

**Information Clause  
for Processing Data when Handling Incoming Communications**

Pursuant to Article 13(1) and Article 13(2) of 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) (OJ EU L 2016 no. 119, p. 1) (hereinafter “**GDPR**”), please be advised that:

**1. Data Controller and Data Protection Officer**

The Controller of your personal data is Dom Development Kredyty Sp. z o.o., with its registered office in Warsaw, Pl. Piłsudskiego 3, 00-078 Warszawa. The Controller has appointed a Data Protection Officer, whom you may contact in respect of any matters relating to personal data protection by email at [iodo@domd.pl](mailto:iodo@domd.pl) or by post at the above-mentioned address of the Controller’s registered office, with the note “Data Protection Officer”.

**2. Scope**

The information clause refers to communications received by the Controller through the reception desk, helpline or requests to exercise rights under the GDPR.

**3. Purpose and Legal Basis of Data Processing**

Your personal data will be processed for the following purposes:

- a) arranging a meeting with the Controller’s representative, which constitutes a legitimate interest of the Controller (Article 6(1)(f) of the GDPR), or
- b) handling your communication, which constitutes a legitimate interest of the Controller (Article 6(1)(f) of the GDPR), or
- c) the establishment, exercise or defence of claims (if any), which constitutes a legitimate interest of the Controller (Article 6(1)(f) of the GDPR).

**4. Data Source and Voluntary Data Provision**

Your personal data has been collected from you. The provision of your personal data is voluntary; however, it is also necessary for the performance of the actions covered by your communication. Failure to provide such data will render it impossible for these actions to be performed.

**5. Retention Period**

Your personal data will be retained until the limitation period for claims provided for by law expires.

**6. Data Recipients**

Your personal data may be shared with entities that the Controller engages to perform tasks requiring data processing, such as email management, hosting, IT, administrative, legal, or advisory services. It may also be shared with providers of telecommunication, courier, insurance, billing, accounting, security, or marketing services, as well as any other parties to whom the Controller assigns tasks. Your personal data may also be shared with entities or authorities authorised to receive it - but only in justified cases and in accordance with applicable law. Your personal data may be shared with entities necessary to be involved in the conclusion and delivery of the contract, such as banks, notaries, homeowner communities.

**7. Your Rights**

With regard to the processing of personal data, you have the right to: access, rectify or erase your personal data, restrict its processing, and transfer your data. If your personal data is processed on the

basis of legitimate interests, you have the right to object to the processing for reasons associated with your particular situation. You also have the right to object to the processing of your personal data for direct marketing purposes. You have the right to file a complaint with the supervisory authority competent for personal data protection (President of the Personal Data Protection Office).

#### **8. Transfer of Data Outside the European Economic Area**

As the Controller sources IT tools and services externally, some of your personal data may be transferred to countries outside the European Economic Area, but only on an appropriate legal basis.

*Detailed information concerning the legal basis for such transfer is available from the Data Protection Officer.*