



## TOWARZYSTWO SPORTOWE WISŁA KRAKÓW SA

ul. Reymonta 20, 30-059 Kraków  
tel. [+48] 12 630 76 00 | fax [+48] 12 630 76 91  
e-mail: sekretariat@wisla.krakow.pl | www.wisla.krakow.pl



## PRIVACY POLICY

Maintaining the confidentiality of data is extremely important to us and we feel responsible for the security of personal data processed in connection with our business activity. Our aim is to provide transparent and comprehensible information to the persons whose data we process about all related matters. That is why we have prepared this Privacy Policy, which describes the purposes and grounds for processing personal data, as well as the rights of the persons to whom the data applies to. This Policy contains information on the processing of data by us, including participants of sports events organized by the Controller, customers of the Internet Store of the Controller or people who have agreed to receive our newsletter.

### Who is the Personal Data Controller?

The Personal Data Controller, i.e. the entity deciding how the personal data provided to us will be used, is Towarzystwo Sportowe Wisła Kraków Spółka Akcyjna (“**Controller**”, “**We**”) with registered office in Kraków, address: ul. Reymonta 20, 30-059 Kraków, entered to the Register of Entrepreneurs of the National Court Register kept by the District Court for Kraków-Śródmieście in Kraków, 11th Commercial Department of the National Court Register, under KRS number: 0000130748, NIP 677-102-21-49, REGON: 350908122, share capital in the amount of PLN 81.287.300,00 (fully paid).

The Controller always processes your personal data in accordance with all provisions of generally applicable law, in particular in accordance with 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), hereinafter referred to as the “Regulation”.

### PDI (Personal Data Inspector)

In all matters related to processing of personal data, you can contact the Controller via e-mail correspondence: [iodo@wisla.krakow.pl](mailto:iodo@wisla.krakow.pl), by phone: 12 630 76 00 or directly at the address: ul. Reymonta 20, 30-059 Kraków.

### Where do we store your data?

We store the collected personal data on servers located in the territory of the Republic of Poland. We do not plan to transfer your data to third countries or to international organizations. However, if your personal data is transferred to a third country, e.g. in connection with our use of the services of suppliers using servers located outside the EEA, we will take appropriate legal precautions and security measures to ensure the security and integrity of personal data.

### Who has the access to your data?

We do not sell your personal data or exchange it for marketing purposes. Your data may be transferred to external entities providing services to us, in particular IT service providers; companies with whom we cooperate in the field of website operation, sale of our products (entities enabling online payments, courier companies), legal, tax or accounting advisors. In any case your personal data is transferred on the basis of appropriate agreement, obliging the recipient to keep your data confidential and to protect it against unauthorized disclosure, deletion or modification. In cases provided for by law, we also transfer your personal data to state authorities or other authorized entities, in particular - when you purchase a ticket or a season pass for a match organized at the stadium, where the Wisła Kraków team plays their matches (most often: Henryk Reyman’s Municipal Stadium at ul. Reymonta 20) – your data is accessible for the entity managing the central system for identifying participants at mass events.

### What are the purposes, basis and time of processing your data?



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Purposes, basis and period of processing your personal data in each case result from your actions and relations connecting you with the Controller. Below we present possible purposes of processing your personal data with an indication of legal basis and the predicted period of such processing.

