

## PERSONAL DATA PROCESSING INFORMATION

### I. INTRODUCTION

1. The controller of the personal data collected in particular through the Internet platform [www.quoteandgo.com](http://www.quoteandgo.com) (hereinafter: the “Service” or “Platform” or “Website” – which also concerns the mobile app, with exceptions clearly restricted for the mobile app and then marked further as: the “App”) that is the entity determining the manner in which your data are processed, is **Done Deliveries Spółka z ograniczoną odpowiedzialnością** with registered office in Andrychów, 34 - 120, 35 Batorego street. (hereinafter: the Controller). Contact with the Controller is possible through the e-mail address: [iod@donedeliveries.com](mailto:iod@donedeliveries.com). The Data Controller is responsible for the security of the transferred personal data and for their processing in accordance with the law.
2. The Controller has designated a Data Protection Inspector (hereinafter: DPI), which can be contacted on the matters regarding personal data processing and exercising the rights of the users in accordance with the regulations on personal data protection through the e-mail address: [iod@donedeliveries.com](mailto:iod@donedeliveries.com)
3. Your personal data are processed in accordance with the Regulation of the European Parliament and of the Council (EU) 2016/679 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 repealing the Directive no. 95/46/EC (hereinafter: GDPR) and other currently applicable laws on personal data protection.
4. Aim and scope of the personal data used by the Controller has been listed in detail in the latter part of this document.

### II. COLLECTED DATA - BASIC INFORMATION

1. The following information refer to all methods in which your personal data are used by the Controller indicated in Chapter III and IV. The Controller processes personal data: of unlogged users of the Portal using the services and functionalities that do not require logging in (e.g. the contact form, access to information not requiring account creation).
2. Your personal data will not be used to make decisions based solely on an automated personal data processing, including profiling in the within the meaning of the Article 22 GDPR.
3. Subject to all data security guarantees, personal data processed via the Website may be transferred - apart from persons authorized by the Controller - to other entities, including:
  - 1) entities authorized to receive them in accordance with the law,
  - 2) entities processing them on behalf of the Controller, e.g. providers of technical and IT services, including service technicians of IT devices and services, providers of analytical services, entities providing consulting services,
  - 3) other entities to the extent necessary to perform the contract, provide services and legal requirements, e.g. electronic payment operators, companies providing courier or postal services, notary or legal offices, contractors providing services to the Controller on the basis of concluded contracts. In such cases, the above entities shall typically hold a status of a separate personal data controller, meaning that the information on their principles of personal data protection can be found on their websites.
4. The Controller, to the extent necessary for the correct execution of the contract, may transfer your personal data to the countries outside of the European Economic Area (hereinafter: EEA) that guarantee high level of personal data protection. These guarantees result in particular from the obligation to use standard contractual clauses assumed by the European Committee. The Controller may also transfer the data to the countries outside of the European Economic Area that do not ensure appropriate level of protection. However, the Controller shall ensure that the transfer is performed in a safe, controlled manner secured by means of appropriate contracts with their recipients, meeting all conditions provided in for in Chapter V of the GDPR.

5. The Controller informs that in connection with the processing of personal data obtained through the Website each person concerned by the data has the right to submit an application on:
  - 1) access to the data (information on the processing of personal data or data copy),
  - 2) rectify the data (should the data be incorrect),
  - 3) delete the data (the right to be forgotten),
  - 4) limit personal data processing,
  - 5) transfer the data to another controller,
  - 6) object to the processing of data in a situation where the basis for processing is the legitimate interest of the Controller,
  - 7) withdraw consent in the event that the Controller will process personal data based on consent, at any time and in any way, without affecting the period before its withdrawal - and all of this based on the principles determined in GDPR.
6. Every person concerned by the data has the right to lodge a complaint with the Office of the Information and Data Protection Commissioner in Warsaw.
7. The data have been obtained by the Controller directly from you. The Controller may also process the personal data of other individuals, transferred by the user during the use of services described in this document.

