

Arriva RP Spółka z o.o. [Limited liability company] with its registered office in Toruń, ul. Kościuszki 71/lok. 404 , 87-100 Toruń ("ARRIVA RP" or "ADMINISTRATOR"), entered in the Register of Entrepreneurs of the National Court Register kept by the District Court in Toruń, VII Economic Division under the KRS number 0000290693 NIP: 701-00-92-409, REG: 141112563.

Last update: 04 February 2025

Arriva RP Sp. z o.o. in Toruń (Arriva or "we") is committed to protecting and respecting your privacy.

This privacy policy (the "Privacy Policy"), together with the terms of use of our website <http://www.arriva.pl> (the "website") and any other documents referred to therein, serves to explain what type of information we collect when you visit our website and sets out the basis by which any personal data we collect from you or that you provide to us will be processed by us.

Please read the following carefully to understand our point of view and practices regarding your personal data and how we handle it. By visiting <http://www.arriva.pl> or providing information about yourself in the circumstances described below, you accept and consent to the practices described in this policy.

This Privacy Policy applies to the personal data of our Website Users, Candidates, Clients, Suppliers and other persons we may contact for further information about our Candidates or who have been designated as contacts. For the avoidance of doubt, if you are part of Arriva Personnel, the Arriva Data Protection Policy available on the M drive applies to you.

This document contains important information on the following points:

1. PROCESSING OF PERSONAL DATA
2. GLOSSARY
3. WHAT PERSONAL DATA WE COLLECT AND HOW
4. COOKIES
5. HOW WE USE PERSONAL DATA AND WHAT IS THE BASIS FOR PROCESSING IT
6. SHARING INFORMATION ABOUT YOU
7. DATA RETENTION
8. INFORMATION SECURITY
9. INFORMATION TRANSFER TO OTHER COUNTRIES
10. UPDATE OF THIS PRIVACY NOTICE
11. YOUR DATA PROTECTION RIGHTS
12. QUESTIONS ON THIS PRIVACY NOTICE
13. DATA CONTROLLER – HOW TO CONTACT US

1. PROCESSING OF PERSONAL DATA

We process personal data 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 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) "reg. (EU) 2016/679" and the regulations applicable in the country where the data is collected.

2. GLOSSARY

- **CANDIDATES** – includes candidates for all positions offered by Arriva or those who have submitted a CV without reference to a specific job offer;
- **CUSTOMERS** – includes people (for example, passengers but not exclusively) to whom Arriva provides services or goods in the course of its business, but may also in certain circumstances include people who do not use our services but contact us, for example, to obtain information about our services or products (including, for example, customer employees) or enter our competitions;
- **PERSONS MAKING COMPLAINTS AND COMPLAINTS** – includes persons, even if they are not CLIENTS, making complaints and claims in connection with our business;
- **INJURED** – persons claiming compensation from us in connection with our activities;
- **SUPPLIERS** – entities (e.g. companies, sole traders, individual contractors, employees of suppliers) who provide services to us;
- **PERSONS WHOSE DATA WE RECEIVE FROM CANDIDATES, CUSTOMERS, SUPPLIERS, PERSONS SUBMITTING COMPLAINTS AND GRIEVANCES AND INJURED PARTIES** – includes any person whose data is provided to us by (but is not limited to) Candidates, Customers, Suppliers, Complainants, Injured, for example, reference contacts, witnesses to incidents, contacts in connection with the execution of a contract, offer or order;
- **WEBSITE USERS** – any person accessing any Arriva website;
- **STAFF** – employees, apprentices and trainees employed by Arriva Group. Independent contractors and consultants providing services to Arriva for the purposes of this Privacy Policy are **SUPPLIERS**.

3. What personal data do we collect and how do we collect it?

A. CANDIDATES

- **Information provided by you.** You can provide us with information about yourself by filling in forms on our website www.arriva.pl or by corresponding with us by email or otherwise and by speaking to us by telephone or in other ways at your discretion.

