

## **Terms and Conditions for the stamp preparation service**

### **“MójZNAK”**



Effective as of 1st October 2022

Poczta Polska S.A.

<https://filatelistyka.poczta-polska.pl>

## CONTENTS

Chapter I. General provisions .....	3
Chapter II. Placement of orders .....	5
Chapter III. Technical and legal requirements .....	6
Chapter IV. Service price and forms of payment .....	7
Chapter V. Order delivery .....	9
Chapter VI. Liability of the customer .....	10
Chapter VII. Liability of Poczta Polska S.A.....	11
Chapter VIII. Complaints .....	12
Chapter IX. Personal data protection .....	13

**Chapter I**  
**General provisions**

**§ 1**

1. Poczta Polska S.A. offers to provide the Stamp preparation service "MójZNACZEK"(here In after referred to as "**MójZNACZEK service**"), to you for a fee. The service consists in imprinting the graphic design you submit on a blank postage stamp.
2. The imprinted design of the postaje Stamp will be a postaje Stamp used to confirm payment for postal services provided by Poczta Polska S.A. that may be paid for with a postage stamp.
3. The Terms and Conditions for the MójZNACZEK service, here In after referred to as the "**Terms and Conditions**", specify the principles for providing the MójZNACZEK service as well as the principles for liability for a default Or breach of the performance of this service.
4. The MójZNACZEK service will be provided by Poczta Polska Spółka Akcyjna, here In after referred to as "**Poczta Polska S.A.**", with its registered office in Warsaw, address: ul. Rodziny Hiszpańskich 8, 00-940 Warszawa, court of registration: District Court for the Capital City of Warsaw, 13th Commercial Division of the National Court Register, entered in the register of entrepreneurs of the National Court Register under KRS (National Court Register Number): 0000334972, NIP (TaxIdentificationNumber): 525 000 73 13, REGON (NationalOfficial Business Register Number): 010684960, sharecapital: PLN 964.140.000 Fuldy paid up, entered in the register of postal operators by the President of the Office of Electronic Communications under the following number: B-00106, tel.: 801-33-34-44, fax: 226-56-59-18, e-mail: [skargi@centrala.poczta-polska.pl](mailto:skargi@centrala.poczta-polska.pl), [www.filatelistyka.poczta-polska.pl](http://www.filatelistyka.poczta-polska.pl)
5. <sup>1</sup>In matters not regulated by the Regulations, the provisions of generally applicable law shall apply, in particular the Act of 23 April 1964. - The Civil Code as amended, the Act of 30 May 2014 on Consumer Rights as amended and the provisions of the Act of 23 September 2016 on Extrajudicial Settlement of Consumer Disputes.
6. These Terms and Conditions are available at post offices and online at: [www.filatelistyka.poczta-polska.pl](http://www.filatelistyka.poczta-polska.pl).
7. Provisions of the Terms and Conditions concerning the consumer's right to withdraw from the contract and the liability of Poczta Polska S.A. towards the consumer shall apply to a natural person signing a contract directly connected with his or her business activity if the contents of the contract indicate that the contract is not connected with the person's professional activity as indicated, in particular, by the subject of the person's business activity communicated pursuant to the provisions on the Central Register and Information on Economic Activity (Centralna Ewidencja i Informacja o Działalności Gospodarczej)."

## § 2

The terms used in these Terms and Conditions will have the following meaning:

- 1) **sheet of stamps** – form of postage stamps – a sheet containing 9 blank postage stamps to be imprinted with the graphic design you submit;
- 2) **service price list**– Price list for the service of „MójZNACZEK” - a collection of information on fees for the service of „MójZNACZEK”, available on the website of Poczta Polska S.A. [www.filatelistyka.poczta-polska.pl](http://www.filatelistyka.poczta-polska.pl), in post offices and under the number 801-33-34-44;
- 3) **DOZ** – Customer Service Section (Dział Obsługi Zamówień) in Lublin – organizational cell of Poczta Polska S.A. that accepts and implements orders for the „MójZNACZEK” service;
- 4) **customer, you** – person ordering the „MójZNACZEK” service pursuant to the Terms and Conditions;
- 5) **customer** (consumer)– person referred to in Article 22<sup>1</sup> of the Polish Civil Code, i.e., a natural person performing a legal act with the trader that is not directly connected with his or her business or professional activity;
- 6) **payment “in arrears”** – payment for the „MójZNACZEK” service after its completion;
- 7) **payment “in advance”** – payment for the „MójZNACZEK” service before its commencement;
- 8) **post office** – office of Poczta Polska S.A., office branch
- 9) **graphic design** – design of the imprint you submitted, containing drawings, photographs, inscriptions or other contents (e.g. logotype, trademark). Graphic design will not be understood as only a background and graphics in the form of dots, crosses or wright micro extending the background of a blank postage stamp;
- 10) **sales staff** – authorized personnel of Poczta Polska S.A. employed at bodies other than post offices who accept the orders for the “MójZNACZEK” service from non-consumer customers;
- 11) **blank postage stamp** – unprinted perforated area being a part of the sheet of stamps, containing information about the amount of the fee, for the postal service in the form of Arabic numerals also letters of the Latin alphabet or reference to the weight and category of mail for the postal service and information identifying the postal operator (inscription reading “Poczta Polska S.A.”), to be imprinted with the graphic design submitted by the customer;
- 12) **postage mark "MójZNACZEK"** - a postage mark, not being a postage stamp, used to confirm payment for postal services provided by Poczta Polska S.A. created by printing on the template of the postage mark "MójZNACZEK" provided by the customer of a graphic design that meets the technical and legal conditions specified in the Regulations and complies with generally applicable laws and principles of social coexistence.

## § 3

- 1) Unless specified otherwise, you should send all correspondence regarding the “MójZNACZEK” service to the following address: Poczta Polska S.A., Sekcja Obsługi Zamówień, ul. Wacława Moritza 2, 20-900 Lublin, or e-mail it to: [personalizacja@poczta-polska.pl](mailto:personalizacja@poczta-polska.pl).

2) For information about the provision of the “MójZNACZEK” service, please call 81 728 54 18 and send your questions to the following email address (e-mail): [personalizacja@poczta-polska.pl](mailto:personalizacja@poczta-polska.pl).

## Chapter II Placement of orders

### § 4

1. You may place orders for the “MójZNACZEK” service:
  - 1) at post offices;
  - 2) by sending mail or e-mail to the addresses indicated in § 3(1) of these Terms and Conditions;
  - 3) online at [www.filatelistyka.poczta-polska.pl](http://www.filatelistyka.poczta-polska.pl); in order to place the order, you will need to have an account at the online store; to place the order, use the “Check out” function in the “Your basket” window;
  - 4) via the sales staff.
2. Orders referred to in paragraph 1 items 1, 2 and 4 are submitted on a completed order form attached to the Regulations, together with a graphic design of the imprint. The employee of the postal facility accepting the completed order form (in paper form) does not open electronic media with files provided by the customer (graphic design), their verification takes place in the DOZ.
3. The smallest unit that can be ordered is 1 sheet containing 9 “MójZNACZEK” postage stamps.
4. Unprinted sheets of blank postage stamps or individual unprinted blank postage stamps are not available for sale and cannot be used to pay for domestic or international postal services.
5. When you order the service, you may order one sheet of “MójZNACZEK” postage stamps or more.
6. You may order that Poczta Polska S.A. imprint 1 to 3 different graphic designs on the postage stamps in a single sheet of stamps; however, all sheets to be imprinted under a single order will be imprinted in the same manner. If you wish to place an order online at: [www.filatelistyka.poczta-polska.pl](http://www.filatelistyka.poczta-polska.pl) with more than one graphic design, you should send all graphic designs, including a description of the arrangement of the sheet, also by e-mail to: [personalizacja@poczta-polska.pl](mailto:personalizacja@poczta-polska.pl).
7. The customer, ordering the service, confirms on the order form that he/she is familiar with the terms of the Regulations and agrees to apply its provisions. Failure by the customer to confirm familiarization with the terms of the Regulations on the order form will result in refusal to accept the order.
8. The condition for accepting an order for a service in the form referred to in paragraph 1 items 1, 2 and 4 is that the customer submits a properly completed order form along with a graphic design that meets the conditions specified in Chapter III of the Regulations.
9. Service orders filled in error and those about which there is any doubt will be corrected in consultation with the customer in accordance with the provisions of § 5.4.1.