| Purpose of the processing   | Legal basis                              | Storage period   |
|---|--|--|
| Conclusion and performance of a ticket / season pass sale agreement and ensuring the possibility of participation in the events organized by us covered by the ticket /season pass  | Art. 6 par. 1 point b) of the Regulation | For the duration of the agreement, and then until the expiry of the deadlines for pursuing claims arising from it  |
| Conclusion and performance of an agreement regarding the maintenance of an account in our Online Store and the sales agreement concluded as a result of placing an order  | Art. 6 par. 1 point b) of the Regulation | For the duration of the relationship justifying the processing, as long as you maintain an active user account in the Store or for the period necessary to complete your order, consider a reclamation or other type of complaint or request, as well as through the time-bar period arising from the services provided or the sale made             |
| Fulfilling our legal obligations as the organizer of a football match, including ensuring the safety of people participating in the match in accordance with the provisions of the safety of mass events ct from March 20 <sup>th</sup> of 2009   | Art. 6 par. 1 point c) of the Regulation | For the period of 2 years from the date of the last purchase of an admission ticket or providing you with another document authorizing you to be at the football match, in relations to recordings from stadium monitoring – for a period of 3 months, unless the appropriate state authorities oblige us to store the recording for a longer period |
| Fulfilling our legal obligations under other regulations, in particular accounting and tax regulations  | Art. 6 par. 1 point c) of the Regulation | For the period resulting from such regulations (e.g. data will be stored through the time-bar period of related tax obligations)   |
| Realization of our legitimate interest involving establishing the existence and pursuing claims and defending against claims submitted against us   | Art. 6 par. 1 point f) of the Regulation | For the duration of the contract that binds us, and then through the time-bar period of claims related to its conclusion and realization   |
| Realization of our legitimate business involving enabling us to efficiently contact you in the event of changes in the organization or cancellation of the match, including in connection with the need to implement sanitary instructions or other restrictions and solutions recommended to us by governmental and local administration authorities or other state institutions | Art. 6 par. 1 point f) of the Regulation | For the period necessary to perform the contract that binds us; as a rule, until the realization of your rights resulting from the purchased ticket / season pass  |
| Realization of our legitimate interest involving handling notifications, complaints, requests and inquiries on your part, assessment of satisfaction with products and services and service quality, ensuring a high level of service provision, as well as the realization of internal   | Art. 6 par. 1 point f) of the Regulation | Until the fulfillment of legitimate interests pursued by us, but no longer than for 2 years from your last contact with us   |



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|  |  |   |
|--|--|---|
| administrative, analytical and statistical purposes  |  |   |
| Realization of our legitimate interest involving conducting promotional, advertising, commercial and marketing activities regarding products and services offered by the Controller and its partners and sponsors  | Art. 6 par. 1 point f) of the Regulation | Until the legitimate interests pursued by us, which constitute the basis for the processing of personal data, are fulfilled or until you submit an effective objection to such processing |
| Conducting promotional, advertising, commercial and marketing activities regarding the products and services offered by us, as well as by our partners and sponsors, via e-mail correspondence or by phone, if you have granted consent to this form of communication  | Art. 6 par. 1 point a) of the Regulation | Until you withdraw your consent to the processing of your data  |
| Realization of our legitimate interest involving ensuring the efficient establishment of a connection, convenient use of our website and ensuring the assessment of the security and stability of the system by collecting information exchanged between your device and our server when you visit our website | Art. 6 par. 1 point f) of the Regulation | Until the fulfillment of legitimate interests pursued by us, but no longer than for 2 years from your last contact with us  |

To the extent that your personal data is processed on the basis of consent, you can withdraw it at any time by contacting us at the addresses or telephone number indicated in this Policy. The withdrawal of your consent, however, will not affect the lawfulness of the processing of personal data, which was made on the basis of consent before its withdrawal.

### Necessity to provide personal data

To the extent that the provision of personal data takes place in order to conclude an agreement with us (e.g. a agreement for the sale of a ticket or a season pass, an account maintenance agreement in an online store or an agreement for the sale of products available in the store), this provision is voluntary, however, as a rule, it is necessary for the conclusion and performance of the agreement. Failure to provide certain data may make it impossible to place an order.

To the extent that your data is processed in order to realize our legitimate interests, its provision is voluntary and does not constitute a condition for concluding any agreement. In practice, however, it may prevent or make it difficult for you to use all the services we offer.

