2020, item 256, 695, 1298) and the Regulation of the Council of Ministers of 8 January 2002 on the organisation of the receipt and consideration of complaints and motions (Journal of Laws, no. 5, item 46).

## **1. Information about the Personal Data Controller and the Data Protection Supervisor**

The controller of your personal data is manager of the Łukasiewicz Research Network – Automotive Industry Institute, ul. Mieczysława Pożaryskiego 28, 04-703 Warsaw, tel. 22 11 25 200, fax 22 11 25 444, e-mail: [kontakt@lukasiewicz.gov.pl](mailto:kontakt@lukasiewicz.gov.pl).

For data collection, processing and protection, you can contact: ul. Mieczysława Pożaryskiego 28, 04-703 Warsaw, e-mail: [iod@iel.lukasiewicz.gov.pl](mailto:iod@iel.lukasiewicz.gov.pl) .

## **2. Information on data collected/collected:**

1) Purpose of processing: processing of the submitted application/complaint – in accordance with the provisions of the Act of 14 June 1960 Code of Administrative Procedure (Journal of Laws of 2020, item 256, 695, 1298) – Section VIII. Complaints and Applications and the Regulation of the Council of Ministers of 8 January 2002 on the organisation of the receipt and consideration of complaints and applications (Journal of Laws, no. 5, item 46).

2) The basis for the processing of your personal data is the fulfilment of a legal obligation incumbent on the Łukasiewicz Research Network – Institute of Electrical Engineering, to which the complaint has been submitted and your consent (Article 6(1)(a) and (c) GDPR). We have received your personal data directly from you. Categories of personal data concerned: the data of the complainant/requester is processed.

3) The scope of data required by generally applicable laws is specified in Article 63 § 2 of the Code of Administrative Procedure (an application should contain at least the indication of the person from whom it originates, his/her address and the request, as well as satisfy other requirements established by specific provisions).

4) Information on the conclusion of a processing entrustment agreement: The Łukasiewicz Research Network – Institute of Electrical Engineering may enter into entrustment agreements for:

- a) third parties/entities that are involved in the complaints and claims process (including, but not limited to, law firms, consultancy entities);
- b) service providers supplying the Łukasiewicz Research Network – Institute of Electrical Engineering with technical and organisational solutions ensuring efficient management (in particular ICT service providers, equipment suppliers, courier and postal companies).

5) Information on the recipients of personal data or categories of recipients, if any: Police, courts, prosecutor's office, ABW, CBA and other public law authorities, including control bodies. The transfer of personal data to other authorities may be due to the need to investigate the complaint/request in depth or, if it is determined that the Łukasiewicz Research Network – Institute of Electrical Engineering is not competent to handle it/it, to transfer it/it in accordance with its jurisdiction.

6) Information on the intent to transfer personal data to a recipient in a third country or to an international organisation and whether or not the European Commission has found an adequate level of protection or in the case of a transfer referred to in Article 46, Article 47 or the second subsection of Article 49(1) of the GDPR: The Personal Data Administrator uses Microsoft Office 365, which may result in the transfer of your personal data to a third country. The terms and conditions for the use of the MS Office 365 Online Services and the obligations with regard to the processing and safeguarding of user data and personal data by the Online Services are set out in Microsoft documentation, including in particular:

- a) privacy statement – <https://privacy.microsoft.com/pl-pl/privacystatement>;
- b) microsoft Services Agreement (MSA) – <https://www.microsoft.com/pl-pl/servicesagreement/>.

As part of Microsoft Office services, data entered into Microsoft Office 365 will be processed and stored in a specific geographical location. In accordance with the functionality of Microsoft Office services, the available administrative panel in the 'Organisation Profile' indicates that data is processed within the European Union.

Microsoft undertakes to comply with the laws on the provision of Online Services that apply to IT providers in general.

Microsoft conducts annual audits of Online Services, including security audits of computers, the IT environment and physical Data Centres, overseen and authorised by Microsoft, including the law, details of which can be found at <https://www.microsoft.com/pl-pl/trust-center/privacy?docid=27>.

7) The period for which personal data will be kept and, where this is not possible, the criteria for determining this period: personal data will be kept for the period necessary to deal with the complaint or request you have lodged, and then, as far as archives are concerned, for the period resulting from the provisions of the Act of 14 July 1983 on National Archive Resources and Archives (Journal of Laws 2020, item 164) and internal regulations in force at the Łukasiewicz Research Network – Institute of Electrical Engineering.

8) Information on the profiling (by profiling is meant any form of automated processing of personal data which involves the use of personal data to evaluate certain personal factors of an individual, in particular to analyse or predict aspects relating to that individual's performance, economic situation, health, personal preferences, interests, reliability, behaviour, location or movement): not applicable.

### **3. Information on the rights of the data subject:**

1) You have the right:

- a) to provide access your personal data;
- b) to rectify your personal data;
- c) to erase your personal data;
- d) to limit the processing of your personal data;
- e) to withdraw consent to the processing of personal data by submitting/sending a letter to: The Łukasiewicz Research Network – Institute of Electrical Engineering with its registered office at ul. Mieczysława Pożaryskiego 28, 04-703 Warsaw, e-mail: [iod@iel.lukasiewicz.gov.pl](mailto:iod@iel.lukasiewicz.gov.pl) – if you have previously given such consent and the processing of data concerning you takes place on the basis thereof,
- f) transfer your personal data;
- g) object to the processing of your personal data on grounds relating to your particular situation in accordance with Article 21 GDPR.

2) The data subject has the right to lodge a complaint related to the processing of his/her personal data by the Data Controller or the entity/organisation whose personal data has been provided to: President of the Personal Data Protection Office, ul. Stawki 2, 00-193 Warsaw, phone 22 531 03 00, fax. 22 531 03 01, <https://uodo.gov.pl/pl/p/kontakt>