

Information Clause for Consumers

This Privacy Policy outlines how personal data is processed within the individual customer database of Onninen Sp. z o.o.

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1. Data controller

Onninen Sp. z o. o.

Teolin 18B

92-701 Łódź

For all inquiries and requests regarding data processing, please contact: rodo@onninen.com

2. What personal data do we process?

We process the following data about our individual customers:

o Basic information such as:

- name and surname, address,
- phone number, email address,

o Bank account number,

o Customer relationship management data:

- delivery address,
- contact persons for deliveries and invoicing,
- account permissions,

o Marketing activity data (if the addressee has consented to receive marketing content via electronic communication), such as:

- telephone number,
- e-mail address,
- Customer ID number and contact preferences in their account (for “bell” notifications),
- product or transaction reviews,

o Data relating to customer service: ▪ complaints and related correspondence,

- contact details from previous sections,
- activity on the customer's account in the Onninen online shop;
 - o Transaction history,
 - o Online ID,
- registrations for online and mobile services, usernames and information on the use of services.

3. Purposes for processing your personal data

We process our customers' personal data to conduct and develop our relationship with each customer. This includes handling settlements, managing outstanding receivables, and delivering products and services to customers.

Additionally, we process this data for sales purposes, customer acquisition, correspondence, and customer service.

The processing of personal data also occurs in relation to the legitimate interests of the data controller. Our legitimate interests include improving the quality of our services and products, developing our business activities, conducting business transactions, pursuing or defending against claims, and protecting our online shop from attacks or uncontrolled traffic.

We collect and publish customer reviews of products and transactions to promote Onninen's activities and enhance the quality of our services and product offerings.

Furthermore, processing personal data is essential for fulfilling contracts to which the customer is a party.

If the customer provides their consent, we also process their personal data to send marketing content via electronic communication.

4. Storage of personal data

To provide our services and sell goods, we store personal data, as follows:

- customer personal data is retained as long as the customer remains an active customer. If a customer hasn't placed an order for 12 months, their data will be deleted. Customers can choose to delete their data at any time,
- data included in our accounting documents is stored until the end of the financial year in which the transaction occurred, and for five years after that,
- Personal data may be kept for the purpose of pursuing or defending against claims until the claims are no longer valid.

5. Right to withdraw consent

If we process your personal data based on your consent, you can withdraw that consent at any time. We process your personal data for marketing purposes via electronic communication that you have agreed to receive. You can withdraw your consent by using the link at the end of our marketing emails, via your Customer Account (if you have one), or by contacting us at rodo@onninen.com. Please note that withdrawing your consent does not affect the legality of the data processing that occurred before the withdrawal.

6. What are your rights

Right to access data

You have the right to be informed about the processing of your personal data and to receive a copy of the data we process. If we do not process your personal data, you have the right to receive confirmation of this fact.

Right to rectify data

You have the right to request the rectification or completion of personal data that is incorrect or incomplete for the intended purposes of processing.

Right to erasure

You have the right to request the erasure of your personal data in situations outlined in the General Data Protection Regulation. Your data will be erased if there are no legal grounds for its retention.

Right to object

You have the right to object to the processing of your personal data on specific grounds that pertain to you and the legitimate interests of the data controller.

Additionally, you can object to the processing of your personal data for direct marketing purposes at any time.

Right to restrict processing

You have the right to request a restriction on the processing of your personal data. If you make such a request, the personal data controller will only store your personal data and not use it for processing. You may request this if you question the accuracy of your data, the lawfulness of processing, or if you have lodged an objection and are awaiting a response.

Right to data portability

You have the right to receive your personal data and to transfer it to another controller if we process this data in an automated manner based on your consent or for the purpose of fulfilling a contract.

7. How can you exercise your rights?

To exercise your rights, please direct all requests to the following email address: rodo@onninen.com. You can also complete the form available on our website at <https://onninen.pl/ochrona-danych-osobowych>.

When you submit your request, you might be asked to verify your identity.

8. Information about recipients of personal data

As the personal data controller, Onninen processes personal data independently while also working closely with various service providers. We prioritise collaborating with top-tier contractors and take full responsibility for how our service providers handle personal data. Among these service providers are:

- o IT service providers,
- o logistics service providers,
- o payments service providers,
- o marketing service providers,
- o customer service providers,

We have entered into a personal data processing agreement with our service providers that complies with the standard contractual clauses endorsed by the European Commission. You can access the standard contractual clauses at: <https://eur-lex.europa.eu/legalcontent/PL/TXT/PDF/?uri=CELEX:32021D0914&from=EN>

9. Right to file a complaint with a Supervisory Authority

If you feel that your personal data is not being appropriately processed under the General Data Protection Regulation, you have the right to file a complaint with the supervisory authority in Poland, which is the President of the Personal Data Protection Office.

10. Necessity of providing data to Onninen

To deliver our services effectively, we need to process specific personal data. This includes information such as your name, surname and contact details.

11. Information on profiling or automated decision-making

At onninen.pl, we use your personal data for profiling to keep you updated with services or products that may interest you. We may also monitor your activity in our online shop to safeguard it against attacks or excessive traffic.

12. Use of data for other purposes

We only process your personal data for the purposes outlined in this document. Should any new reasons for processing arise in the future, we will inform you accordingly and explain the legal basis for this processing. If needed, we will also seek your consent for any new purposes related to your personal data.