The information you provide to us may include:

- ✓ information about the person such as name, gender, age/date of birth, country of origin, self-description, photo;

- ✓ contact details such as home address, e-mail address and telephone number, other contact information;
- ✓ educational and professional background;
- ✓ interests;
- ✓ professional qualifications and entitlements held (e.g. driving licence category, language skills);
- ✓ information about your criminal record, if required for employment in the post in question;
- ✓ any other data you choose to provide;
- ✓ in some situations, a record of the voice message or call you left if you contact us by telephone.

- ***Information we receive from other sources*** We may receive information about you from other sources:

- ✓ if you use other websites that we use for the recruitment process (e.g. for applications, tests, forms);
- ✓ we also work closely with third parties (for example, employment agencies, recruitment agencies, job centres);
- ✓ information about you may disclose the reference contacts you have provided;
- ✓ we can obtain information about you by searching for potential candidates from external sources (for example, LinkedIn, GoldenLine) and from other job websites;
- ✓ If you like our Facebook page or follow us on other social media (for example Twitter), we will receive your personal information from these sites.

- ***The information we collect about you automatically***

- ✓ In connection with each of your visits to our websites, we may automatically collect certain information, for example, your IP address, frequency of visits to our website. For further information, please refer to section: **G. USERS OF THE WEBSITE**;
- ✓ in connection with calls made to our customer service number, we may automatically collect the telephone numbers used to make those calls.

Note that the above list of data we can collect is not exhaustive.

B. CUSTOMERS

- ***Information provided by you.*** You can provide us with information about yourself by filling in forms on our website www.arriva.pl or by corresponding with us by email or otherwise and by speaking to us by telephone or in other ways at your discretion.

The information you provide to us may include:

- ✓ information about the person such as name, sex, age;

- ✓ contact details such as home or business address, e-mail address and telephone number, other contact information;
- ✓ PESEL no., no. of document entitling the bearer to concessionary or free travel on our transport services;
- ✓ VAT and REGON numbers;
- ✓ information on bank account number.

- ***Information we receive from other sources*** We may receive information about you from other sources:

- ✓ we work closely with third parties (service subcontractors, advertising agencies, real estate agencies, travel agencies, business partners, technical contractors, payment service providers, analysis providers, information providers on search);
- ✓ we may obtain information about you from the Central Business Register, the Register of Entrepreneurs of the National Court Register or other databases made available in accordance with the law;
- ✓ if you like our Facebook page or follow us on other social media (for example Twitter/X), we will receive your personal information from these sites.

- ***The information we collect about you automatically:***

- ✓ in connection with each of your visits to our websites, we may automatically collect certain information, for example your IP address, frequency of visits to our website. For further information, please refer to section: **G. USERS OF THE WEBSITE**;
- ✓ when you register with us to use our wi-fi service on the train, we may collect certain information, for example: technical information, including the Internet Protocol (IP) address used to connect your computer or telephone to the Internet;
- ✓ in connection with calls made to our customer service number, we may automatically collect the telephone numbers used to make those calls;
- ✓ recordings from surveillance cameras confirming your presence on our public transport, at stations operated by us and at other locations where we conduct business and provide services.

Note that the above list of data we can collect is not exhaustive.

C. PERSONS MAKING COMPLAINTS

- ***Information provided by you.*** You can provide us with information about yourself by filling in forms on our website www.arriva.pl or by corresponding with us by email or otherwise and by speaking to us by telephone or in other ways at your discretion.

The information you provide to us may include:

- ✓ information about the person such as name, sex, age;
- ✓ contact details such as home or business address, e-mail address and telephone number, other contact information;
- ✓ contact details of persons who witnessed the incident to which the complaint, claim or assertion relates;
- ✓ information on the trip taken.
 - ***Information we receive from other sources.*** We may receive information about you from other sources:
- ✓ we also work closely with third parties (service subcontractors, technical contractors, payment service providers, insurance brokers);
- ✓ we may obtain information about you from persons identified as contacts (including witnesses to the incident);
- ✓ information from our staff.
 - ***The information we collect about you automatically:***
- ✓ in connection with each of your visits to our websites, we may automatically collect certain information, for example your IP address, frequency of visits to our website. For further information, please refer to section: **G. USERS OF THE WEBSITE**;
- ✓ in connection with calls made to our customer service number, we may automatically collect the telephone numbers used to make those calls;
- ✓ recordings from surveillance cameras confirming your presence on our public transport, at stations operated by us and at other locations where we conduct business and provide services.