### What are your rights in relation to the processing of your personal data?

In accordance with the provisions of the Regulation, you have a number of rights related to the processing of your personal data by us. You can exercise these rights primarily by contacting us, preferably via the addresses or telephone numbers indicated in this Policy. We will process your demands and requests without undue delay, but no later than within a month. If, due to the complexity of the demand or the number of demands, it was not possible to respond within this period, we will inform you about it, indicating the estimated date of our response.

#### Right to access data:

At any time, you can obtain confirmation as to whether we process your data, which of your data we process, for what purpose, to whom it may be transferred or for how long it will be stored. You can also obtain a copy of the personal data undergoing processing.



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### Right to rectify data:

You have the right to request the correction of your personal data if it is incorrect, as well as the completion of incomplete data.

### Right to delete data:

In situations specified in the provisions of the Regulation, you have the right to request immediate erasure of your personal data processed by us. This right does not apply in particular to situations where further processing of your data is necessary to fulfill our legal obligations or to establish, assert or defend claims.

### Right to restriction of processing:

In situations specified in the provisions of the Regulation, you have the right to request the restriction of the processing of your personal data. In this case, we will be able to process your data, with the exception of storage, only with your consent, in order to establish, assert or defend claims, to protect the rights of another natural or legal person or for reasons of important public interest of the European Union or a Member State.

### Right to transfer data:

If we process your personal data in an automated manner, based on your consent or a concluded agreement, you have the right to receive a copy of your data in a structured, commonly used and readable format. This copy may be sent to you or to another entity indicated by you.

### Right to object:

To the extent that we process your personal data to realize our legitimate interests, you can object to such processing. In this case, as a rule, we will no longer be able to process this personal data. You also have the right to object to receiving direct marketing materials, including the preparation of an analysis of your profile, which is prepared in order to prepare such materials. You can resign from receiving direct marketing materials by following the instructions in each such email.

### Right to file a complaint with a supervisory authority:

If you believe that we are processing your personal data in an inappropriate way, you can file a complaint with the supervisory authority, which is the President of the Personal Data Protection Office.

## Profiling your personal data

In order to conduct marketing activities, we use profiling activities, i.e. we analyze information about users of our website and evaluate their purchasing preferences in order to present them with an offer tailored to their characteristics or corresponding - in our opinion - to their needs and requirements. We also conduct profiling activities monitoring internet traffic of users of the websites of the Controller (in particular by identifying the websites from which users have accessed our pages) in connection with our affiliate marketing. However, we do not intend to make decisions that will be based solely on automated processing, including profiling, of personal data and causing legal effects to you or significantly influencing you in any other way.

## Cookies

Cookies are small text information in the form of text files, sent by the server and saved on the side of the visitor to our website (e.g. on the hard drive of a computer, laptop or smartphone's memory card, depending on which device you use when visiting our website). Cookies are contained in the HTTP protocol, which is used for communication between the web server and the browser. Their functions are mostly standard for the settings provided by the browsers. Cookies are used to adapt the content of websites to the user's preferences and to increase the utility and personalization of the content of websites. We can process the data contained in cookies for the following purposes:



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- identifying customers as having an account in the Online Store;
- maintaining a logged-in client's session;
- remembering products added to the basket in order to place an order;
- adjusting the content of the Online Store website to the individual preferences of the customer;
- ensuring the safety and reliability of the website;
- conducting anonymous statistics presenting how the Online Store website is used.

If you do not agree to the use of cookies, you should select the appropriate settings in the web browser you use. The process of expressing consent to the use of cookies differs depending on the browser you use. Please note, however, that blocking or deleting cookies may cause difficulties in using our websites, and in some cases prevent you from using some of their options. Detailed information on changing cookie settings and their self-removal in the most popular web browsers is available in the help section of a given web browser.

### Links to other websites

Please be advised that our website contains links to other websites. We recommend that you read the privacy policies applicable there, as we cannot be held responsible for them.

### Updates to our Privacy Policy

In the future, it may be necessary to update the Privacy Policy. Its latest version will always be available on our website [www.wisla.krakow.pl](http://www.wisla.krakow.pl), where you will be able to check the current status of data protection information at any time.



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