### III. PERSONAL DATA PROVIDED BY THE USER

Your personal data may be mainly processed by the Controller to:

1. Conclude an agreement on the provision of electronic service (in accordance with the Act of 18 July 2002 on the provision of electronic services, Journal of Laws 2020.344), including the creation and maintenance of an individual customer account necessary to use the services available to registered and logged in users of the Platform (legal basis – Article 6 (1) (b) GDPR) – “performance of a contract”.
2. In order to realize the order and the services of the Platform users and to ensure the correct quality of the above-mentioned services (legal basis – Article 6 (1) (b) and Article 9 (2) (a). GDPR) – “performance of a contract”.
3. In order to fulfill legal obligations, e.g. keeping accounting and tax documentation as well as archiving it (legal basis - Article 6 (1) (c) GDPR) – “legal obligation”.
4. In order to perform the concluded contract and provide related services, investigate or defend against any claims related thereto (legal basis - Article 6 (1) (f) GDPR) – “legitimate interest”.
5. For marketing/commercial communication by means of electronic communication (in particular e-mail, telephone calls, text messages, multimedia messages), taking into account the provisions of the Telecommunications Law and the provisions of the Act on the provision of electronic services.

#### III A. E-MAIL OR TELEPHONE CONTACT

1. The Controller processes personal data, in particular a contact telephone number or e-mail address and other information provided by the user, to the extent necessary to handle requests and fulfill the inquiry, including communication and answering questions asked via the contact telephone number and e-mail address provided on the Website (legal basis - Article 6 (1) (f) GDPR) – “legitimate interest”;
2. The Controller has the right to process personal data for the period necessary to realize the aforementioned purposes. This will be the time necessary to process the inquiry, including answering the question sent or settling matters related to which correspondence or conversation is conducted.
3. Provision of the data is voluntary, yet necessary for the provision of answer to the question sent or for the correct handling of the report and realization of the inquiry. Failure to provide the personal data may result in impossibility to provide answer or realize the inquiry.

### III B. CONTACT FORM

1. The Controller may collect personal data, in particular a contact telephone number or e-mail address, and other information provided by the user, via the contact form available on the Website.
2. The Controller processes personal data to the extent necessary to carry out the inquiry, including answering questions asked via the contact form available on the Website (legal basis - Article 6 (1) (f) GDPR) – “legitimate interest”; If the user provides specific categories of data (e.g. health information), they declare to agree to their use for the purpose of proper handling of the report and inquiry, including communication and answering (legal basis - Article 9 (2) (a) GDPR) - " clear consent to the processing of health information".
3. The Controller has the right to process personal data for the period necessary to realize the aforementioned purposes. Depending on the legal basis this will be, respectively:
  - 1) time necessary to provide answer to the inquiry sent by the user by means of the contact form,
  - 2) time to the moment of user's withdrawal of the consent (including the moment of withdrawal of the consent to the use of special data categories).
4. Withdrawal of the consent may take place in particular through contact with the Controller or the DPI. Withdrawal of the consent does not affect the compliance with the law of the data use in the period of validity of the consent.
5. Provision of the data indicated in the form is voluntary, yet necessary for the provision of answer to the question sent or for the correct handling of the report and realization of the inquiry. Failure to provide the personal data results in the impossibility to answer the user.

### III C. PRODUCTS and SERVICES – orders and realizations

1. The Controller processes personal data to:
  - 1) conclude contract for the provision of electronic services, including the creation and maintenance of an individual customer account necessary to use the services available to registered and logged in users of the Platform (legal basis – Article 6 (1) (b) GDPR) – “performance of a contract”.
  - 2) to realize the order and services available to registered and logged in users and to ensure the correct quality of the above-mentioned services (legal basis – Article 6 (1) (b) and Article 9 (2) (a). GDPR) - “performance of a contract” and "clear consent to the processing of health information".
  - 3) enforcement and defense against contractual claims, (legal basis - Article 6 (1) (f) GDPR) – “legitimate interest”; The deadlines for pursuing claims under the contract are specified in detail by the Civil Code, consumer regulations and other legal provisions regulating the procedure of conducting the above-mentioned proceedings.
  - 4) performance of legal obligations incumbent on the Controller, e.g. financial settlements and accounting reporting, including issuing and storing invoices, archiving tax documentation (legal basis: Article 6 (1) (c) GDPR) – “legal obligation”.
  - 5) correction of the quality of the services provided, including user satisfaction survey (legal basis: Article 6 (1) (f) GDPR) - "legitimate interest", which is raising standards of user service.
  - 6) transfer of marketing/commercial information
2. The Controller may process the personal data of the Website users to the extent necessary to perform the contract and ensure proper sales service, in particular: full name, e-mail address, phone number, delivery address and other data, including information necessary to conduct comprehensive sales services. Provision of the data is voluntary, albeit required to use the Website functionalities.
3. The Controller has the right to process personal data for the period necessary to realize the aforementioned purposes. Depending on the legal basis this will be, respectively:
  - 1) time necessary for performance of the contract,
  - 2) time of exercising legal obligations and time in which the provisions of law order to store data, e.g. tax laws,
  - 3) period of keeping the sales documentation in connection with guarantee and warranty.

