

Information clause for business customers

This Privacy Policy outlines how personal data is processed within the business 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:

o Basic information such as:

- name and surname, address,
- phone number, email address,
- position, unit/area of activity in the client's organisational structure,

o Customer information:

- Entity Tax ID No.

o Onninen credit history reports of sole proprietors,

o Customer relationship management data:

- delivery address,
- persons authorised to make deliveries and settlements,
- account permissions,

o Marketing campaign and customer service data (if the addressee has consented to receive marketing content via electronic communication):

- phone number,
- e-mail address,
- Customer ID number and contact preferences in their account (for “bell” notifications),

- product or transaction reviews,
- details of meetings and any correspondence,
- o Online ID,
- registrations for online and mobile services, usernames and information on the use of services.

3. Purposes for processing your personal data

If the customer or their representative has given their consent, we process their personal data to send marketing content via electronic communication.

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.

We collect and publish customer reviews of products and transactions to promote Onninen's business and enhance the quality of our services and product offerings, provided that the customer has given their consent. Additionally, the personal data of customers and their representatives is processed for sales-related activities (including the conclusion and execution of sales contracts), 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. Given that some of our clients are corporate clients, it is necessary to designate an authorised contact person to ensure effective cooperation.

4. Storage of personal data

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

- o personal data of contact persons for the duration they hold this position, plus an additional three months from the time we are informed that they no longer serve as a contact.
- o data found in our accounting documents is retained until the conclusion of the financial year, followed by an additional five years.
- o personal data related to pursuing claims or defending against them is stored until the statute of limitations bars the claims.

5. What are your rights?

Right to withdraw consent to the processing of personal data

You have the right to withdraw your previously given consent for the processing of your personal data at any time. You can do this by using the link at the end of each marketing email, and withdrawing consent via your Customer Account (if applicable), or by contacting us at: rodo@onninen.com. Please note that withdrawing your consent does not affect the legality of the processing that occurred before the withdrawal.

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 for the legitimate interests of the controller for specific reasons concerning you. 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.

6. 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.

7. 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 process 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,

Personal data is regarded as being transferred outside the European Union or the European Economic Area through our IT partner, as access to the data may be possible from India. 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/legal-content/PL/TXT/PDF/?uri=CELEX:32021D0914&from=EN>

8. 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.

9. 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.

10. 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 uncontrolled traffic.

11. 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.

12. Personal data obtained from other sources

We update customer information through data providers such as Bisnode, Euler Hermes, and Coface, specifically concerning the identity of individuals authorised to sign on behalf of the business. Customer data is verified against the Central Register of Business Activity (CEIDG), the REGON database, and the National Court Register. Additionally, we may verify credit history through resources such as the National Debt Register, InfoMonitor, or Długi-info.