Note that the above list of data we can collect is not exhaustive.

D. INJURED PARTIES

- ***Information provided by you.*** You can provide us with information about yourself by filling in forms on our website www.arrivabus.pl or by corresponding with us by email or otherwise and by speaking to us by telephone or in other ways at your discretion.

The information you provide to us may include:

- ✓ information about the person such as name, sex, age, marital status;
- ✓ contact details such as home or business address, e-mail address and telephone number, other contact information;
- ✓ contact details of persons who witnessed the incident to which the complaint, claim or assertion relates;
- ✓ information on the trip taken;

- ✓ addresses of medical facilities where you have received or are receiving health services;
- ✓ information on the state of health, the injuries suffered, the course of treatment;
- ✓ information on asset status.
- ***Information we receive from other sources.*** We may receive information about you from other sources:
 - ✓ we also work closely with third parties (service subcontractors, technical contractors, payment service providers, insurance brokers);
 - ✓ we may obtain information about you from persons identified as contacts (including witnesses to the incident);
 - ✓ information received from the police or other authorities investigating the incident;
 - ✓ information from our staff.
- ***The information we collect about you automatically:***
 - ✓ in connection with each of your visits to our websites, we may automatically collect certain information, for example your IP address, frequency of visits to our website. For further information, please refer to section: **G. USERS OF THE WEBSITE**;
 - ✓ in connection with calls made to our customer service number, we may automatically collect the telephone numbers used to make those calls;
 - ✓ CCTV footage confirming your presence on our public transport, at stations operated by us and other places of business and service where the incident causing the damage occurred.

Note that the above list of data we can collect is not exhaustive.

E. SUPPLIERS

- ***Information provided by you.*** You can provide us with information about yourself by filling in forms on our website www.arriva.pl or by corresponding with us by email or otherwise and by speaking to us by telephone or in other ways at your discretion.

The information you provide to us may include:

- ✓ information about the person such as name, sex, age;
- ✓ position;
- ✓ contact details such as home or business address, e-mail address and telephone number, other contact information;
- ✓ VAT and REGON numbers;

✓ information on bank account number.

- ***Information we receive from other sources.*** We may receive information about you from other sources:

✓ if you use other websites that we operate or other services that we provide;

✓ we also work closely with third parties (service subcontractors, advertising agencies, real estate agencies, travel agencies, business partners, technical and payment contractors, analysis providers, search information providers);

✓ we may obtain information about you from the Central Business Register, the Register of Entrepreneurs of the National Court Register or other databases made available in accordance with the law;

✓ if you like our Facebook page or follow us on other social media (for example Twitter/X), we will receive your personal information from these sites.

- ***The information we collect about you automatically:***

✓ in connection with each of your visits to our websites, we may automatically collect certain information, for example your IP address, frequency of visits to our website. For further information, please refer to section: **G. USERS OF THE WEBSITE**;

✓ in connection with calls made to our customer service number, we may automatically collect the telephone numbers used to make those calls;

✓ surveillance camera recordings confirming your presence at our places of business and provision of services.

Note that the above list of data we can collect is not exhaustive.

F. PERSONS WHOSE DATA WE RECEIVE FROM CANDIDATES, CUSTOMERS, SUPPLIERS, COMPLAINANTS, INJURED PARTIES

We need confirmation from reference contacts or people identified as witnesses to an event about what they know about Candidates to get a job with us, or about a Supplier to decide to establish a business relationship, a Customer to handle a complaint or a complaint. In order to request references or information, we need contact details such as name, email address or telephone number.

Note that the above list of data we can collect is not exhaustive.

