

COMPLAINT FORM

If you wish to make a complaint regarding digital content, you can use the form below by sending it to us by e-mail.

ADDRESSEE:

[seller's details to be completed]

CUSTOMER DATA:

(Compulsory)

Date of concluding the contract / order number:

First name and last name:

Address:

E-mail adress:

(Voluntary, which, however, will facilitate our communication)

Phone number:

SUBJECT OF THE COMPLAINT:

Digital content:

Price paid:

COMPLAINT (description of defects):

.....
.....
.....
.....
.....

When the defects were found:

CLAIMER'S REQUEST:

() replacement of digital content with a non-defective one,

() defect removal,

() price reduction,

() withdrawal from the contract,

() other (what?)

.....
.....

.....

date of completion

.....

signature

(if the form is sent in paper form)

Information on the processing of personal data

The administrator of the personal data provided in the form will be Magdalena Trawińska-Krawiec, ul. Gen.J. Bema 24a / 3, 47-400 Racibórz. The data will be processed in order to handle the complaint process, which is our legitimate interest referred to in art. 6 sec. 1 lit. f GDPR. If, as a result of the complaint, the price is reduced or the contract is withdrawn, the complaint form will be included in the accounting documentation and will be stored with it for the period required by law. In addition, the complaint form will be stored until the expiry of the limitation period for claims related to the contract to which the complaint relates. In connection with the handling of the complaint process, the data may be processed by external entities involved in the handling of this process, such as banks, hosting provider, CRM system provider, accounting office. Data processing rights: the right to request access to data, rectification, deletion or limitation of processing, as well as the right to object to the processing of personal data and the right to submit a complaint to the President of the Personal Data Protection Office. In matters related to the protection of personal data, please contact us at admin@mypolishcourse.com Providing data is voluntary, but necessary to handle the complaint process.