

## PRIVACY POLICY 3D BISTRO SP. Z O.O.

**Dear Customer,**

This document sets out the principles governing the processing of your personal data in connection with your use of the website [www.3dbistro.com](http://www.3dbistro.com) (also referred to as the "**Site**") and its associated subdomains and applications (collectively, the "**Service**"), as part of the services we provide to you and in connection with the other situations described below.

**(hereinafter also: "Site")**, in connection with the use of the website (hereinafter also: "**Website**"), its subdomains and applications (hereinafter collectively: "**Service**") , as part of our services and in connection with the occurrence of other situations described below. By using the Website, the Client agrees that the Administrator collects and uses personal data in accordance with this Privacy Policy.

We want you to be aware that when you contact us via e-mail or through a form on the Site, or to use any of our services, you will be required to provide us with your personal information and, in some cases, that of third parties. We take reasonable care to ensure that the data you provide to us is secure. As technology advances, we will take care to improve the solutions we use to ensure the security of your data at the highest level.

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 (hereinafter: "**DPA**") gives you the right to request access to information about what data we hold about you and for what purposes we process it. Accordingly, in accordance with applicable data protection laws, we are providing you with this Privacy Policy and encourage you to read it carefully and return to it regularly.

### I. General information

1. The **Administrator** of your personal data is 3D Bistro Sp. z o. o., entered in the Register of Entrepreneurs of the National Court Register kept by the District Court for Poznań - Nowe Miasto and Wilda in Poznań VIII Commercial Division of the National Court Register under KRS number 0000782541, NIP: 7831800669, REGON: 383136843, (hereinafter: "**Administrator**").
2. If you have any questions, requests or complaints regarding this Privacy Policy, as well as the processing of your personal data (hereinafter: "**Submission**"), you may at any time contact us at the address for correspondence: Budziszzyńska Street 19/27, 60-179 Poznań or at e-mail address: [print@3dbistro.com](mailto:print@3dbistro.com)
3. In the content of the Notification, the following should be clearly stated: a) indicate the data of the person or persons to whom the Notification pertains; b) indicate the event which is the reason for the Notification; c) present their demands; d) indicate the expected manner of settling the case.

### II. Key principles

1. Use of the 3D Bistro Service is entirely voluntary.

2. You are not obliged to provide us with your personal data. However, if you do not provide certain data, you will not be able to use the services offered by us, contact us by e-mail or use the functionalities available on the Website.
3. We take due care to ensure that your data remains confidential and secure, in particular, properly protected against unauthorized access. We implement a number of security measures to maintain the safety of your personal data, i.e.: we use a secured server and encrypted databases; all information is transmitted using Secure Socket Layer (SSL) technology; our employees have been trained in the protection and proper processing of personal data.
4. Website. 3dbistro.com, for its proper functioning and adaptation to your individual needs, uses cookies. Therefore, you can agree that the data and information entered by you will be remembered, so that it will be possible to use them the next time you visit the Website administered by us. If you do not agree to personalise our Website, we suggest disabling cookies in your web browser options. You can find detailed information on this subject in the document "Cookies policy".

### **III. What is personal data and what constitutes its processing?**

1. Under the provisions of the RODO, "personal data" means any information about an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the natural person.
2. Processing of personal data should be understood as any action on personal data, whether or not carried out by automated means, such as the collection, storage, recording, organisation, modification, consultation, use, disclosure, restriction, erasure or destruction of personal data.

### **IV. What personal data do we process?**

As part of our business, we may process the following personal data:

1. Name and surname, company data - for the purpose of contact with our Customers and potential Customers, e.g. via e-mail, postal mail or telephone contact; the condition of accepting an Order for execution by 3DBistro is providing by the Customer his/her name and surname or company data;
2. telephone number - used when contacting us by phone or communicated by our Customers in an e-mail message;
3. e-mail address - through your electronic mail address (e-mail) we contact you in order to respond to your inquiries; we inform you about the receipt of an Order and acceptance of the Order for execution; we inform you about the current status of performed services and related settlements of accounts and we send you a newsletter. By providing us with your electronic mail address (e-mail), you consent to receiving electronic correspondence (e-mail) from us.

You may unsubscribe from any of the email lists at any time by clicking the unsubscribe link or other unsubscribe option that is included in the email. We only send emails to individuals who have authorized us to contact them, either directly or through a third party. By

submitting your email address, you also agree that we may use your email address to target audiences on sites such as Facebook, where we display custom advertisements to specific individuals who have agreed to receive messages from us. Email addresses submitted through the contact form only, in connection with submitting an inquiry, will be used to send you information and updates regarding the service in question. However, if you have provided the same email address to us in other ways, we may use it for any of the purposes set out in this Privacy Policy;

4. NIP - Tax Identification Number we collect from businesses and individuals who request an invoice and have a NIP number;
5. the device's IP address - information resulting from the general principles of connections made on the Internet, such as the IP address (and other information contained in system logs). IP addresses may also be used for statistical purposes, including, in particular, the collection of general demographic information (e.g. about the region from which the connection is made);
6. Other data, if any, may be collected in the course of providing certain services.

