

**COMPLAINT FORM**

If you want to make a complaint about the digital content you have purchased, you can use the form below by sending it to us, e.g., by e-mail.

**ADDRESSEE (SELLER):**

.....  
.....  
.....

**CUSTOMER DATA:**

*(Mandatory)*

Date of conclusion of the contract / order number: .....

Name and surname: .....

Address: .....

*(Voluntary, which, however, will make it easier for us to communicate)*

E-mail address: .....

Telephone number: .....

**SUBJECT OF THE COMPLAINT:**

Digital content: .....

Price paid: .....

**FILING A COMPLAINT** *(description of the lack of conformity of the digital content with the contract):*

.....  
.....  
.....  
.....

When non-conformities have been found: .....

**ADVERTISER REQUEST:**

- (  ) bringing the digital content into conformity with the contract,
- (  ) providing the advertiser with undelivered digital content,
- (  ) Other (what?)

.....

.....

.....  
Date of completion

.....  
signature (if the form is sent in the form of a scan)

**Information on the processing of personal data**

*The administrator of personal data provided in the form is the addressee of the complaint. The data is processed in order to handle the complaint process, which is a legitimate interest pursued by the administrator referred to in Article 6(1)(f) of the GDPR, as well as the performance of a contract in accordance with Article 6(1)(b) of the GDPR and the performance of a legal obligation in accordance with Article 6(1)(c) of the GDPR in connection with the relevant legal provisions regarding the seller's liability for non-conformity of goods or digital content with the contract. If, as a result of the complaint, the price is reduced or the contract is withdrawn, the complaint form will be included in the accounting documentation and will be stored together with it for the period required by law. In addition, the complaint form will be stored until the expiry of the limitation of claims related to the contract to which the complaint relates. In connection with the handling of the complaint process, the data may be processed by external entities involved in handling this process, such as banks, hosting provider, CRM system provider, accounting office. Rights related to data processing: the right to request access to data, rectification, deletion or limitation of processing, as well as the right to object to the processing of personal data and the right to lodge a complaint to the President of the Office for Personal Data Protection. In matters related to the protection of personal data, please contact us individually. Providing data is voluntary, but necessary to handle the complaint process.*