10. If the customer is a consumer, and the order was not placed at a postal facility, after the order is placed DOZ sends the customer, via e-mail, a summary of the order detailing the number of sheets ordered and the amount due for payment. DOZ also sends the customer the Terms and Conditions.

### Chapter III

#### Technical and legal requirements

##### § 5

1. Subject to paragraph 2, the graphic design you submit should be made in the form of a file saved on an electronic data medium or a paper copy (printout of the design, photo). If the customer submits a graphic design saved on a data carrier, the customer must additionally submit a printout of the imprint design.
2. If you place the order online at [www.filatelistyka.poczta-polska.pl](http://www.filatelistyka.poczta-polska.pl) or by emailing: [personalizacja@poczta-polska.pl](mailto:personalizacja@poczta-polska.pl), your graphic design should be sent by electronic means in the form of a file.
3. The graphic design to be imprinted on the blank postage stamp has to meet the following technical requirements:
  - 1) if you submit a photograph, you should mark the part of the photograph to be imprinted on the blank postage stamp;
  - 2) the photograph to be imprinted has to match the layout of the blank postage stamp – you can find this layout online at: [www.filatelistyka.poczta-polska.pl](http://www.filatelistyka.poczta-polska.pl);
  - 3) the photographs you deliver (colour or black-and-white photographs) cannot be larger than 130x180 mm. Photographs submitted in electronic form on a data medium must have the TIFF, EPS, JPG, BMP, PSD, PDF or CDR format, and their resolution cannot be lower than 200 DPI.
4. If the graphic design does not meet:
  - 1) the technical requirements referred to in paragraph 3 – employees of DOZ will make suitable arrangements with you by phone or e-mail as to how to adapt the design to the technical requirements, and then the design of the imprint will be sent to you by e-mail for approval; if you do not approve the design within 7 days from the date on which it is sent, Poczta Polska S.A. reserves the right to unilaterally withdraw from the service;
  - 2) the formal and legal requirements referred to in this section and in section 6 – the design will be returned to you in order to rectify the irregularities, with the consequence defined in paragraph 7.
5. If your graphic design contains text in a language other than Polish, you will have to submit a translation of such text with the design and indicate the language of the original text.
6. The submitted graphic design must bear the name or the name of the client (company), contact information (phone number, e-mail address). These data must be placed on the data carrier

containing the graphic design or on the back of the printout of the design, in case the design is submitted in paper form

7. If the graphic design to be printed on the postage stamp template is returned to the customer because the design does not comply with the Regulations, the customer shall within 7 calendar days from the date of its receipt to correct the irregularity. If the customer fails to fulfill this obligation, Poczta Polska S.A. reserves the right to withdraw from the service.

## **§ 6**

1. The contents of the graphic design you submit can not breach the generally applicable law and principles of community life. In each order you submit, you will have to confirm that the materials you provide do not infringe on copyrights, moral rights, property rights, related rights or personal rights as well as the image right of third parties or any creative activity protected by the law. You also accept liability for your representation, and you agree to cover any claims of the persons whose rights have been infringed on in accordance with your representation. Poczta Polska S.A. reserves the right to refuse to perform the service if the contents of the graphic design you submit are not appropriate to be placed on a postage stamp, in particular, in the cases specified in paragraph 2.
2. The content of the graphic design provided by the customer, in particular, must not:
  - 1) be defamatory, misleading, offensive or obscene or be offensive to religious feelings or to social groups, ethnic groups or other groups;
  - 2) advertise alcohol, cigarettes, narcotics or other recreational substances;
  - 3) advertise services competitive to the services provided by Poczta Polska S.A. or advertise entities competing with Poczta Polska S.A.;
  - 4) be unsuitable for being imprinted on a postage stamp for any reasons other than those indicated in items 1, 2 and 3, particularly due to a violation of the generally applicable law and principles of community life, in particular regulations concerning copyright and protection of personal rights;
  - 5) contain legally protected trademarks.