#### IV. AUTOMATICALLY COLLECTED DATA

1. Using the Website is linked with sending queries to the server, which are automatically recorded in the event logs.
2. Event logs contain data concerning user sessions. In particular, these are: IP address, type and name of the device, date and time of visits to our website, information about the web browser and operating system.
3. Data recorded in the event logs are not associated with specific individuals.
4. Access to the event logs is granted to the individuals authorized by the Controller to administer the Website.
5. Chronological record of the event information constitutes solely auxiliary material, used for administrative purposes. The analysis of event logs enables, in particular, the detection of threats, ensuring adequate security of the Website and the performance of statistics in order to better understand the manner in which the Website is used by its users.
6. Data on user sessions are used to diagnose problems related to the functioning of the Platform and to analyze possible security breaches, to manage the Website and to prepare statistics (legal basis - Article 6 (1) (f) GDPR) – “legitimate interest”.
7. The Website uses cookie files for its functioning. More information on cookie files is available below in the “Cookie Files Information”.

#### V. FINAL PROVISIONS

1. The present document is of informative character and it concerns in particular the Website and App.
2. The Website/App may contain links to other websites, partners cooperating with the Controller, service providers and other external entities (e.g. Google LLC). The Controller recommends that every user reads and understands the privacy policies applicable on these websites when visiting them.
3. The Controller reserves the possibility to introduce changes to the present document, in particular in the case of:
  - 1) development of technology,
  - 2) changes to the generally applicable regulations, including within the scope of personal data protection or information security,
  - 3) Website development (e.g. implementation of additional functionalities and services).
4. The Controller shall notify users about changes to the content of this document by posting an appropriate message on the Website.

## COOKIE FILES INFORMATION

### I. GENERAL INFORMATION

1. Pursuant to Article 173-174 of the Act of 16 July 2004 Telecommunications law, the Controller informs on the use of cookie files and other similar Internet technologies (such as Local Storage) on the Website.
2. Only anonymous statistical data about users are collected with the use of cookies and other Internet technologies. Information obtained with the indicated technologies are not assigned to a specific individual and do not allow for their identification.
3. Placing and using cookies and other Internet technologies is not harmful to the user's device (i.e. computer, phone or tablet), it does not cause any changes in both the device configuration and the installed software and applications.
4. The objective of the use of the aforementioned technologies by the Website is to:
  - 1) adjust the content of the Platform's websites to the user's preferences and optimize the use of the Website; in particular, these files allow to recognize the user's device and properly display the website, tailored to user's individual needs,
  - 2) maintain the user's session on the Website (after logging in), thanks to which the user does not have to re-enter the login and password on each subpage of the Website,
  - 3) create analyzes, reports and statistics on the way users use the Website pages, which allows improving their structure and content,
  - 4) monitor the quality of traffic to verify the compliance of the use of analytical cookie files with the applicable law.

### II. DETAILED INFORMATION

1. When using the Website small text files are placed on the user's device. In general, these files contain the following information:
  - 1) name of the Website from where the cookie file was sent;
  - 2) generated unique number;
  - 3) file storage duration.
2. These files can be divided according to the source of origin and duration of their storage on the user's device. The following file types are used on the Website:
  - 1) The following cookie file types are distinguished according to the source of origin:
    - a) first-party cookies (own) - from the Website, the file saves the name pointing to the domain that belongs to the Controller; These files are used for the following purposes: website authentication and maintenance; optimization and improvement of the efficiency of the services provided - the so-called performance cookies enabling the collection of data on the use of the website; increasing the functionality and reliability of the website and access to its full functionality, as well as the correct configuration of selected functions - the so-called functional cookies allowing to save selected settings and personalize the interface, e.g. in terms of the selected language, font size, website appearance, etc.; ensuring the security of the website, e.g. detecting violations in the authentication process within the website; saving the fact of getting acquainted with the highlighted information, the so-called a session cookie called INFO
    - b) third-party cookies (external) - entered via the Website by external companies whose services are used by the Controller; These files are used to display tailored material on advertising networks; to study the activity of anonymous users and on this basis to generate statistics that help to learn about the manner in which the Website is used; in order to enable the use of third-party technologies placed on the Website, e.g. plugins of Google Maps, Google Analytics – privacy policy [www.google.com/intl/pl/policies](http://www.google.com/intl/pl/policies);
  - 2) In terms of the time period, for which cookie files are stored on the user's device, the following types are distinguished:
    - a) session cookie files, which are created on every visit to the website and deleted when the browser window is closed;

- b) files stored for a much longer period of time, deleted automatically by the browser after a specific period or manually by the user.

