

To:

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Name and surname of the addressee

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Address of the addressee

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E-mail address of the addressee

Complaint Form

(Complete and return this form only if you wish to make a complaint)

I hereby give notice that the digital content I ordered lacks conformity with the contract.

Subject of complaint: price:

Contract conclusion date:

Name and surname of consumer:

Address of consumer:

E-mail address of consumer (voluntary information):

Phone number of consumer (voluntary information):

Description of the lack of conformity of the digital content with the contract:

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Date of finding the lack of conformity:

Consumer request (please select one of the following options):

bringing the digital content into conformity with the contract

reducing the price by the amount:

withdrawing from the contract and refund

Bank account number for refund:

.....
Date

.....
Signature of consumer (only if this form is notified on paper)

Information about personal data processing

The controller of the personal data provided in the form is the addressee of this declaration. The data is processed for the purpose of handling the complaint process, which constitutes my legitimate interest referred to in art. 6 sec. 1 letter f of the GDPR, and also constitutes the performance of a legal obligation in accordance with art. 6 sec. 1 letter c of the GDPR in connection with the relevant legal provisions regarding withdrawal from the contract. The withdrawal form will be included in the accounting documentation and will be stored together with it for the period required by law. In connection with the handling of the withdrawal process, the data may be processed by external entities involved in handling this process, such as the hosting provider, CRM system provider, accounting office. Rights related to data processing: the right to request access to data, its rectification, deletion or restriction of processing, as well as the right to object to the processing of personal data and to submit a complaint to the competent supervisory authority. In matters related to the protection of personal data, please contact me individually. Providing data is voluntary, but necessary to handle the complaint process.