

PLACOMA PRIVACY POLICY

1. Placoma sp. z o. o. sp.k. (hereinafter referred to as the “Company”) respects your privacy, and the protection of personal data is of paramount importance to us. This Privacy Policy sets out information concerning the collection of personal data and the manner in which such data is processed, in accordance with 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 referred to as the “GDPR.”

2. The controller of your personal data is Placoma sp. z o.o. sp.k., with its registered office at ul. Kiemliczów 1, 54-513 Wrocław, Poland, Tax Identification Number (NIP): 8943071064, hereinafter referred to as the “Controller.” In matters relating to the processing of personal data, you may contact us using the above details or by e-mail at: info@placoma.com

3. The Controller processes your personal data, in particular, for the following purposes:

- in order to perform a contract to which you are a party, or to take steps at your request prior to entering into a contract;
- in order to comply with legal obligations imposed on the Controller, including, in particular, issuing invoices and accounting documents;
- in order to handle complaints and returns; where you submit a complaint, the Controller processes the data included in the complaint form for the purpose of examining the complaint and archiving the relevant documentation;
- in connection with the Controller’s legitimate interests, including:
 - 1) establishing, pursuing or defending potential claims;
 - 2) carrying out internal analytical and statistical activities;
 - 3) responding to messages sent to us by e-mail, traditional mail, via the website, or by other means of communication;
 - 4) in connection with current or future recruitment processes, on the basis of the candidate’s consent to the processing of personal data.

3a) Performance of a Contract

For the purpose of performing a contract to which you are a party, or taking steps at your request prior to entering into a contract, the Controller processes the personal data provided by you, including: first name and surname, e-mail address, contact telephone number, delivery address (street, building number, apartment number, postal code, city, country), residential/business/registered office address (if different from the delivery address), company name, and tax identification number (NIP).

Legal basis: performance of a contract or taking steps prior to entering into a contract (Article 6(1)(b) GDPR).

3b) Contact with the User, Including the Handling of Complaints and Requests

For the purpose of handling enquiries and requests, as well as examining complaints and applications submitted to the Company via tools made available on the Company’s website or by means of traditional

correspondence, the Controller processes personal data such as, in particular, first name and surname, e-mail address, correspondence address, and any other personal data contained in the correspondence addressed to the Company.

Such processing is carried out on the basis of the Controller's legitimate interest, consisting in maintaining contact with clients, properly handling submitted requests, improving the Company's operations and services, and enhancing User satisfaction.

Legal basis: the Controller's legitimate interest (Article 6(1)(f) GDPR).

3c) Establishment, Pursuit or Defence of Claims

In connection with the Company's business activities, circumstances may arise in which you assert claims against the Company, or the Company may be entitled to assert claims against you. For this purpose, the Controller may process your personal data, including your first name and surname, correspondence address, PESEL number, company name, or tax identification number (NIP), insofar as necessary for the establishment, pursuit or defence of legal claims.

Legal basis: the Controller's legitimate interest (Article 6(1)(f) GDPR).

3d) Complaint Submitted via the Complaint Form

For the purpose of examining a complaint submitted by you and ensuring efficient technical communication during the product quality assessment process, the Controller processes the personal data provided in the complaint form. The scope of such data includes, in particular: the first name and surname of the person submitting the complaint, the details of the complaining entity, as well as the details of the person responsible for quality control on behalf of the complaining entity (first name and surname, telephone number and e-mail address).

The processing of such data is necessary in order to reliably assess the reported defect, contact the employee with technical knowledge of the product, and archive complaint documentation in accordance with applicable laws.

Legal basis: the Controller's legitimate interest (Article 6(1)(f) GDPR).

3e) Recruitment Processes

For the purpose of conducting current or future recruitment processes, the Controller may process the personal data provided by the candidate in the application documents, to the extent covered by the candidate's consent.

Legal basis: consent of the data subject (Article 6(1)(a) GDPR).

4. The provision of your personal data is voluntary; however, failure to provide such data may result in the Controller being unable to establish cooperation with you, enter into a contract with you, or contact you regarding your matter. At any time, you have the right to:

a) request information regarding the processing of your personal data;

- b) access your personal data;
- c) request rectification, erasure, restriction of processing, or data portability;
- d) withdraw your consent at any time;
- e) object to the processing of your personal data, without affecting the lawfulness of processing carried out on the basis of consent before its withdrawal;
- f) lodge a complaint with the competent supervisory authority if you believe that the Controller has violated the provisions on personal data protection.

In all matters relating to the processing of personal data, you may contact us at: info@placoma.com

5. Recipients of Personal Data

The Controller may entrust the processing of personal data to entities cooperating with the Controller and providing services thereto, including, in particular, accounting, tax, legal, postal, courier, IT system and IT service providers, as well as entities to whom the Controller is obliged to disclose data under applicable law. The Controller uses only such processors as provide sufficient guarantees of implementing appropriate technical and organisational measures to ensure that the processing complies with the requirements of the GDPR and protects the rights of data subjects. Personal data is disclosed only where necessary for the achievement of a given processing purpose and only to the extent necessary for such purpose.

6. The Controller retains your personal data only for as long as necessary to fulfil the purposes specified in Section 3 of this Privacy Policy, or for the period required by applicable law. Where data is processed on the basis of consent for recruitment purposes, such data shall be processed until the consent is withdrawn.

Cookies

The Company's website does not automatically collect any information, except for information contained in cookies. Cookies are IT data, in particular small text files, sent by a web server and stored on the hard drive of the device through which you access the website.

7. Cookies are used for the following purposes:

- a) personalising the website;
- b) remembering user data and preferences;
- c) enabling interaction with social media platforms;
- d) adapting advertising content displayed on the website;
- e) creating website statistics and statistics concerning user traffic between different websites.

The website uses two basic types of cookies: session cookies and persistent cookies. Session cookies are temporary files stored on the User's end device until the User logs out, leaves the website, or closes the web browser. Persistent cookies are stored on the User's end device for the period specified in the cookie parameters or until they are deleted by the User.

The User may change their preferences regarding the acceptance of cookies or modify their browser settings so as to receive a notification each time cookies are used. In order to change cookie settings, the relevant browser settings should be adjusted. Restrictions on the use of cookies may affect certain functionalities available on the website.

8. The Controller reserves the right to amend this Privacy Policy. The current version of the Privacy Policy shall in each case be available on the website.

Date of last update: 17.04.2026

Any amendments shall enter into force upon their publication.