## **Chapter IV**

### **Service price and forms of payment**

## **§ 7**

1. Subject to paragraph 8 and 9, the payment due for the service, arising from the Service Price List, will be made  
in advance” within 7 business days from the placement of the order in one of the following forms:
  - 1) for domestic customers:
    - a) by transfer to the bank account indicated in the order form;
    - b) in cash at the post office;

- c) by an electronic payment instrument, provided that the payment in this particular form is processed by Poczta Polska S.A.
  - d) in the case of orders placed online at [www.filatelistyka.poczta-polska.pl](http://www.filatelistyka.poczta-polska.pl) – in the form you have indicated using the "Process order with obligation to pay" function in the "Your cart" window;
- 2) for international customers:
- a) by transfer to the bank account indicated in the order form;
  - b) in the case of orders placed online at [www.filatelistyka.poczta-polska.pl](http://www.filatelistyka.poczta-polska.pl) – in the form you have indicated using the "Process order with obligation to pay" function in the "Your cart" window;
2. Payments from domestic customers will be accepted in zlotys (PLN).
  3. Payments from international customers will be accepted in zlotys (PLN), euros (EUR) or dollars (USD). Information about the currency of the individual bank accounts will be communicated to you in the order summary.
  4. If the customer makes a payment to the bank account of Poczta Polska S.A. in a currency other than the currency in which the bank account is maintained, the payment shall be converted into the relevant currency by the bank maintaining the account under the terms of the contract between that bank and the customer. Responsibility for the consequences of making payments in a currency other than those mentioned in paragraphs 2 and 3, in particular related to with the date of payment, currency exchange rate, currency conversion commission or inability to make the conversion shall be borne by the customer. If the amount of currency conversion into PLN is lower than the value of the order placed, the customer is informed of the obligation to pay extra in the amount indicated in this information.
  5. The fee for the MójZNAK service includes the performance of the service specified in § 1(1) and the fee for the postal service corresponding to the fee specified on the stamp.
  6. If you do not make the payment, you will be contacted by Poczta Polska S.A. with a request to pay the fee. If you do not make the payment within 7 days from the date on which you have been contacted, Poczta Polska S.A. may withdraw from the service.
  7. In order to correctly identify the payment, you should specify the following information in the description of the payment:
    - 1) your first name and last name or corporate name;
    - 2) name of the service: "MójZNAK";
    - 3) for orders placed at post offices – name of the organisational body receiving the order, e.g. Post Office Warsaw 1.
  8. If you place a single order for more than 100 sheets of "MójZNAK" postage stamps and you have entered into a written contract for postal and/or non-postal services with Poczta Polska S.A., you may pay for the service "in arrears" in zlotys against an invoice issued on the date of order delivery with the following payment period: 14 days from the date of issue of the invoice documenting the service.



9. The Regulations allow the application of payment in arrears in the case of conclusion of an agreement or commitment to purchase "MójZNACZEK" postage signs, in particular for public administration authorities, state authorities and units subordinate to these authorities
10. For the accepted payment for the "MójZNACZEK" service, DOZ shall each time issue a sales document, i.e. a specification or invoice, as indicated by the customer.