G. USERS OF THE WEBSITE

✓ We may automatically collect the following information in connection with each of your visits to our websites:

○ technical information, including the Internet Protocol (IP) address used to connect your computer to the Internet, your login information,

browser type and version, time zone setting, browser plug-in types and versions, operating system and operating platform,

- information about your visits, including the full Uniform Resource Locators (URLs) clickstream to, through, and from our websites (including date and time); the products you viewed or searched for; page response times, download errors, length of visits to particular pages, information about your interactions on the sub-page (such as scrolling, clicking, and pointing with the mouse), and the methods used to leave a subpage;

- ✓ Our website may contain links to various sites that are under our ownership or control, but also links to third party sites. If you provide personal data on such sites, you are subject to the regulations contained in the policies of those sites. Please read the provisions of other privacy policies, as we are not responsible for the data provided, collected, used or otherwise processed on third-party sites.

Sensitive personal data. We will not intentionally or systematically seek to collect, store or otherwise use information about you classified as "special categories of data" or "sensitive data" (for example, information on trade union membership, ethnicity or health).

4. COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a comfortable browsing experience and also allows us to improve our pages. For details on cookies and the purposes for which we use them, please see our cookie policy at <https://arriva.pl/art/files/202>.

5. HOW DO WE USE YOUR PERSONAL DATA AND WHAT IS THE BASIS FOR PROCESSING?

The collection of personal data described above is usually mandatory and, if this personal data is not provided, we will not be able to provide you with information, products or services. Where the collection of any personal data is not mandatory, we will inform you of this before collecting it, as well as of the consequences of not collecting the relevant personal data.

Our applicable legal basis for collecting and using the personal data described above will depend on the specific personal data and the context in which we collect it.

However, we will only process your personal data:

- when we have your consent to do so;
- when the processing is necessary for the performance of our contract with you; or
- when the processing is in our or a third party's legitimate interests and this interest is not overridden by your data protection interests or fundamental rights and freedoms; and

- when we are legally obliged to process your personal data; and
- sometimes it may be necessary for us to process personal data when the processing is necessary for the establishment, exercise or defence of legal claims, or in the exercise of justice by the courts.

Should you have any questions or require further information on the legal basis on which we collect and use your personal data, please use the contact details provided under the heading **QUESTIONS REGARDING THIS PRIVACY NOTICE** below.

A. CANDIDATES

Information provided by you. We use your personal data in the following ways:

Purpose of processing	Legal basis for processing
Recruitment	Your consent
Referral to a training course for qualification to work on a specific position	Implementation of the contract

The information we collect about you. We use your personal data in the following ways:

Purpose of processing	Legal basis for processing
Recruitment	Processing is within our legitimate interest

B. CUSTOMERS

Information provided by you. We use your personal data in the following ways:

Purpose of processing	Legal basis for processing
Personal data collected when you purchase our services is used to control and process your purchase transactions, sales services and after-sales services (e.g. administrative, accounting, refunds, anti-fraud, communication with the customer, including by e-mail or telephone regarding possible problems with the service or further service requests)	Performance of a contract or legal obligation

Provision of a service or goods by us	Implementation of the contract
Verification of entitlement to concessionary or free travel on public transport	Legal obligation
Checking your entitlement to use our means of transport	Performance of the contract and our legitimate interest
Storage of your data so that we can contact you in connection with the performance of a contract or obligations imposed on us by law	Performance of a contract or legal obligation
Your participation in our competitions	We have your consent
Fulfilment of certain legal obligations (e.g. tax obligations, settlement of subsidies received in connection with your use of concessionary or free public transport services)	Legal obligation
To help us establish, exercise or defend legal claims	Processing is necessary for the establishment, exercise or defence of legal claims
Creation of statistics and analyses for internal reporting for management purposes, optimisation of our services, better adaptation to the needs of our customers, development of our offering	Our legitimate interest
Accounting and financial reporting	Legal obligation

The information we collect about you. We use your personal data in the following ways:

Purpose of processing	Legal basis for processing
Ensuring safety in our means of transport and places of business, protection of property	The processing is in our legitimate interest
Verification of the information you provide in order to make a responsible decision on business cooperation	The processing is in our legitimate interest
To help us establish, exercise or defend legal claims	Processing is necessary for the establishment, exercise or defence of legal claims
Statistical and analytical purposes, summary reports	Our legitimate interest

Information we receive from other sources. We may combine the information we receive from other sources with the information you provide to us and the information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the type of information we receive).

