

Terms of service of EST SP. z o.o.
regarding the conditions of carriage for persons and baggage
on domestic and international services

This document was prepared pursuant to article 4 of the act of November 15, 1984 - *the Transport Law* (OJ of 2015, item 915), at the same time constituting the basic conditions for passenger service, check in and transport of persons and items.

This document was prepared based on the applicable provisions of law governing matters related to the carriage of passengers, with particular regard to:

1. the act of November 15, 1984 - *the Transport Law* (Journal of Laws of 2015, item 915), hereinafter referred to as the *Transport Law*;
2. the Act of 13 June 2003 *on foreigners* (Journal of Laws of 2013, item 1650), hereinafter referred to as the *Law on foreigners*;
3. the Act of 13 July 2013 *on passports* (Journal of Laws of 2013, item 268), hereinafter referred to as the *Law on passports*;
4. the Act of 6 August 2010 *on identity cards* (Journal of Laws of 2016, item 391), hereinafter referred to as the *Law on identity cards*;
5. the Act of 23 April 1964 - *the Civil Code* (Journal of Laws of 2016, item 380), hereinafter referred to as the *Civil Code*;
6. the Act of 6 September 2001 *on road transport* (Journal of Laws of 2013, item 1414), hereinafter referred to as the *Law on road transport*;
7. the Act of 20 June 1997 - *the Traffic Law* (Journal of Laws of 2012, item 1137), hereinafter referred to as the *Traffic Law*, as well as other secondary legislation.
8. the regulation of the Minister of Transport and Construction of 24 February 2006 *on shipment status determination as well as the complaint procedure* (Journal of Laws of 2006, number 38, item 266), hereinafter referred to as the *Regulation of the Minister of Transport and Construction*.
9. European Parliament and Council (EU) regulation no. 181/2011 of 16 February 2011 concerning *the rights of passengers in bus and coach transport as well as amending EC regulation no. 2006/2004* (OJ of the EU L.2011.55.1), hereinafter referred to as *regulation 181/2011*;
10. European Parliament and Council Regulation (EC) no. 1073/2009 of 21 October 2009 on the *common rules for access to the international market for coach and bus services and amending EC regulation no. 561/2006* (OJ of the EU L.2009.300.88), hereinafter referred to as *regulation 1073/2009*.

§ 1 [General provisions]