**Chapter V**  
**Order delivery**  
**§ 8**

- 1) The "MójZNACZEK" postage stamps delivered to you by Poczta Polska S.A. have to be free of defects.
- 2) the expected date of service provision is:
  - 1) when ordering the printing of up to 10 sheets of the postal fee within 10 working days from the day following the date of receipt of the payment for the due service,
  - 2) in the case of ordering the printing of 11 or more sheets of the postal fee within 15 working days from the day following the date of receipt of the payment for the due service.
- 3) In the case of refusal to accept the order for execution, Poczta Polska S.A. shall notify the customer of this fact to the customer (by telephone or e-mail) and shall return the transferred graphic design and payment in accordance with the customer's instructions.
- 4) In the event that the order cannot be completed for reasons attributable to the customer, Poczta Polska S.A. reserves the right to deduct from the fee paid by the customer for the service, the costs incurred for the return of the deposit and return of the graphic design. The basis for calculation of the costs in question is the sum of fees for the return of the payment made to the bank account and for sending registered economy mail according to the price list of postal services in effect on the day of the return - in the case of return of the graphic design submitted on an electronic data carrier or in paper form.
- 5) In the case of withdrawal from the execution of the order by customers referred to in § 7 par. 8 and § 7 par. 9 of the Regulations, Poczta Polska reserves the right to charge a fee for the completed part of the order and to charge the cost of the fee for the return of the graphic design. The basis for calculation of the costs in question is the sum of fees for the completed part of the order and for sending registered economy mail according to the price list of postal services valid on the day of the return - in case of return of the graphic design submitted on an electronic data carrier or in paper form.
- 6) In the event of failure to meet the deadline for the performance of the service by Poczta Polska S.A., the customer may accept another date proposed to him for the performance of the service, or has the right to withdraw from the contract and demand a refund of the fee paid. Withdrawal from the contract requires the customer to send a statement to the address specified in § 3

section 1 of the Regulations. The cost of return of the paid fee and return of the graphic design submitted on an electronic data carrier or in paper form shall be borne by Poczta Polska S.A.

- 7) Made postage signs "MójZNACZEK" in the form of sheets are sent to the address specified by the customer. Parcels with the contents of "MójZNNACZEK" sheets are not subject to direct delivery, but are issued at the postal facility after being left in the
- in the customer's delivery box or, if this is not possible in any other way that does not violate the law, a notice on the appropriate form about the possibility of collecting the order, together with the date of collection and the address of the delivery facility where the order is kept.

## **§ 9**

1. Realization of an order begins upon payment by the customer of the fee due for the service, or in the case of orders placed by customers referred to in § 7 section 8 and section 9 of the Regulations - on the basis of the decision to apply payment in arrears taken by Poczta Polska S.A. after prior verification of the reliability of the customer's payments under contracts concluded with Poczta Polska S.A. for the provision of postal services to the customer, or upon making a commitment to purchase "MójZNACZEK" postage tokens. Verification of the reliability of the customer's payments is carried out by establishing by Poczta Polska S.A. the customer's payment history for the last 12 months and information on existing arrears of payments or the absence of arrears.
2. The date of receipt of payment shall be the date on which the funds are credited to the bank account of Poczta Polska S.A., or cash payment is made at a post office.

## **§ 10**

1. When you collect your "MójZNACZEK" postage stamps, they will be come your property, and they will be suitable for use as confirmation of payment for any postal services provided by Poczta Polska S.A. that may be paid for with a postage stamp.
2. Any mail paid for using the "MójZNACZEK" postage stamp will be stamped by hand or machine.

## **Chapter VI**

### **Your liability**

## **§ 11**

1. You will be liable for the contents of the graphic design imprinted on the blank postage stamps if the contents violate the commonly applicable law or principles of community life.
2. Poczta Polska S.A. may demand that you remedy the full amount of the damage suffered due to the issue or dissemination of "MójZNACZEK" postage stamps who contents are contrary to the requirements defined in § 6 of these Terms and Conditions.
3. You will be liable for all claims of third parties relating to infringement on copy rights, trade mark protection rights granted by the Patent Office of the Republic of Poland and Community protection rights granted for Community trade marks by the European Union Intellectual Property Office asserted with respect to graphic elements and contents of the imprint.

