

INFORMATION ABOUT THE PROCESSING OF PERSONAL DATA ON THE WEBSITE

1. Data Controller Identity

The controller of the User's personal data is Veolia ESCO Polska spółka z ograniczoną odpowiedzialnością with its registered office in Warsaw (02-566), at ul. Puławska 2 (hereinafter referred to as "**Veolia ESCO**").

2. Purpose of the Personal Data Processing Information on the Website and Interested Users

This Personal Data Processing Information on the website is intended to notify visitors and users (hereinafter referred to as the "**User/Users**") of the Veolia ESCO website: www.escopolska.pl (hereinafter referred to as the "**Website**") about the methods of protecting their personal data, 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) and the Act of 10 May 2018 on the Protection of Personal Data (Journal of Laws 2018, item 1000) (hereinafter jointly referred to as the "**Regulations**").

Veolia ESCO may change this Personal Data Processing Information on the website at any time, in particular to adapt to any legally required editorial or technical changes.

3. Description of the Processing Process

In connection with the use of the Website, Veolia ESCO may process personal data to enable Users to access the features and services it offers (hereinafter referred to as "**Services**"), such as filling out a contact form related to our services.

1) What categories of data are processed?

Data collected directly from you:

- **Contact data:** mandatory data provided by Users when filling out the contact form, i.e., Company Name, First and Last Name, Phone Number, Email Address.

Data collected indirectly from you:

- **Data obtained from third parties:** e.g., if you are a representative of a legal entity, we may check public information in the business register to obtain more information about your powers or authorization, or to confirm the data you sent us.
- **Inferred data:** we may check our internal database to see if there are any connections with your complaint and group the information to send you a response.

We inform you that we do not check or combine information provided by social media (e.g., Facebook, Instagram) to formulate a response for you.

All of this data is hereinafter collectively referred to as "**Data**."

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In addition to the Data mentioned above, we also process data collected through cookies. To learn more about these categories of data, purposes, and storage conditions, we recommend that you read our [Cookie Information](#).

2) Why does Veolia ESCO collect the User's Data?

The data is collected for the following purposes:

- Handling User inquiries sent via contact forms or directly to the email address indicated on the Website.

Mandatory fields to be filled in the contact form(s) are marked with an asterisk. If the mandatory fields are not filled in, providing personal data in the contact form is voluntary, however, failure to provide contact details through the communication channel chosen by the User will result in Veolia ESCO being unable to respond to your inquiry.

3) What is the legal basis for processing the User's Data?

Data processing is lawful only if it is carried out on one of the legal bases specified in the Regulations. The legal basis for data processing in connection with the use of the Website is Article 6(1)(f) of the GDPR - your personal data will be processed:

- to respond to your request/question and/or handle the reported matter based on the legitimate interest of the controller;
- for marketing purposes in connection with the marketing consent obtained from the User for the selected communication channel (email, SMS/MMS, telephone calls);
- to establish, defend, and pursue claims by Veolia ESCO.

4) Recipients of the collected Data

The data collected via the contact form is intended for Veolia ESCO's internal organizational units and will be processed by authorized employees and associates of the Controller.

Furthermore, recipients of Users' personal data may include entities cooperating with the Controller, in particular providers of IT systems and services, and providers of technical, IT, and organizational solutions, marketing research and advertising agencies, and advertising campaign providers.

Internal recipients may also include Veolia Group subsidiaries located within the European Union (EU) or outside of it, with any transfer of Data outside the EU taking place under the conditions set out in point 7) "**Transfer of Data outside the European Union.**"

Each subsidiary receiving data may be a processor or controller of the transferred Data.

Data transferred to authorities and/or public bodies

In accordance with applicable Regulations, Data may be sent to the relevant public authorities upon their request, and in particular to public authorities, solely for the purpose of fulfilling legal obligations, to law enforcement representatives, ministerial officials, and organizations responsible for debt collection, as well as in connection with the prosecution of crimes committed via the network.

version 1 of the document, effective from 01.03.2024, to obtain the previous version of the document, please contact the DPO at the email address inspektor.pl.vpol@veolia.com.

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4. Enforcement of User Rights

Users have the right to access their data and the right to rectify, delete, restrict processing, the right to data portability, the right to object, and the right to withdraw consent.

The User may exercise their rights in the following manner:

- by sending an email to: inspektor.pl.vpol@veolia.com,
- in writing to the Controller's address: Veolia ESCO Polska spółka z ograniczoną odpowiedzialnością, ul. Puławska 2, 02-566 Warsaw.

The User also has the right to lodge a complaint with the President of the Personal Data Protection Office if they consider that the processing of their personal data violates the GDPR provisions.

5. Data Retention and Archiving Period

Users' Data will not be stored for longer than is strictly necessary for the purposes indicated in this document, in accordance with the Regulations.

The User's personal data will be stored

- in the case of processing based on the marketing consent granted - until information about the withdrawal of consent is received. Giving consent is voluntary, so it can be withdrawn at any time, and this will not affect the lawfulness of processing carried out based on consent before its withdrawal,
- for the period necessary to protect the interests as the Controller (legitimate interest of the controller).
- in the case where data was collected to respond to inquiries from Users, for a period of 6 months from receiving the inquiry from the User.

Veolia ESCO may store Data permanently in an anonymous manner for statistical research. This research will in no case allow for the identification of Users and will only concern trends resulting from the aggregated Data of these Users.

6. Security

Veolia ESCO takes appropriate technical and organizational measures to ensure the security of the Data and prevent unauthorized access to the User's Data and its disclosure. However, Veolia ESCO cannot guarantee that all risks of hacking, falsification, unlawful reproduction, or misuse of Data have been eliminated.

Veolia ESCO undertakes to take all necessary precautions and appropriate organizational and technical measures to ensure the security, integrity, and confidentiality of the Data, and in particular to prevent its distortion, damage, and access by unauthorized third parties.

7. Transfer of Data outside the European Union

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Users' personal data may be transferred to third countries (outside the European Economic Area) to a Veolia Group subsidiary or third party, in particular in connection with Veolia ESCO's use of global IT solutions.

Data will be transferred to third countries for which the European Commission has issued a decision on an adequate level of protection. In the case of third countries for which such a decision has not been issued, the transfer of data will be carried out each time while maintaining one of the solutions aimed at ensuring an appropriate level of data protection, as referred to in Chapter V of the GDPR. Information about the safeguards referred to in the preceding sentence can be obtained by contacting the Data Protection Officer at the email address: inspektor.pl.vpol@veolia.com.