1. The glossary of terms for this document includes the definitions of the following phrases:
 - a) **Carrier** – a company which transports people within the framework of conducting business activity and on the basis of the appropriate permit granted to the carrier as well as the employees of the company;
 - b) **Passenger** – a person using transport services on the basis of a valid ticket;
 - c) **Bus** – a motor vehicle designed for carrying more than 9 persons, including the driver;
 - d) **Coach** – a motor vehicle designed for carrying more than 9 persons, including the driver, and used for long-distance transport;
 - e) **Baggage** – movable items which accompany passengers during the journey;
 - f) **Price list** – a document in written or electronic form, provided by the carrier to the public in a customary manner, which contains the prices or tariffs applied by the carrier;
 - g) **Ticket** – a personal document in paper form entitling a passenger to travel on the indicated transportation line, within a specified period and upon payment of the monetary receivables for such;
 - h) **Transportation line** – a transportation connection along a specific route between stops indicated in a timetable, along which regular passenger transport is conducted;
 - i) **Stop** – a place for passengers to board or alight from the transportation line, marked in the manner prescribed in the provisions of the Act of 20 June 1997- *the Traffic Law*, with timetable information, including the departure times of means of transport of a carrier authorised to use said place;
 - j) **Timetable** – a document that includes arrival and departure times and the addresses of the individual stops, and – if specific provisions so provide – the names of border crossing points, route distances, and distances between stops;
 - k) **Carriage contract** – the commitment of the carrier with respect to the activities of its company to provide transport of persons in return for remuneration;
 - l) **Transport** – any journey made entirely or in part on roads open to the public by a vehicle used for passenger carriage;
 - m) **Sales office** – premises of the carrier used for the acquisition of passenger tickets without means of distance communication, or the premises of a ticketing agent providing ticket sales for the carrier.
 - n) **Electronic sales system** – ticket sales conducted with the help of a set of computer equipment and software for processing, storing, sending, and receiving data through telecommunication networks by means of an end device appropriate for the network type.
2. The carrier provides current timetables at the stops marked in the given timetable. In addition, timetables are also available on the carrier's website (www.estgdansk.pl) and at ticket sales offices.
3. Tickets are sold at the rate specified in the price list in effect on the ticket purchase date.
4. The prices of tickets purchased in Poland are denominated in Polish zloty, whereas the prices of tickets purchased outside Poland (in accordance with the price list in effect at the point of sale outside Poland) are denominated in the currency of the country where the ticket is acquired. The carrier is not liable for discrepancies in exchange rates.
5. Passengers are obliged to report the circumstances of ticket purchase using the electronic sales system (*via on-line*) by phone to the crew of the respective coach in such case as the ticket purchase was executed on a weekday after 17:00 and the trip falls on the same day on which the ticket was purchased or on the date following the date of purchase at a time preceding the opening of the ticket sales points. Obligations under this section are applicable in the case of purchase by the traveller of a ticket using the electronic system on a weekend or a public holiday, where the departure date is indicated as the same weekend or public holiday. Contact information for the relevant transportation lines is available on the carrier's website (www.estgdansk.pl).
6. The system of discounts to regular ticket prices established in accordance with the price list applies to the sale of tickets for transportation lines operated by the Carrier. Presentation of an identity document by the Passenger both at the time of ticket purchase at the sales office of the Carrier or Agent and during check in before departure of the bus shall be a condition for use of said discounts. The amount of discounts to regular ticket prices for each category of Passengers may be found in the **Terms and conditions for the sale of promotional and discounted tickets, available on the EST website at www.estgdansk.pl and in sales**

offices.

§ 2 [Obligations and authorisations of the Carrier]

1. The Carrier is obliged to execute the carriage contract for the Passenger and his or her baggage under the conditions established in the body of the contract in question.
2. The Carrier is obliged to perform the transport of persons using a vehicle which is technically sound, approved for road use and appropriate for the nature of the transport provided.
3. The Carrier is entitled to perform inspection of personal tickets held by the Passenger, with particular respect to:
 - a) compliance of the data on the ticket with the document confirming the identity of the Passenger;
 - b) the right of the Passenger purchase the ticket at a discounted price;
 - c) execution of the relevant payment in connection to the transport of an animal or item.

If, during the ticket inspection, the Passenger does not present a document entitling him or her to purchase the ticket at a discounted price, does not make the appropriate payment for the carriage of an animal or item, does not submit the required transport document (even if his or her data are on the list of passengers), or without reasonable cause effects an unjustified stop of the means of transport, said Passenger is obliged to pay an additional fee in the amount resulting from the regulation of the Minister of Infrastructure of 20 January 2005 *on the means of determining additional personal transport charges for the carriage of accompanying items and animals, as well as the amount of handling fees.*

