

COMPLAINT PROTOCOL

(to fill in by ENGO Controls's service man)

1. APPLICANT'S DATA

FULL NAME

CONTACT

E-MAIL

RETURN ADDRESS / COMPANY STAMP

2. THE SUBJECT OF THE COMPLAINT

PRODUCT CODE NO. OF UNITS

PURCHASE DATE

PLACE OF PURCHASE

WHEN FAILURE WAS DETECTED?
DEVICE DEFECTED SINCE BEGINNING (NEW, WITHOUT SIGNS OF USE)
HOW MUCH TIME DEVICE WAS IN USE SINCE INSTALLATION:.....

FAULT'S DESCRIPTION

OTHER INFORMATIONS (E.G. DEVICE INSTALLATION PLACEMENT)

3. SENDING THE COMPLAINT

The complaint should be sent to the **place of purchase**.

If complaint is considered favorably, the Client may collect the devices **directly at a distributor place (where the product was purchased)**.

To make a warranty claim, the **proof of purchase** and **filled complaint protocol** must be supplied. Otherwise the claim shall be not valid.

4. CONSIDERATION OF THE COMPLAINT

(TO FILL IN BY SERVICE MAN)

PERSON RECEIVING THE COMPLAINT DATE

CONSIDERATION OF COMPLAINT

ATTACHMENT 1

In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and the repeal of Directive 95/46/EC (hereinafter referred to as 'GDPR'), we inform that:

- a)** the administrator of your personal data is ENGO Controls sp. z o.o. sp. k. w Kobielicach, (43 - 262), Rolna 4, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court of Katowice - Wschód, 8th Commercial Department of the National Court Register in Katowice under KRS number: 0000440955, NIP number: 6381806825, REGON number: 243111228, contact details: Kobielice (43 - 262), 4 Rolna, e-mail: engo@engocontrols.com, tel. +48 32 700 74 53,
- b)** your personal data will be processed:
- pursuant to Article 6(1)(b) of the GDPR for implementation:
 - sales contract - in case a complaint has been made under the warranty for defects of goods,
 - guarantee agreement - in case a complaint has been reported under the guarantee provided by the administrator and accepted by you,
 - if you are not a part to the contract, but only a representative of the entity making the complaint - pursuant to Article 6(1)(f) of the GDPR for the purposes resulting from legitimate interests pursued by the administrator and a third party - the entity making the complaint represented by you, i.e. for the purposes of bringing about the execution of the contract (sale or guarantee) between the administrator and the entity you represent,
- c)** the recipients of your personal data are the administrator and the administrator's representatives authorized by him/her to process the personal data, postal operators and couriers, the administrator's accounting office, entities providing IT services to the administrator, banks (to the extent of the data of the entity making the complaint), the administrator's e-mail hostessors, law firms to the extent necessary for the possible determination, investigation or defence of claims,
- d)** your personal data will be stored by the administrator until the statute of limitations for potential warranty and guarantee claims, not less than 5 years from the beginning of the year following the financial year in which the operations, transactions and proceedings arising from the contract (sale or guarantee) have been definitively completed, repaid, settled or overdue,
- e)** you have the right to demand from the administrator access to personal data concerning you, correcting it, deleting it (according to Article 17 of the GDPR), limiting the processing (according to Article 18(1) of the GDPR) and transferring personal data (according to Article 20(1) of the GDPR),
- f)** you have the right to object to the processing of your personal data in accordance with Article 21(1) of the GDPR,
- g)** you have the right to lodge a complaint with a supervisory authority,
- h)** providing your personal data for the purposes of performing the contract (sale or guarantee) is necessary for its execution