C. PERSONS MAKING COMPLAINTS

Information provided by you. We use your personal data in the following ways:

Purpose of processing	Legal basis for processing
Handling your complaint or claim	Performance of a contract or legal obligation
Execution of your claim	Performance of a contract or legal obligation
Storage of your data so that we can contact you	Performance of the contract and our legitimate interest
To help us establish, exercise or defend legal claims	Processing is necessary for the establishment, exercise or defence of legal claims
Accounting and financial reporting	Legal obligation
Fulfilment of certain legal obligations (e.g. tax obligations)	Legal obligation

Production of statistics and analyses for internal reporting for management purposes, process improvement service provision, better tailoring of services to the needs of our customers	Our legitimate interest
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The information we collect about you. We use your personal data in the following ways:

Purpose of processing	Legal basis for processing
Ensuring safety in our means of transport and places of business, protection of property	The processing is in our legitimate interest
Verification of the information you provide in order to make a responsible decision on business cooperation	The processing is in our legitimate interest
To help us establish, exercise or defend legal claims	Processing is necessary for the establishment, exercise or defence of legal claims
Statistical and analytical purposes, summary reports	Our legitimate interest

Information we receive from other sources. We may combine the information we receive from other sources with the information you provide to us and the information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the type of information we receive).

D. INJURED PARTIES

Information provided by you. We use your personal data in the following ways:

Purpose of processing	Legal basis for processing
Consideration of your claim	Performance of a contract or legal obligation
Execution of your claim	Performance of a contract or legal obligation
Storage of your data so that we can contact you	Performance of the contract and our legitimate interest
To help us establish, exercise or defend legal claims	Processing is necessary for the establishment, exercise or defence of legal claims
Accounting and financial reporting	Legal obligation

Fulfilment of certain legal obligations (e.g. tax obligations)	Legal obligation
Production of statistics and analyses for internal reporting for management purposes	Our legitimate interest

The information we collect about you. We use your personal data in the following ways:

Purpose of processing	Legal basis for processing
Ensuring safety in our means of transport and places of business, protection of property	The processing is in our legitimate interest
To help us establish, exercise or defend legal claims	Processing is necessary for the establishment, exercise or defence of legal claims
Statistical and analytical purposes, summary reports	Our legitimate interest

Information we receive from other sources. We may combine the information we receive from other sources with the information you provide to us and the information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the type of information we receive).

E. SUPPLIERS

Information provided by you. We use your personal data in the following ways:

Purpose of processing	Legal basis for processing
Storage of your data so that we can contact you in connection with a contract or fulfil our obligation, e.g. payment for a service or goods supplied	Performance of the contract and our legitimate interest
Placing an order for a service or goods	Performance of a contract or our legitimate interest
Submission of a tender in a public procurement procedure	Performance of the contract and our legitimate interest
To help us establish, exercise or defend legal claims	Processing is necessary for the establishment, exercise or defence of legal claims

Accounting and financial reporting	Legal obligation
Fulfilment of certain legal obligations (e.g. tax obligations)	Legal obligation
Production of statistics and analyses for internal reporting for management purposes	Our legitimate interest

The information we collect about you. We use your personal data in the following ways:

Purpose of processing	Legal basis for processing
To submit a quotation or order for the supply of a service/goods	The processing is in our legitimate interest
To help us establish, exercise or defend legal claims	Processing is necessary for the establishment, exercise or defence of legal claims

Information we receive from other sources. We may combine the information we receive from other sources with the information you provide to us and the information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the type of information we receive).