4. In the event of a situation which prevents the Carrier from executing the carriage contract within the framework of its business activity, said Carrier is entitled to entrust the execution of the carriage contract to another carrier across the entire transport area or a relevant part or parts thereof.
5. In such case as the Carrier is entrusted by another carrier to perform the carriage contract, the Carrier actually performing carriage is not bound by the specific provisions of the carriage contract between the carrier entrusting execution of carriage and the Passenger, unless the Carrier performing the carriage was informed by the carrier entrusting execution of carriage of said specific conditions relating to the carriage contract, and the carrier performing the carriage has accepted said conditions.
6. The Carrier shall be entitled not to transport or refuse further transport of the Passenger, if he or she:
 - a) does not comply with transport regulations;
 - b) threatens safety or order during transport;
 - c) does not comply with the regulations governing transport, including rules applicable to the Carrier;
 - d) behaves in a manner disruptive to other passengers or refuses to pay for transport;
 - e) does not possess the documents needed to cross a border, or, due to the nature of goods carried, was not permitted to enter a host country;
 - f) behaves in a manner disruptive to other passengers or refuses to pay for transport;
 - g) due to the individual attributes of a Passenger travelling without a guardian, said Passenger poses a danger to themselves and other passengers, in particular due to mental illness.
7. The Carrier shall conduct transport along the transportation lines indicated by the ticket purchased by the passenger and at the times resulting from the timetable in effect with the Carrier. At the same time, the Carrier may change the route if justified by the circumstances, and in particular may change the route for a specific segment of the journey; nevertheless, when changing the route, the Carrier shall serve the stops indicated in the timetable.
8. The Carrier is entitled to introduce transfers during the journey and implement connecting services operated with other motor vehicles, provided that such is necessary for logistical reasons and does not effect an unjustified prolongation of the journey.
9. The Carrier is not liable for interruptions and delays in travel or cancellation of services due to reasons beyond its control.
10. Provision by the Passenger to the Carrier of a telephone contact number does not constitute an obligation of the

Carrier to inform the Passenger of any delay in the execution of the carriage contract.

§ 3 [Obligations and authorisations of the Passenger]

1. The Passenger is obliged to adhere to the hours of departure of the means of transport with passenger transport is conducted, in accordance with the applicable timetable of the Carrier.
2. A Passenger using a valid personal ticket purchased at a discounted price is obliged to possess and present to the Carrier the valid identity document (or other equivalent document) from which arises the right to the specific discount.
3. The Passenger must arrive at the bus stop in accordance with the timetable at least 15 minutes before the scheduled time of departure of the means of transport, in accordance with the time table in effect.
4. The Passenger is obliged to adhere to the regulations in force with the Carrier, and in particular:
 - a) adherence with the instructions of the bus crew;
 - b) adherence with the absolute and total ban on the use of alcohol and other drugs in the vehicle. The above prohibition is extended also to the use of stimulant substitutes and other banned substances, and in particular electronic cigarettes;
 - c) use of electronic devices in a manner which ensures the freedom and comfort of fellow passengers for the full length of the journey;
5. It is recommended that persons with severe disabilities, moderate disabilities, impaired vision, or blindness, or those without legal capacity be under the care of another person (called a *Guardian*) for the entire length of the journey arising from the purchased ticket, if due to the nature of their condition they are not capable of independent travel. The Guardian is obliged to ensure the safety of travel referred to in the preceding sentence and inform the crew of the vehicle of all circumstances which may affect the safety of the journey.
6. For safety reasons, the Carrier recommends that children below 150 cm in height travel in a car seat, regardless of the age of the child. In accordance with article 39 of the *Traffic Law*, with regard to children below 150 cm in height, in vehicles used for the carriage of more than 9 people there is no obligation to travel in a car seat or other supportive device; however, considering that all of the vehicles of the Carrier are equipped with safety belts, it is recommended to make use of said devices to the extent possible. The above provision is particularly important with regard to long distance transportation lines.
7. The Guardian referred to in paragraphs 5 and 6 may only be a person with full legal capacity, proving his or her identity with the appropriate document. Children over 12 years of age may travel alone on the condition of the completion by the authorized person of the appropriate statements available on the website of the Carrier at www.estgdansk.pl and on the condition that the child possesses all necessary documents, including the documents necessary for international travel. The unaccompanied child should also be received at the destination by a person in possession of a copy of the statement referred to the preceding sentence.
8. The Guardian of visually impaired or blind Passengers may also be a guide dog.
9. Children under the age of 12 years may travel alone only with the prior consent of the Carrier. The restrictions arising from paragraph 7 are also applicable in this case.
10. The Passenger is obliged to use the safety belts, if the vehicle has been fitted with such.
11. The Passenger must have documents authorizing him or her to cross the relevant border, as required on the basis of separate provisions of relevant laws.
12. Arrival ahead of schedule of the vehicle with which the carriage of persons is conducted on the basis of the timetable of the Carrier at the destination in accordance with the ticket purchased by the Passenger does not entitle the Passenger to claim compensation on that basis.
13. In such case as carriage does not take place (e.g. due to failure of the bus), the Passenger may receive compensation of up to the amount of the ticket price.
14. The Passenger is responsible for damage caused to other passengers or to the Carrier as a result of his or her negligent act or omission.

