

## Privacy Policy Ecco Plus

This privacy policy describes the purposes and principles on which Ecco Plus limited liability company limited partnership (hereinafter Ecco Plus) bases its approach to protect the privacy of customers and other people whose personal data is processed. This is a document that is intended to explain as much as possible to you, how we intend to deal with your data, what rights you have, how you can use them and how you can contact us. The information provided below meets the requirements of the so-called information obligation referred to in Article 13 of GDPR.

We encourage you to read this document and, if in doubt, contact us.

### **Who we are?**

Ecco Plus or Ecco Plus limited liability company limited partnership with registered office in Białystok (15-201), ul. Warszawska 107, registered in the Register of Entrepreneurs kept by the District Commercial Court in Białystok, XII Economic Department of the National Court Register under the number 0000537439. We are the administrator of your personal data. You can contact us by writing to: [biuro@eccoplus.pl](mailto:biuro@eccoplus.pl) or by calling the telephone number: tel. (+48) 085 747 94 11.

We are responsible for running websites (also referred to as websites):

[www.eccoplus.pl](http://www.eccoplus.pl)

[www.ecco24.com](http://www.ecco24.com)

The current contact details can be found on our pages in the "Contact" tab.

### **What is the purpose and legal basis for the processing of your personal data by Ecco Plus?**

So why we decided to collect data and why we need them?

We collect data and process them in three cases: (1) implementation of the so-called "Legally justified interest" (2) the implementation of contracts that you have concluded with us or which you intend to conclude with us, and in order to (3) fulfil the obligations contained in the law regulations.

#### (1) Implementation of legally "justified administrator's interest"

The legally justified interest of the administrator concerns actions that the administrator can take to perform his activity and do it in accordance with the law. For example, if you agree to receive e-mails from marketing offers from us, we will process your e-mail address for the purposes of direct marketing. As part of the legitimate interests of the administrator, we process or can process your data for the following purposes:

1. conducting marketing activities,
2. contacting you, including for purposes related to marketing activities, through available communication channels,
3. handling your requests in a situation where they are not directly related to the performance of the contract,

4. organization of loyalty programs, competitions and promotional campaigns in which you can take part,
5. debt collection,
6. conducting statistical analyzes,

## (2) Implementation of contracts

Our main activity is the sale of paper products. In the course of our business, we make agreements, among other things, for sale or we conduct activities aimed at establishing such agreements. With the help of our employees, you can place orders for goods and services, which leads to contracts. For the implementation of these contracts, we process your data for the following purposes:

1. performance of the contract for the purchase of goods,
2. performance of contracts for transport services,
3. conducting correspondence and maintaining contact in matters related to the implementation of contracts,
4. handling complaints,
5. rendering services electronically,
6. ensuring the functioning of websites or services (including through the use of cookies),

## (3) Implementation of obligations resulting from legal provisions

In this regard are covered all the obligations included in the regulations. As part of your obligations under the law, we process your data, inter alia, for tax and accounting purposes.

### **Who we disclose your data to and why we do it?**

Nowadays it is practically impossible to provide professional services without the support of qualified specialists. This is also the case for our services. Your data may be made available to other entities when we request delivery of the purchased goods to you (transport service). Your data can also be made available if you decide to use the additional financial services we offer. In the above cases, you will receive information that using the service needs the involvement of another entity.

Your data may also be accessed by entities responsible for the proper functioning of our websites and services as well as other entities from services commonly used on the market, e.g. providers of services and IT systems, postal operators, payment operators, providers of consulting, legal or auditing services, as well as representatives of state bodies.

### **How long will we process your data?**

Your personal data will be kept for the duration of the contract. Additionally, after the contract is terminated, your data will be stored due to the obligations arising from accounting and tax regulations, for their duration, and for reasons of legal security, until the time limit for any claims. The maximum storage period for your data is 10 years from the last time you use our services. If we find that your data is out of date, we can not contact you to update it, and processing is not necessary to achieve any of our goals- we will delete your data.

If you want us to delete your data, you can always let us know. We will try to fulfil your request to the extent that it will be possible. A data removal request is one of your rights.

### **What other rights do you have for your data?**

In addition to requesting the deletion of data you have the right:

**to access to your data** - if you want we can inform you what data we process or we prepare for you copies of your data (the first copy of the data is free, but you may be charged for the next copies);

**to correct**- if your data is incorrect, we can correct it, although our systems will allow you to correct almost all of your data yourself;

**to limit processing** - if you want, we can also refrain from processing your data for the indicated period (using this right may prevent us from providing you with our services and may be ineffective in certain situations);

**to object to the processing** - because we process your data in order to implement the "justified interest of the administrator" (we wrote about it above) you have the right to report your opposition to the activities that we perform as part of this goal. For example, if you do not want us to carry out marketing activities for you, you can object to the processing of your data for marketing purposes (remember that this can significantly make our contact with you more difficult);

**to transfer your data** - if you want we can prepare the data you gave us in the so-called "structured form", in the form of a commonly used data format suitable for easy reading by computer software, e.g. in the form of a CSV file.

### **And if you want someone else to take care of your case?**

If you think that we have violated any of your rights or privacy, you are worried about your data or need more information - contact us, we always try to respond to the comments and suggestions of our clients.

You are always entitled to file a complaint to the supervisory body (in Poland - the General Inspector of Personal Data Protection).

### **Anything else?**

When entering information in the forms on our pages, pay attention to the description of the fields - we have selected which of them must be filled in so that you can submit the form or use our services.

We do not use the so-called automated decision-making.

### **In which cases will we contact you?**

E-mails, text messages and phone calls that you will receive from us will concern the execution of orders that you have placed and the contracts you have concluded with us. As part of these contacts, we can also ask you to assess whether our cooperation is proceeding in the way you expect. It is a permanent element of supervision that we conduct over our employees, systems and processes and it is part of the services we offer.

If you agree to this, we will also send you trade information (within the meaning of the Act on the provision of electronic services) as part of the implementation of direct marketing (within the meaning of the Telecommunication Law Act). Any consent you express is voluntary and may be revoked at any time. The cancellation of the consents is exempt from any fees. In order to withdraw your consent, all you have to do is contact us.

### **Do we use "cookies"?**

Yes, we do.

### **What are "cookies"?**

"Cookies" files are files with text information that the website sends to the user's browser. They help in securing the site, they also allow you to remember important information, so that the use of the site will be more convenient, for example, allow you to recover previously entered data.

### **What kind of "cookies" we use?**

There are two types of "cookies":

Session "cookies" - this is temporary information that is deleted when you close the browser or shut down your computer.

Persistent "cookies" - they store information on the user's computer that is saved on the computer's hard drive. They stay there until they are deleted by the user.

### **How we use cookies?"**

"Cookies" help us understand how users use the site. Thanks to them, we can still improve the website and customize its content to the user's needs. Personal data and other confidential information are not processed or stored using "cookie" files.

### **How to delete "cookies"?**

The method of deleting files varies depending on the type of user's browser. More information on the deletion and blocking of "cookies" can be found in the "Help" tab in your browser.