4. If the issue or dissemination of the imprint made as part of the "MójZNAK" service in accordance with your graphic design infringes on the rights of third parties or constitutes an act of unfair competition to the detriment of third parties, you will – irrespective of the compensation liability of Poczta Polska S.A. – accept full liability towards such third parties for the consequences of such breaches, and you will thus indemnify Poczta Polska S.A. against such third parties.
5. If third parties assert claims against Poczta Polska S.A. for any breaches resulting from reasons attributable to you, you will replace Poczta Polska S.A. or join the proceedings on the side of Poczta Polska S.A., release Poczta Polska S.A. from any obligations, assuming these obligations yourself, and pay any liabilities to third parties in full, under the penalty of being liable to Poczta Polska S.A. for the full amount of such liabilities.

## **Chapter VII**

### **Liability of Poczta Polska S.A.**

#### **§ 12**

1. Poczta Polska S.A. has to remedy any damage caused by its default or breach of the performance of the "MójZNAK" service if the default or breach of the service was attributable to Poczta Polska S.A. Poczta Polska S.A. is also liable to consumers under the implied warranty.
2. In the case of improper performance of the "MójZNAK" service, consisting in printing on the postage stamp templates in a manner inconsistent with the graphic design provided by the customer with the submitted order or with any changes previously agreed with the customer or with the terms and conditions of the order (e.g. other than the number of sheets specified in the order, inadequate quality of printing manifested by the lack of details of the printing, shifting of the printing, punctures of the printing on the side of the glue, scratches and stains on the printing), the customer is entitled to a refund of the amount paid for the service, and the customer who is a consumer is entitled to claim additional compensation up to the amount of damage suffered
3. In relation to non-consumer customers, Poczta Polska S.A. is liable only within the limits of the actual loss incurred and up to the amount paid for the "MójZNAK" service.
4. If the "MyZNAK" postage stamps made by Poczta Polska S.A. have defects, exercising warranty rights under the Civil Code, the consumer has the right to:
  - 1) submit a request to reduce the price or withdraw from the contract;
  - 2) request that the item be replaced with a defect-free item or that the defect be rectified.
5. The liability to you under the implied warranty will refer to defects found within 2 years from the issue of product.
6. If you are a consumer, you do not have the right to withdraw from the remote contract pursuant to Article 38 of the Consumer Rights Act, because the subject of the service is a non-prefabricated item, produced in accordance with your own specifications.
7. Barring the circumstances defined in these Terms and Conditions, you will not have the right to withdraw from the contract.

## Chapter VIII

### Complaints

#### § 13

1. Within 30 days from the date of receipt of the parcel containing "MójZNACZEK" postage signs, the customer has the right to file a written/electronic (e-mail) complaint about the service.
2. You may file the complaint:
  - 1) at any post office (excluding post agencies);
  - 2) via the sales staff;
  - 3) by sending the complaint to the address indicated in § 3 (1) of these Terms and Conditions.
3. The complaint should include the following information:
  - 1) information about the order;
  - 2) cause and subject of the complaint;
  - 3) contact details of the person submitting the complaint (mailing address, e-mail address, phone number);
  - 4) demand of the person submitting the complaint;
  - 5) indication of the manner of submission of information about the outcome of the complaint (conventional mail, e-mail).
4. The claimed "MójZNACZEK" postage tokens, which are the subject of the complaint, the complainant is obliged to send to the address: Order Service Department, 2 Wacława Moritza Street, 20-900 Lublin.
5. Poczta Polska S.A. replies to complaints within 14 days from receipt. The reply to the complaint is provided in the same form in which you filed the complaint or in the form requested in the complaint letter, i.e. by e-mail or in writing. Failure to reply within the above-mentioned period will be equivalent to admission of the complaint.
6. A complaint filed by an unauthorized person shall be treated as not filed, of which Poczta Polska S.A. shall immediately notify the complainant, informing him of the possibility of filing a complaint by an authorized person.