§ 4 [Ticket]

1. Purchase of a ticket by the passenger constitutes acceptance of the conditions of carriage established in accordance with this document.
2. The ticket is a personal document transferred to the Passenger by the Carrier taking into account all specific arrangements for carriage, including discounts from the regular ticket price. As such, it is not possible for the Passenger to transfer the ticket to another person. In case of discrepancy between the information on the ticket and the identification data of the Passenger, the Carrier is entitled to refuse carriage to said Passenger, wherein it is understood that the Passenger has resigned from the carriage contract without observing the terms under paragraph 6. The personal data contained in tickets are processed for the purpose of performing the transport service. The provisions pertaining to the processing of personal data are included in Attachment no. 1.
3. The Passenger may purchase a ticket directly from the Carrier, from an Agent providing ticket sales on behalf of the Carrier, or on the electronic system of the Carrier. The Passenger is obliged to print a ticket purchased using the electronic system.
4. Within the framework of its business operations, the Carrier provides passenger transport services on the basis of the following types of tickets:
 - a) single ticket – entitling the Passenger to travel one way, on the date marked on the ticket;
 - b) closed return ticket – entitled the Passenger to round-trip travel on the departure and return dates indicated on the ticket, on which the departure and arrival stops are also indicated;
 - c) OPEN return ticket – entitling the Passenger to round-trip travel, on the departure date indicated on the ticket, with the possibility of choosing a return date later, and with the departure and arrival stops also indicated;
5. A single ticket is valid until the departure date provided when purchasing the ticket or until the date of departure in the event of a change of travel date (departure date may be changed for a date not exceeding 6 months from the date provided when purchasing the ticket). Dated return tickets as well as OPEN tickets remain valid for 6 months from the date of departure. A Passenger wishing to return using an OPEN ticket must specify a return date at least 3 days prior to the scheduled departure and inform EST staff (contact details are provided on the website at www.estgdansk.pl). The Carrier may refuse carriage to a Passenger who indicates a return date on the basis of an open return ticket if there are no seats available in the vehicles on the date indicated by said Passenger. In such situation, the Carrier shall immediately inform the Passenger of alternative connections which he or she may use. As far as the content of this paragraph is concerned, the liability of the Carrier for the provision of carriage is excluded.
6. The ticket issued to the Passenger in connection with the concluded carriage contract contains the following elements:
 - a) name and surname of the passenger;
 - b) the name of the carrier;
 - c) the type of ticket purchased;
 - d) specification of the route on a given transportation line;
 - e) specification of the date and time of departure; and
 - f) the price of the ticket.
7. The Passenger may withdraw from the carriage contract before the beginning of the journey or at a stopping place means of transport resulting from the timetable of the Carrier. For the sake of the validity of the declaration of the will of the Passenger to withdraw from the carriage contract, the Carrier shall make a note on the confirmation of issuance of the ticket to the Passenger held by the Carrier.
8. In the situation referred to in paragraph 7, the Carrier shall be entitled to subtract from the value of the ticket the following amounts:
 - A) **20%** OF THE VALUE OF THE TICKET IN THE EVENT OF CANCELLATION OF A CARRIAGE CONTRACT UP TO 7 DAYS BEFORE DEPARTURE;
 - B) **50%** OF THE VALUE OF THE TICKET IN THE EVENT OF CANCELLATION OF A CARRIAGE CONTRACT BETWEEN 6 DAYS AND 24 HOURS BEFORE DEPARTURE;

