

Annex I

COMPLAINT FORM

Recipient: KA:MA Consulting Sp. z o.o. , ul. Tadeusza Kościuszki 26D, 32-082 Zelków

Complainant's Information

Full Name:
Address:
Phone Number:
E-mail:

Purchase Information

Order Number:
Product Name:
Proof of Purchase: (Receipt / VAT invoice / Declaration / Card payment printout / Other proof)*

Reason for Complaint

Date of Issue Identification:
Description of the Issue:



We inform you that the complaint will be processed within 14 days from receipt. This form is for reference purposes; the customer may submit a complaint in another format by sending it to the seller's address: KA:MA Consulting Sp. z o.o., ul. Tadeusza Kościuszki 26D, 32-082 Żelków or via email at kontakt@ekspert-diamentow.pl.

The customer will be informed of the complaint's resolution via phone (SMS) or email.

Date and Customer's Signature

(*) *Cross out the unnecessary option*

Personal Data Protection Clause

The complainant's personal data is protected under the **Personal Data Protection Act** and **Regulation (EU) 2016/679** of the European Parliament and Council on protecting individuals regarding personal data processing and the free movement of such data (General Data Protection Regulation - GDPR). The data controller is **KA:MA Consulting Sp. z o.o.**, located in Żelków, ul. Tadeusza Kościuszki 26D, 32-082 Żelków. Personal data is processed to handle the complaint process and for legally justified interests pursued by the controller, based on **Article 6(i)(b), (c), and (f) of the GDPR**. Personal data will be stored for the duration necessary to fulfill obligations resulting from the sales contract (including complaint obligations) and, where required, for claims related to the agreement for the **statutory limitation period**. The complainant has the right to:

- Access their personal data,
- Rectify, delete, or limit the processing of their data under legal provisions,
- File a complaint with the **President of the Personal Data Protection Office** if they believe their data is being processed unlawfully.

Providing data is voluntary but necessary for the purposes stated in this declaration.