F. PERSONS WHOSE DATA WE RECEIVE FROM CANDIDATES, CUSTOMERS, SUPPLIERS, COMPLAINANTS, INJURED PARTIES

We use your personal data in the following ways:

Purpose of processing	Legal basis for processing
Storage of your data so that we can contact you as appropriate – for references (if the Candidate, Customer or Supplier has indicated you as the reference contact) or to confirm information about the event giving rise to the complaint/claim (if indicated by the person making the complaint or by the Injured person as contact person)	Our legitimate interest

To help us establish, exercise or defend legal claims	Processing is necessary for the establishment, exercise or defence of legal claims
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G. USERS OF THE WEBSITE

We use your personal data in the following ways:

Purpose of processing	Legal basis for processing
<ul style="list-style-type: none"> Essential cookies Analytical/performance cookies. (Google Analytics standard cookies) <p>This cookie enables you to log in to secure areas on our websites, use of basket or electronic payment services. Examples of the purposes for which a cookie can be used:</p> <ul style="list-style-type: none"> For statistical purposes, e.g. estimating the number of our visitors; to adapt the content of websites and applications to your preferences and to optimise the use of these services; marketing purposes. 	Our legitimate interest

To find out more about cookies, how we use them and what options you have to choose from, read our Cookies **Policy** at <https://arriva.pl/art/files/202>.

6. SHARING INFORMATION ABOUT YOU

Where appropriate and in accordance with applicable law, we may share your personal data in various ways, for various reasons, with entities in the following categories:

- any of our Arriva Group companies and recipients within Arriva and Arriva Companies (e.g. our authorised employees);
- tax authorities, enforcement bodies, courts and other judicial authorities, supervisory and control bodies, governmental and self-governmental bodies or other authorised bodies or other third parties when we believe that disclosure is necessary (i) under applicable law; (ii) to exercise, establish or defend legal rights; or (iii) to protect your or

another person's vital interests;

- payment managers, acting independently as data controllers, for the provision of online sales services;
- purchaser or potential purchaser (and its intermediaries and advisers) in connection with any reorganisation, restructuring, merger or sale or other transfer of assets, as long as we inform the receiving party that it must use your personal data only for the purposes disclosed in this Privacy Notice;
- third party providers who will process personal data on our behalf (such as IT service providers, IT consultants checking and developing our technology systems, communication service providers and analysis providers, various external consultants such as auditors, lawyers, analysts);
- contracting authorities in public procurement procedures;
- external document storage providers and providers of other services, if we have entered into an appropriate data processing agreement (or similar security);
- we may disclose your data to any other person you wish or agree for us to disclose it to;
- in the case of our CUSTOMERS who are entitled to concessionary or free travel on public transport, the competent authorities in matters related to settlement and payment of transport subsidies.

7. DATA CONSERVATION

We will not retain your data for longer than is necessary for the purposes for which we collected the personal data, unless the law permits or requires longer retention.

In the table below we explain in more detail how long Arriva will keep different types of information about you:

<i>Job applicants' data</i>	<i>For the duration of the recruitment process for the job in question, and thereafter only if you have given your consent</i>
<i>Passenger data</i>	<i>For a period of 5 years from the beginning of the year following the year in which the service was purchased</i>
<i>Documents relating to complaints</i>	<i>For the period necessary to handle the complaint and thereafter until the expiry of the limitation period, unless a different period is provided for by law</i>
<i>Business cards</i>	<i>Until receipt of your request for deletion of data</i>

<i>Correspondence including e-mails</i>	<i>Correspondence (including emails) is retained by the Company for a period of 5 years from the beginning of the year following the year in which the correspondence was received (a review of correspondence is done every 5 years to determine what correspondence should be kept longer than the accepted period)</i>
<i>Compensation claims documents. Damage reports, claim reports</i>	<i>10 years after the event causing the damage. If there is a court case, for the duration of the case plus 10 years after the judgment/settlement becomes final</i>
<i>Consents for data use</i>	<i>For the period of time indicated in the statement of consent If consent is indefinite, until revoked</i>
<i>Data of persons participating in competitions</i>	<i>For the time necessary to fulfil the purpose for which they were collected, i.e. the participation in the competition and the settlement of the competition) and thereafter for the time necessary to deal with complaints and the expiry of the limitation period for claims. In some cases, for the period required by the applicable tax liability legislation.</i>
<i>Requests for quotations, offers, order forms</i>	<i>For the duration of the proceedings leading to the conclusion of the contract, and thereafter for the duration of the contract and the period after its completion until the expiry of the limitation periods for claims relating to the contract, unless a different, longer period is required by law (e.g. tax law)</i>
<i>CCTV camera records</i>	<i>The storage period depends on the type of device used and ranges from 7 days to 30 days. In certain situations – e.g. submission of a claim, request by an authorised body – data may be stored for an appropriately longer period</i>