- C) **80%** OF THE VALUE OF THE TICKET IN THE CASE OF NON-USE OF THE RETURN PORTION OF THE TICKET WITHIN THE AGREED TRAVEL TIME, ON THE BASIS OF A RETURN TICKET;
 - D) **90%** OF THE VALUE OF THE TICKET IN THE EVENT OF CANCELLATION OF A CARRIAGE CONTRACT LESS THAN 24 HOURS BEFORE DEPARTURE.
9. A Passenger who does not appear at the place, on the date and at the time of check in indicated in the applicable timetable of the Carrier shall not be entitled to a refund of the value of the ticket, unless the Passenger has informed the Carrier of his or her withdrawal from the carriage contract before the departure of the means of transport – in accordance with paragraph 8.
 10. The deduction referred to in paragraph 8 point d) is also applicable in situations in which the Passenger was not accepted for carriage.
 11. The deduction referred to in paragraph 8 point d) is also applicable in situations in which the Passenger was removed from the means of transport. Beyond the decoction referred to in the preceding sentence, the Carrier is entitled to collect the respective amount for the part of the carriage performed. The amount calculated in accordance with this paragraph is limited to the value of the ticket purchased by the Passenger.
 12. Not entitled to a refund if the ticket:
 - a) Was destroyed to an extent making its identification impossible;
 - b) was lost or stolen, making it impossible to note the withdrawal from the contract;
 - c) was not used in the date/period of its validity, during which the Passenger did not inform the carrier of his or her withdrawal from the contract within the period preceding the date of departure;
 13. The Passenger may change the date of departure no later than on the day preceding the date of planned departure. Such a change incurs a registration fee in the amount of 20 PLN, or 5 euro.
 14. Change of route within the connections offered by the Carrier may result in the obligation of the Passenger to make additional payment, if such circumstance is justified in the applicable price list of the Carrier.
 15. Refund for an unused ticket is provided by the office in which the ticket was sold.
 16. In the case of the purchase of a ticket by the Passenger using the electronic system, the Passenger shall make changes and perform other operations (in particular return of the ticket, or closing of an OPEN return ticket) using the same system with which the ticket was purchased.
 17. Refund for an unused ticket is due the Passenger upon request.
 18. Refund for an unused ticket purchased by the Passenger using the electronic system, shall be made by transfer to the bank account from which payment was made.

§ 5 [Baggage]

1. The Passenger is entitled to carry one piece of baggage weighing up to 25 kg (also known as checked baggage) and one piece of baggage accompanying the Passenger during the journey, of a weight of up to 5 kg (referred to as hand baggage).
2. Conference of checked baggage takes place on the following principles:
 - a) the manner in which the baggage is secured by the Passenger should be appropriate for the item transported within. The Carrier is not liable for items carried in baggage and to which damage arose for reasons beyond the control of the Carrier.
 - b) baggage should be secured in a way that prevents damage to other baggage placed in the hold of the vehicle;
 - c) items in which liquids are transported should be secured in such a way as to prevent them from becoming unsealed during transport;
 - d) baggage shall be affixed with the appropriate baggage tag with the logo of the Carrier and the baggage number;
 - e) the crew of the vehicle shall be empowered to inspect baggage in the event of serious doubt as to its content, and in such case as any baggage may endanger the safety of carriage;
3. Additional baggage – baggage beyond that referred to in paragraph 1 – may be conferred by the Passenger only

upon providing prior notice to the carrier. If the Passenger fails to inform the Carrier of his or her intention to confer additional baggage, said baggage may be carried only if there is sufficient space in the hold of the vehicle.