#### **V. For what purpose do we process personal data?**

1. In order to enable you to use our Service, your personal data is or may be processed by us for the following purposes:

- a) **Contact via the Contact Form available on the Site**

In the "3D Printing Quotation" tab you will find a form through which you can send us a message with a question or request for a quote for our service. To do so, you must provide at least your e-mail address and indicate the subject of your message. Your data and the information you provide in the message will be processed in this case in order to enable us to contact you and send you the answer to your question at the e-mail address you indicated or to contact you by phone, if you expressed such a preference in your message, and also in order to send information related to our activities, including marketing information. The basis for processing is Article 6(1)(a) of the RODO, i.e. your consent resulting from the initiation of contact. Your data will also be processed after we have finished answering your question. The legal basis for such further processing is the legitimate purpose in the form of archiving the correspondence, but not longer than the period of the statute of limitations for possible claims related to the correspondence (Article 6(1)(f) RODO).

- b) **Creating a User Account**

Filling in the Registration Form available on the Website allows you to set up a User Account on our Website, thanks to which you will have access to the possibility of automatic generation of 3D print prices, placing an Order, viewing the full history of your Orders and the possibility of remote tracking of the stages of completion of individual Orders. Setting up a User Account requires providing us with your first name, surname, street, house number, postal code, town, province, country, telephone number, electronic mail address (e-mail), setting up a login and password. Your data and information provided in the process of registration of the User Account shall be processed in this case in order to conclude the Agreement for maintaining a User Account with you; to enable you to access a number of functionalities of the Website

which are unavailable for unregistered Customers; to enable us to contact you in matters concerning maintaining a User Account and performance of ordered services; to send you information connected with our activity, including marketing information. The basis of the processing is Article 6(1)(a) RODO, i.e. your consent resulting from the initiation of contact. Your data will also be processed after we have finished answering your question. The legal basis for such further processing is the legitimate purpose in the form of archiving the correspondence, but not longer than the period of the statute of limitations for possible claims related to the correspondence (Article 6(1)(f) RODO).

**c) Placing and processing the Order**

Your data will be processed for the purpose of taking the steps necessary to enter into the contract and then for its proper performance and settlement (Article 6(1)(b) RODO). Your data will be processed for the duration of the performance of the contract and for the period of limitation of claims arising from the contract.

**d) Analyzing data collected automatically when you use the Site:**

In this case, your data is processed on the basis of Article 6(1)(f) RODO, i.e. the Administrator's legitimate interest expressed in ensuring the proper functioning of the Website and maintaining viewing statistics, such as the number of visitors, the type of operating system and web browser used to browse the Website, the time spent on the Website, the subpages visited, etc. In this regard, the Administrator uses Google Analytics tool. The information collected in this regard is completely anonymous and does not allow for identification of the user. Google Analytics cookies from Google LLC are used for this purpose. The use of Google Analytics services involves the implementation of a tracking code provided by Google in the code of the website. This tracking code is based on cookies but may also use other tracking technologies.

**e) Marketing**

The Administrator uses the marketing tools of Facebook (Meta Platforms, Inc. ), In order to direct ads on this website to the User. For this purpose there is implemented in the Service's code the Pixel tool provided by Facebook, which remembers User's visits. Facebook cookies are used for this purpose. The basis for the processing of personal data is Article 6(1)(a) RODO, i.e. your consent.

**f) Use of cookies on the Site:**

In this case, the basis for processing is the content of Article 6(1)(a) RODO, i.e. your consent. The specific purposes of the processing are described in the "Cookies policy" section. Your data is processed until you revoke your consent to the use of cookies or for the period specified in the "Cookie Policy" section.

**e) Server logs**

Using the Website involves sending requests to the server on which the Website is stored. Each query sent to the server is recorded in the server logs. The logs include, among other things, the IP address, date and time of the server, information about the web browser and operating system used by the User. Logs are saved and stored on the server. The data stored in server logs are not associated with particular users of the

service, they are not used by the Administrator to identify the User. Server logs constitute only auxiliary material used to administer the Service, and their content is not disclosed to anyone except persons authorized to administer the server.

2. Outside of our Service, your personal information may be processed by us for the following purposes:

a) **correspondence or other form of communication**

Your data may be processed by us for the purposes of contacting you in writing, by telephone or electronically, correspondence or communication. This may be when we provide (or have provided in the past) services to you, or when you are just considering using our services. We may also contact you if you are an employee, colleague or contractor of our client or a customer of ours. The basis for processing in such a situation is the legitimate interest of the Data Controller (Article 6(1)(f) RODO). If it was you who initiated the conversation, your data will be processed on the basis of your consent resulting from the initiation of contact. Your data will be processed for the duration of the correspondence and after its termination, but not longer than the period of limitation of possible claims related to the correspondence (rt. 6(1)(f) RODO).

b) **conclusion and performance of the contract**

Your data will be processed for the purpose of taking the steps necessary to enter into the contract and then for its proper performance and settlement (Article 6(1)(b) RODO). Your data will be processed for the duration of the performance of the contract and for the period of limitation of claims arising from the contract.

