

TEMPLATE

COMPLAINT FORM NO

made on in

Details of the person making the complaint: given name and surname, address, telephone

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Date of purchase of the collector items

Number of pieces of the collector items complained about

Face value of the collector items

Type and subject of the collector items complained about

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Sale price of the collector items

Copy of the receipt/copy of the VAT invoice*

Exact description of the defects

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Request by the person making the complaint regarding the method of resolving the complaint

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Number of the account of the person making the complaint*

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*Delete as appropriate.

Information about the processing of personal data

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 and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (OJ L 119, 4.5.2016, page 1; OJ L 127, 23.5.2018, page 2; and OJ L 74, 4.3.2021, page 35), hereinafter the “GDPR”, Narodowy Bank Polski informs you that:

- 1) your personal data controller is Narodowy Bank Polski with its registered office in Warsaw at ul. Świętokrzyska 11/21;
- 2) Narodowy Bank Polski ensures contact with the data protection officer at NBP by e-mail at the address iod@nbp.pl or by post at the address of the personal data controller. Detailed information concerning the Data Protection Officer is available on the website: www.nbp.pl/gdpr and in a publicly accessible location at the seat of Narodowy Bank Polski;
- 3) your personal data will be processed for the purpose of resolving your complaint concerning collector items;
- 4) the legal basis for the processing of your personal data for the purpose referred to in point 3 is Article 6(1)(b) of the GDPR, i.e. the processing is necessary for the performance of a contract to which the data subject is a party or in order to take steps at the request of the data subject prior to entering into a contract;
- 5) your personal data will not be transferred to other entities, including recipients in third countries or international organisations, except for public authorities for which the legal grounds for making such data available is a provision of law;
- 6) your personal data will be stored for a period of five years from the end of the year in which they were collected;
- 7) you have the right to request access to or rectification, erasure or restriction of processing of your personal data as well as the right of data portability and the right to object to data processing;
- 8) you have the right to lodge a complaint with the supervisory authority: President of the Office for Personal Data Protection, ul. Stawki 2, 00-193 Warszawa;
- 9) the submission of personal data is voluntary, but it is a condition for resolving your complaint;
- 10) your personal data will not be used for automated individual decision-making, including profiling.

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Signature of the person making the complaint

NBP's position regarding the request of the person making the complaint

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Signature of the authorised person