4. Additional baggage fees depend on the properties of the baggage as well as its weight and dimensions.
5. The additional baggage referred to in paragraph 3 – like checked baggage – shall be affixed with the appropriate baggage tag referred to in paragraph 2, point d.
6. Hand baggage accompanying the passenger on the journey should be located in a place intended to ensure the safety and comfort of other passengers. Designated hand baggage storage is available in the following locations:
 - a) on the baggage shelf over the head of the passenger; and
 - b) in the compartment under the passenger seat; and
 - c) under the seat in front of the passenger; and
 - d) in other places indicated by the crew.
7. In the case of carriage of valuables in baggage, the Carrier recommends purchasing individual insurance for the carried items from an insurer providing such services.
8. Claims for loss of or damage to checked baggage should be reported to the crew of the vehicle directly after removing baggage from the hold, and such circumstance should be confirmed on the baggage tag or on the Passenger's ticket stub.
9. Passengers may report to the Carrier the existence of high value baggage, in such case as valuable items are carried within. The above reservation is submitted in the Notification Form concerning Objects of Increased Value constituting Appendix no. 1 to these Carriage Terms and Conditions. The Carrier is entitled to check the circumstances of the Passenger's carriage of the declared items by obliging the Passenger to show said items. The Carrier has the right to refuse to take baggage in such case as the Passenger stipulates a baggage value disproportionate to the actual value of this baggage as determined by the Carrier.
10. If the Passenger does not declare a higher value of checked baggage in accordance with the provision of the previous point, claims against the Carrier for damage to or loss of baggage are limited to the amount of the 300 PLN (in words: three hundred Polish zloty).
11. The Carrier is not liable for cabin baggage accompanying a passenger on the journey, in so far as the circumstances of the destruction or damage of the baggage were beyond the control of the Carrier.
12. The basis for removal of checked baggage by the Passenger or other entity is the other part of the baggage tag, intended for the entity conferring the baggage.
13. Checked baggage which is unclaimed by the Passenger or a third party on his or her behalf is subject to liquidation within 30 days of the date on which the baggage should have been taken. Dangerous goods and perishable are subject to immediate liquidation. Liquidation of baggage is preceded by an attempt to contact the entity which conferred the consignment at the telephone number stated on the ticket, unless the Passenger failed to inform the Carrier of his or her telephone number. The cost of storing the baggage shall be borne by the person who appears with the baggage tag stub at the baggage storage location.
14. It is absolutely forbidden to transport baggage which contains:
 - a) items the carriage of which is prohibited on the basis of separate regulations;
 - b) items which are dangerous or likely to cause damage to persons or property;
 - c) corpses or remains of human corpses.
15. To the extent not regulated, the relevant provisions of section two of the *Transport Law* apply.

§ 6 [Transport of animals]

1. The Carrier permits the transport of domestic animals weighing up to 6 kg, authorised for carriage and border crossing on the basis of separate regulations.
2. It is absolutely forbidden to transport aggressive domestic animals and animals that may interfere with the health, comfort, and convenience of travel of other passengers.

3. It shall be prohibited to transport animals:
 - a) in places intended for passengers;
 - b) loose, i.e. without a carrier, cage, or other required security device;
 - c) without the required documents constituting the vaccination card of the animal;
4. The owner assumes full responsibility for any damage caused by the animal.
5. Carriage of an animal obliges the Passenger to make an additional payment in the amount of 50% of the price of a normal ticket.
6. The Carrier reserves the right not to accept any animal on board the vehicle, if this results from individual determinations previously made with the other Passengers.

§ 7 [Liability of the Carrier]

1. The Carrier is responsible for premature departure of the means of transport on the basis of the timetable in effect.
2. The Carrier shall not be liable for items constituting the hand baggage of the Passenger, unless damage thereto resulted from its fault.
3. The Passenger shall be covered by the accident insurance of the Carrier upon boarding the vehicle with which passenger transport is conducted. The insurance only covers events which take place when the Passenger inside the vehicle. Events not covered by the accident insurance as well as events causing damage to the legally protected property of the Passenger occurring after the Passenger has alighted from the vehicle are not covered by said insurance.
4. To the extent not regulated by this document, the relevant provisions of the following apply, in particular:
 - a) Sections 6, 9 and 10 of the *Transport Law*; as well as
 - b) Regulation 181/2011.

