

## §1. GENERAL PROVISIONS

1. **This Privacy Policy applies to individuals using the Website available at the URL: <https://www.europeansolutions.eu>** – including the use of the Company's recruitment system.
2. The data controller of users' data is: **European Solutions Sp. z o.o., registered office: Cieszyńska 23G, 43-170 Łaziska Górne, Poland, email address: [firma@europeansolutions.pl](mailto:firma@europeansolutions.pl)**

## §2. PERSONAL DATA

In connection with the implementation of the requirements 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, repealing Directive 95/46/EC ("GDPR"), we inform you that:

1. We process data for the following purposes:
  - a) the performance of a contract or taking steps at the request of the data subject prior to entering into a contract (legal basis: Article 6(1)(b) GDPR),
  - b) handling enquiries (Article 6(1)(b) GDPR),
  - c) processing complaints and claims (Article 6(1)(c) GDPR),
  - d) storing documentation and fulfilling legal obligations imposed on the Controller (Article 6(1)(c) GDPR),
  - e) sending a newsletter (Article 6(1)(a) GDPR),
  - f) monitoring and improving the quality of services provided – requesting completion of a survey or answering several questions regarding service quality (Article 6(1)(f) GDPR),
  - g) displaying personalised commercial information on social media (Article 6(1)(a) GDPR)
2. Providing data is voluntary, yet necessary to use the services. Where consent is required, this is always clearly indicated, and such consent is voluntary and usually expressed by clicking a checkbox containing the terms of the consent granted.
3. If a person has given consent to the processing of their data (legal basis: Article 6(1)(a) GDPR), the data are processed until the consent is withdrawn; however, after this period, information on who granted consent, when, and for what purpose may be archived (for the purpose of establishing, pursuing or defending legal claims). In all other cases, data are processed for a period justified by the fulfilment of the purpose (e.g. performance of a contract, responding to enquiries, tax regulations, etc.). The processing period depends on the possibility of establishing, pursuing or defending claims or when data retention is required under tax regulations.
4. Consent may be withdrawn at any time by sending an email to: [firma@europeansolutions.pl](mailto:firma@europeansolutions.pl) Privacy policy: [www.europeansolutions.pl](http://www.europeansolutions.pl)
5. Every data subject has the right to access their personal data, rectify, delete or restrict their processing, the right to object, the right to data portability, and the right to lodge a complaint with a supervisory authority (the President of the Personal Data Protection Office).
6. Transactional data, including personal data, are transmitted directly by the user to the payment service provider.

7. Visitors to the Website may use the contact details provided for the Company, such as email addresses and a telephone number. Initiating contact does not necessarily involve the processing of personal data, but if data are obtained, the Company becomes the data controller within the meaning of Regulation (EU) 2016/679 (GDPR). The information clause in this regard is available in a separate section on the website [www.europeansolutions.pl](http://www.europeansolutions.pl)

### **§3. DATA RECIPIENTS**

We use the services of software companies and entities maintaining ICT systems, with which we have concluded appropriate agreements. These agreements cover the principles of data processing and confidentiality. The data are not shared, and none of these companies has the right to process the data in any manner other than specified in the agreement. Your data, insofar as a company has access to them, may be processed solely for the purpose of properly providing services.

### **§4. COOKIES, SOCIAL MEDIA**

1. The Controller may process data contained in Cookies when visitors use the website [www.lumeservices.eu](http://www.lumeservices.eu)
2. Browser settings regarding Cookies are important for giving consent to the use of Cookies by our website – according to the regulations, such consent may also be expressed through the settings of the web browser. Detailed information on how to change Cookie settings and delete Cookies independently in the most popular web browsers is available in the browser's help section and on the following pages (simply click the relevant link):

[w przeglądarce Chrome](#)

[w przeglądarce Firefox](#)

[w przeglądarce Internet Explorer](#)

[w przeglądarce Opera](#)

[w przeglądarce Safari](#)

[w przeglądarce Microsoft Edge](#)

3. The Company may use Google Ads, Google Analytics, Universal Analytics provided by Google Ireland Limited (Gordon House, Barrow Street, Dublin 4, Ireland), as well as the Hotjar service provided by Hotjar Limited (Level 2, St Julian's Business Centre, 3, Elia Zammit Street, St Julian's STJ 1000, Malta). These services help the Controller maintain statistics and analyse traffic on the website. The collected data are processed within these services to generate statistics useful for administering the website and analysing traffic. These data are aggregated. By using these services on the website, the Controller collects such information as the sources and medium of visitors accessing the Portal, their behaviour on the website [www.europeansolutions.pl](http://www.europeansolutions.pl), information about the devices and browsers they use to access the site, IP address and domain, geographical data, and demographic data (age, gender) and interests.
1. It is possible for an individual to easily block the sharing of information about their activity on the Company's website with Google Analytics – for example, by installing a browser add-on provided by Google Ireland Ltd., available here:

<https://tools.google.com/dlpage/gaoptout?hl=pl>