c) **compliance with legally prescribed obligations**

Your data may also be processed in order to comply with the obligations imposed on us by law, in particular for the purpose of providing your data for the purposes of possible judicial, administrative or other proceedings before state authorities, as well as to comply with obligations under accounting and tax law. (Article 6(1)(C) RODO). The data will be processed for the time necessary to fulfil the obligations described above.

d) **archival and evidential purposes**

Your data may be processed for archival and evidential purposes for the purpose of securing information that can be used to prove facts. This is our legitimate interest as a Personal Data Controller. Data archived in this way may be used for the purposes of possibly establishing, investigating or defending against claims or allegations (pursuant to Article 6(1)(b) and (f) of the DPA). They will be processed no longer than until the statute of limitations for possible claims.

3. Your personal data may also be processed for other purposes, in which case you will be informed in each case, in a manner consistent with the information obligations under the RODO (Articles 13 and 14 RODO).

**V. From what sources do we obtain personal information?**

1. The personal information we hold comes primarily from you.
2. If the data is not provided by you, it comes from the following sources:

- a) from our Customers and Contractors;
- b) from other parties who provide your data, e.g. in correspondence;
- c) from publicly available sources, in particular from data published on websites, including publicly available records, registers and databases, including CEIDG and KRS.

#### **VI. To whom do we pass your data?**

1. We consciously and carefully select the entities with whom we work or whose services we use in an effort to provide maximum protection for your data.
2. We do not share personal data with third parties without the express consent of the data subject - unless this is necessary to ensure the proper provision of services and operation of the Service. Personal data without the consent of the data subject may be disclosed only to entities under public law, i.e. authorities and administration (e.g. tax authorities, law enforcement agencies and other entities authorised under generally applicable provisions of law) to which we are obliged to disclose your personal data under generally applicable provisions of law.
3. We reserve the right to transfer your personal data to a third party in the event of:
  - a) the sale, merger or other transfer of all or substantially all of the assets of 3D Bistro, or that part of 3D Bistro to which the processing of your personal data relates,
  - b) the cessation of our business or the filing of a petition in bankruptcy, reorganization or similar proceedings- provided that the third party agrees to be bound by the terms of this Privacy Policy.
4. Personal data may be entrusted for processing to entities processing such data on behalf of our company as Personal Data Controller. In such a situation, as the Personal Data Controller, we enter into a personal data processing entrustment agreement with the processing entity. The processing entity shall process the entrusted personal data, but only for the purposes, to the extent and for the purposes indicated in the entrustment agreement referred to in the preceding sentence. Without entrusting your Personal Data for processing, we would not be able to carry out our activities. As a Personal Data Administrator, we entrust personal data for processing to entities such as:
  - a) postal operators, courier and transport companies;
  - b) entities that may potentially access your personal information when providing Website hosting and maintenance services, email and other electronic communications, and information systems to us;
  - c) cooperating entities, in particular accountants, attorneys at law, tax advisors;
  - d) banks (with regard to monetary settlements made);
  - e) Google - due to the use of Google Analytics to analyze Site statistics and verify Site traffic;
  - f) other visitors to the Site to whom your personal information is made available, i.e., only the first name or nickname provided in connection with a comment published on the Site.

We do not intend to transfer your personal data to third countries, unless we are obliged to do so by generally applicable EU or national law, or if it is required for the proper functioning of the Service (Google).

## **VII. What rights do you have in relation to the processing of your personal data?**

1. The RODO grants you the following rights in relation to the data processed:
  - a) The right to request access to your personal data,
  - b) The right to request the rectification of personal data,
  - c) The right to request erasure of personal data (right to be forgotten),
  - d) The right to request restriction of processing,
  - e) the right to data portability,
  - f) The right to object to the processing of personal data.
2. If the processing is based on consent, you can withdraw your consent at any time, without giving reasons, in any form, in particular by sending an e-mail to: [print@3dbistro.com](mailto:print@3dbistro.com). Withdrawal of consent does not affect the legality of the processing, which was performed on the basis of consent before its withdrawal.
3. You also have the right to lodge a complaint to the President of the Office for Personal Data Protection (PUODO) as soon as you consider that the processing of your data by us violates the law.
4. Not all of the rights referred to in paragraph 1 will be available to you in respect of every instance of processing. It depends on the type of processing and its legal basis.
5. Your data may be subject to profiling and automated decisions may be made based on the data obtained.

## **VIII. Final provisions**

1. Each identified security breach shall be documented, and in the event of the occurrence of one of the situations specified in the provisions of the RODO or other generally applicable law, the data subjects and, if applicable, the PUODO shall be informed of such breach of personal data protection provisions.
2. In matters not regulated by this Privacy Policy, the relevant provisions of generally applicable law shall apply. In case of inconsistency between the provisions of this Privacy Policy and the aforementioned regulations, these regulations shall prevail.
3. When using the Site, please remember that you are obligated to respect the law and good morals as well as the personal rights and intellectual property of third parties.