9. INFORMATION TRANSFER TO OTHER COUNTRIES

Your personal data may be transferred to and processed in countries other than your country of residence. These countries may have different data protection laws than in your country [(and in some cases may not provide such a high level of protection)].

This means that when we collect your personal data, it may be processed in these countries. However, we have taken appropriate safeguards requiring further protection of your personal data in accordance with this Privacy Notice. [These safeguards include the implementation of the European Commission's standard contractual clauses for the transfer of personal data to our third-party service providers, and further details can be obtained upon request].

10. UPDATES TO THIS PRIVACY NOTICE

We may update this privacy notice at any time in response to legal, technical or business changes. When we update our privacy notice, we will take appropriate steps to inform you of this, corresponding to the materiality of the changes we are making. We will obtain your consent for any material changes to the Privacy Notice if and when required by applicable data protection legislation.

You can see when this Privacy Notice was last updated by checking the "last updated" date, which is displayed at the top of this Privacy Notice.

11. YOUR DATA PROTECTION RIGHTS

You have the following data protection rights:

- if you wish to access, correct, update or request to delete your personal data, you can always do so by contacting us at any time: sekretariat@arriva.pl or (as of 25 May 2018) via the Data Protection Officer, who can be contacted via email address: iodo@arriva.pl;
- in addition to this, you may object to the processing of your personal data, ask us to restrict the processing of your personal data or request a transfer of your personal data. And here you can also exercise these rights by contacting us: sekretariat@arriva.pl or (as of 25 May 2018) via the Data Protection Officer, who can be contacted via e-mail: iodo@arriva.pl;
- where we have collected and processed your personal data with your consent, you may withdraw your consent at any time. The withdrawal of consent will not affect the lawfulness of processing that took place prior to that withdrawal, nor will it affect the processing of your personal data on lawful grounds for processing other than consent.

We respond to all requests we receive from persons wishing to exercise their data protection rights in accordance with current data protection legislation.

12. QUESTIONS ON THIS PRIVACY NOTICE

If you have any questions, concerns or complaints about this Privacy Notice or our handling of your personal data, please write to us at: sekretariat@arriva.pl or (as of 25 May 2018) via the Data Protection Officer, who can be contacted via the email address: iodo@arriva.pl

or by post:

Arriva RP Sp. z o.o.

ul. Kościuszki 71/ loc. 404, 87-100 Toruń

If you are not satisfied with our response, please write to Arriva's Data Protection Officer at iodo@arriva.pl

You have the right to lodge a complaint about our collection and use of your personal data with the data protection authority. If you are located in the European Economic Area, please contact our local data protection authority. (Contact details for data protection authorities in the European Economic Area, Switzerland and certain non-European countries are available on the European Commission's website at the following link: https://commission.europa.eu/law/law-topic/data-protection/information-individuals_en?prefLang=en)

Data of the supervisory authority in Poland:

Office for the Protection of Personal Data

ADDRESS: ul. Stawki 2, 00-193 Warsaw

TEL: (+48) 22 531 03 00

E-MAIL: IOD@uodo.gov.pl

13. DATA CONTROLLER – HOW TO CONTACT US

The controller of your personal data is:

Arriva RP Spółka z o.o. with its registered office in Toruń, ul. Kosciuszko 71 lok. 404 , 87-100 Toruń ("ARRIVA RP" or "ADMINISTRATOR"), entered in the Register of Entrepreneurs of the National Court Register kept by the District Court in Toruń, VII Economic Division under the KRS number 0000290693 NIP: 701-00-92-409, REG: 141112563.

e-mail: sekretariat@arriva.pl or via the Data Protection Officer via email: iodo@arriva.pl