### III. OTHER TECHNOLOGIES

1. Aside from the cookie files, the Controller also uses the capabilities of web browsers, which can store information in their memory, e.g. about the contents of the shopping basket. The following technologies enabling data storage can be distinguished:
  - 1) Local Storage - a data storage to which information is stored that is permanently stored in the user's web browser until it is deleted.

### IV. EXTERNAL ENTITIES – social media plugins

1. The Controller uses in particular, but not limited to, services of the following external companies:
  - 1) Google LLC;
  - 2) Hotjar Ltd
2. These entities possess their own privacy policies and practices regarding the use of Internet technologies, therefore, in order to better understand these principles, please read the privacy policy and cookie policy of each entity.
3. In addition, the Website may contain embedded buttons, tools or content redirecting to third-party services, including social network plugins and applications. Using these applications may result in the transmission of information via Internet technologies to these third parties. In the case of a social networking site it is a co-controller of thus obtained data. However, the data are processed in connection with the maintaining of the Controller profile, including promotion of its brand. Legal basis: Article 6 (1) (f) GDPR i.e. "legitimate interest". The scope of personal data processing, detailed aims and the rights and obligations of visitors to a social networking site (i.e. a co-controller) result directly from the regulations of a given social networking site, so it is worth getting acquainted with its content.

### V. ANALYTICAL TOOLS

1. The Website utilizes the following analytical tools:
  - 1) Google Analytics

Google Analytics are files used by Google to analyze how the website is used. They are used to create statistics and reports concerning functioning of a website. Google does not use the collected data to identify the user, and does not combine this information to enable user identification. Detailed information is available under the following link:

<https://www.google.com/intl/pl/policies/privacy/partners>

- 2) Google Adwords

Google Adwords is a tool that enables measuring the effectiveness of advertising campaigns carried out by the Controller, allowing for the analytics of such data as, for example, keywords. Google Adwords enables us to show our ads to people who have visited our website in the past. Detailed information is available under the following link:

<https://policies.google.com/technologies/ads?hl=pl>

- 3) Facebook Pixel

Facebook Pixel is a tool that enables measuring the effectiveness of advertising campaigns carried out by the Controller on Facebook. The tool enables advanced data analytics in order to optimize the Controller's activities also with the use of other tools offered by Facebook. Detailed information is available under the following link: [https://pl-facebook.com/help/443357099140264?helpref=about\\_content](https://pl.facebook.com/help/443357099140264?helpref=about_content)

### VI. HOW TO HANDLE COOKIE FILES AND OTHER TECHNOLOGIES

1. The user may at any time change the settings or disable the use of cookies and other technologies in their browser, however, this may cause the Website to function improperly.

2. Changes made to the cookie settings in the web browser also relate to the use of other Internet technologies.
3. If the user does not change the default settings of the web browser in the scope of cookies, the files collecting the data will be recorded on the end device and will be used in accordance with the rules set by the provider of the web browser.
4. Information on managing cookies in individual browsers (including, in particular, instructions on blocking the collection of cookie files) can be found on the pages dedicated to individual browsers:
  - 1) Chrome: <https://support.google.com/chrome/answer/95647?hl=pl>
  - 2) Firefox: <https://support.mozilla.org/pl/kb/ciasteczka>
  - 3) Internet Explorer: <https://support.microsoft.com/pl-pl/help/17442/windows-internet-explorer-delete-manage-cookies>
  - 4) Microsoft Edge: <https://support.microsoft.com/pl-pl/help/4468242/microsoft-edge-browsing-data-and-privacy-microsoft-privacy>
  - 5) Opera: <https://help.opera.com/pl/latest/web-preferences/#cookies>
  - 6) Safari: <https://support.apple.com/pl-pl/HT201265>

Users, who have read the information available on the Website and do not want cookies and Local Storage to remain in the device's web browser, should delete them from their browser after completing their visit to the Website.