#### § 14

1. If you are a consumer and your complaint is rejected, you have the right to:
  - 1) file a civil suit in court;
  - 2) seek claims through out-of-court proceedings for resolution of consumer disputes before the competent local/provincial trade inspector;
  - 3) seek claims before the permanent arbitration court operating at the competent provincial trade inspectorate.
2. The use of a particular method of out-of-court dispute resolution is possible only with the mutual consent of the customer and Poczta Polska S.A. Detailed procedures for out-of-court settlement of such disputes are available on the website of the Office of Competition and Consumer Protection: [www.uokik.gov.pl](http://www.uokik.gov.pl), on the websites of the Provincial Inspectorates of Trade Inspection, as well as at district (city) consumer advocates.

3. In the case of refusal to accept in whole or in part the complaint filed by the consumer, Poczta Polska S.A. - in response to the complaint - informs the complainant about the agreement or refusal to participate in the procedure for out-of-court settlement of consumer disputes.

## **§ 15**

For the purpose of amicable resolution of consumer disputes, in the case of conclusion of a contract electronically, the customer has the opportunity to use the Online Dispute Resolution (ODR) Internet platform operating in the European Union, available at the following Internet address: [www.ec.europa.eu/consumers/odr/](http://www.ec.europa.eu/consumers/odr/). Making an attempt to resolve a dispute amicably through this online platform is possible under the rules indicated at the aforementioned address and with the mutual consent of the customer and Poczta Polska S.A.

## **Chapter IX**

### **Personal data protection**

## **§ 16**

- 1) The administrator of the customers' personal data is Poczta Polska S.A. with its seat in Warsaw at 8 Rodziny Hiszpańskich Street, 00 - 940 Warsaw.
- 2) Contact details of the Data Protection Officer: Data Protection Officer of Poczta Polska S.A., ul. Rodziny Hiszpańskich 8, 00-940 Warszawa, e-mail: [inspektorodo@poczta-polska.pl](mailto:inspektorodo@poczta-polska.pl).
- 3) Your personal data will be processed pursuant to Articles 6(1)(b), (c) and (f) 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) in order to perform the contract, conduct the complaint proceedings in accordance with these Terms and Conditions and provide services of the highest possible quality.
- 4) The extent of personal data processing will include the data received from and concerning the persons for whom the duties specified in these Terms and Conditions are to be performed.
- 5) Your personal data will be stored for the period required for financial and accounting documents in order to comply with obligations resulting from tax and accounting laws.
- 6) Data subjects shall have the right to access the content of such data and to rectify, erase, restrict, object and transfer the data.
- 7) Data subjects have the right to lodge a complaint with the supervisory authority, which is the President of the Office for Personal Data Protection
- 8) Providing your personal data is voluntary, but such data will be necessary to perform the service.
- 9) Personal data may be transferred to a third country in connection with the controller's use of cloud solutions provided by Microsoft on the basis of standard data protection clauses adopted by the European Commission, available in the Online Services Data Protection Addendum (DPA) section at: <https://www.microsoft.com/en-us/licensing/product-licensing/products.aspx>.
- 10) Your personal data may be processed by Poczta Polska S.A. using electronic communication media for marketing purposes, in particular to send commercial information or originating from Poczta Polska S.A. and for advertising or market research purposes and research of customer

behaviour and preferences designed to improve the quality of the services provided by Poczta S.A. Polska during and after the processing of the order, only upon consent of the data subject.

- 11) Personal data processed on the basis of Article 6(1)(a) of the RODO, i.e. granted consent, shall be processed until revoked, but no longer than one year following the year in which the order was processed. The data subject has the right to withdraw the consent given at any time without affecting the legality of the processing carried out on the basis of that consent before its withdrawal. Withdrawal of consent can be done electronically (e-mail) by sending a revocation message to: [biuro.filatelistyka@poczta-polska.pl](mailto:biuro.filatelistyka@poczta-polska.pl).