§ 8 [Complaints arising from the carriage contract]

1. The liability of the Carrier arising from the carriage contract is limited to the value of the ticket purchased by the Passenger.
2. The Passenger is obliged to report any complaints arising from the carriage contract in writing directly to the Carrier within 14 days of occurrence of the circumstance justifying the claim. Written complaints sent to the address of the Carrier should be supplemented with a photocopy of the ticket on the basis of which the Passenger is filing the complaint.
3. Claims made by unauthorised persons shall not be considered by the Carrier.
4. The Carrier shall examine complaints without undue delay, no later than within 30 days of receipt of the complaint document. This time limit may be extended in such case as the matter is particularly complex. The Passenger will be informed of such extension in writing.
5. The scope of additional equipment of the vehicle may not be an intrinsic basis for submission of a complaint by the Passenger.

§ 9 [Final provisions]

1. The law of the Republic of Poland is the governing law for the carriage agreement.
2. To the extent not regulated by this document, the relevant provisions of applicable law, and in particular the acts referred to in the introduction to this document, shall apply.
3. Changes in the content of this document must be in written form to be valid. Any handwritten notes made on a paper copy of this document are not binding upon either the passengers or the Carrier.
4. Documents available on the website of the Carrier and referred to in these Terms of Service shall constitute its

integral part.

5. A copy of this document is available at the sales office of the Carrier, in vehicles with which transport is conducted, and at the website of the Carrier at www.estgdansk.pl.

§ 10 [Entry into force]

1. The provisions of this document shall enter into force on April 9, 2018.
2. Changes to the content of this document shall enter into force on the date on which they are adopted and announced, in accordance with § 9, paragraph 4.
3. The Terms and Conditions of EST Sp. z o.o. concerning the conditions of carriage for persons and baggage on domestic and international services of 1 August 2016 become ineffective as of the effective date of these Terms and Conditions.

*We wish you a pleasant journey
with EST*

Attachment no. 1

Information clause on personal data processing

Pursuant to Article 13 (1) and (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 on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), be informed that:

1. Your personal data is controlled by: “EST” Spółka z ograniczoną odpowiedzialnością with its registered office in Gdańsk, ul. Podwale Grodzkie 1, 80-895 Gdańsk, entered in the register of entrepreneurs of the National Court Register (KRS) kept by the District Court Gdańsk-Północ in Gdańsk, 7th Commercial Division of the National Court Register, under number 0000199797, with Tax Identification Number (NIP) 6040021566, Business Registry No. (REGON) 192995436, tel.: + 48 583014552, e-mail: estgdansk@wp.pl
2. The legal basis for processing your personal data is the performance of the agreement between you and the Controller, which necessitates the processing of your data.
3. Your personal data are processed exclusively for purposes related to the performance of the agreement and to undertake necessary measures prior to entering into the agreement.
4. It is not mandatory to provide personal data; however, a failure to provide data will make it impossible to enter into and perform the agreement.
5. Your data will be stored not longer than necessary, i.e. during a period necessary to perform the Agreement and during a period necessary to determine, enforce or defend claims, or in order to protect rights of another natural or legal person.
6. The Controller will transfer your data to the recipients with which it has entered into relevant agreements for entrusting the processing of personal data, exclusively for the purpose of performing the agreement concluded with you.
7. The Controller does not intend to transfer your data to any third country or to international organisations.
8. You have the right to demand that the Controller provides access to your personal data, rectifies, transfers, erases them as well as restricts the processing thereof, and also the right to raise an objection.
9. In connection with the processing of your personal data by the Controller, you have the right to lodge a complaint with the supervisory authority.
10. Based on your personal data, the Controller will not engage in automated decision-making with respect to you, including decision-making resulting from profiling.