

## **INFORMATION NOTICE**

### **support requests regarding the CDeX Platform**

In accordance with Articles 13 and 14 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 ("**GDPR**"), below we provide information on the processing of your personal data **in connection with the handling of a support request regarding the CDeX Platform**.

**Controller:** The controller of your personal data is CDEX PROSTA SPÓŁKA AKCYJNA, KRS No.: 0000978218 (hereinafter also referred to as the "**Controller**"); contact details: ul. Marcelińska 90, 60-324 Poznań, e-mail [contact@cdex.cloud](mailto:contact@cdex.cloud), tel. +48 607 197 105. You may contact the Controller in all matters concerning your personal data and the rights you are entitled to exercise, using the contact details provided above.

**Purpose and legal basis for processing:** We process your data for the purpose of handling a support request regarding the CDeX Platform and contacting you in connection with the request, in particular through the support ticketing system. The legal basis for processing is:

- Article 6(1)(b) GDPR (performance of a contract to which the data subject is party, or taking steps at the request of the data subject prior to entering into a contract) – if the request is submitted under a contract to which you are a party; or
- Article 6(1)(f) GDPR (the legitimate interest of the Controller consisting in providing clients – as the producer of the CDeX Platform – with technical support regarding the CDeX Platform) – if the request is submitted by you as an employee, associate or contact person of the Controller's client.

**Categories of data recipients:** Your data may be disclosed to the entities providing the Controller with technical, IT, hosting, or communication services, including e-mail services – to the extent necessary for handling the request, and to entities authorised to receive such data under applicable law.

**Source of data (if you did not provide them directly):** If your data appeared in the content of the request even though you did not submit it personally, we received them from the person submitting the request.

**Retention period:** We will store your data for the period required to handle and settle the request and for the period resulting from the limitation periods for claims connected with the contract or the support provided.

**Information on the requirement to provide data:** Providing personal data is voluntary, but necessary to handle the support request. If you do not provide the data, we will not be able to handle your request or contact you regarding its handling.

**Your rights:** You have the right to obtain confirmation whether your data are being processed, to request from the Controller access to your personal data and to receive a copy of them, rectification of the data (correction), erasure or restriction of processing, the right to data portability (where applicable under the GDPR), and the right to object (Article 21 GDPR) to the processing of data based on a legitimate interest – on grounds relating to your particular situation – as well as the right to lodge a complaint with a supervisory authority – in Poland: the President of the Personal Data Protection Office.

**Transfers of data outside the EEA:** As a rule, your personal data are processed within the European Economic Area (EEA). In connection with the Controller's use of services provided by global suppliers, in particular Microsoft 365 and Google Workspace e-mail services, your data may be transferred to third countries, including the United States. Such transfers are made using mechanisms compliant with Chapter V GDPR, in particular on the basis of a European Commission adequacy decision, including the decision concerning the EU-US Data Privacy Framework, to the extent it applies to the given data recipient, or on the basis of the European Commission's Standard Contractual Clauses.

**Automated decision-making:** Your data are not subject to automated decision-making or profiling. Automated elements of the support ticketing system (registration of the request, assignment of a case number, sending a confirmation) do not produce legal effects concerning you or similarly significantly affect you.