

## **Obligatory information pursuant to Article 13 of the GDPR**

Please read the following information carefully. You will learn how we process your personal data in our company.

Legal basis: Regulation of the European Parliament and of the Council (EU) 2016/679 of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and the repeal of Directive 95/46 / EC.

Remember that providing your personal data is voluntary, it is a condition for the conclusion of the contract and results from the law, including tax law. If you do not agree to provide the data, we may refuse to enter into a contract or pursue claims.

### **Who is the administrator of your personal data?**

We, Language Lab Ltd., Orłowska 21 Street, 88-100 Inowrocław, Poland, Tax Identification Number 5562752311, entered into the Register of Entrepreneurs of the National Court Register run by the District Court in Bydgoszcz, XIII Commercial Department of the National Court Register under the number 0000428331, hereinafter "Language Lab", we are the Administrator of your personal data.

### **How do you contact us on issues relating to the protection of your personal data?**

In all the matters connected with the protection of your personal data and the exercise of rights arising from the obligation to protect them, you can contact us through the contact form at [www.dlhub.eu](http://www.dlhub.eu), e-mail [program@dlhub.eu](mailto:program@dlhub.eu); or by writing to the address of our head office.

### **What data do we process?**

We process the following categories of your data. Providing this data is necessary in order to conclude and implement the contract.

- a) Basic identification data: name, surname, telephone number
- b) Date of birth
- c) Electronic data: login, email address, IP, browser version, type of device used
- d) Residence data
- e) Your company address,
- f) Tax Identification Number (where applicable)
- f) The level of proficiency in a foreign language
- g) Sound recordings of your pronunciation (if you use pronunciation exercises)

### **Why do we process your data? What are the goals and basics of processing?**

In accordance with the processing steps we have determined, we process your data:

- in order to present our offer on the basis of your consent or your request (on the basis of Article 6 paragraph (1) letter (a) of the GDPR);
- in order to conclude our service agreement: purchasing of a language course based on your interest in our offer (on the basis of Article 6 paragraph (1) letter (b) of the GDPR);

- in order to perform the provisions of the contract, including handling complaints and after-sales services based on the contract you have concluded with us (on the basis of Article 6 paragraph (1) letter (b) of the GDPR);
- for analytical purposes, i.e. choosing the right language course to suit your needs and your level;
- to optimize our services based on your comments about them (on the basis of Article 6 paragraph (1) point (f) of the GDPR);
- for direct marketing, including the analysis of archival advertising campaigns.
- for possible investigation, investigation or defence against claims, which is our legitimate interest (on the basis of Article 6 paragraph (1) letter (f) of the GDPR);

### **Who do we entrust your personal data to?**

We only share your personal data with our subcontractors, that is entities we cooperate with. Your data is processed only in the scope agreed with us. Our subcontractors are accounting firms, law firms, IT companies, debt collecting companies, training companies.

### **How long do we store your data?**

1. The data we have received in order to present the offer and conclude the sale agreement will be deleted at the end of the calendar year following the year in which we received your last inquiry.
2. The data obtained in connection with the conclusion of the contract and the execution of its provisions are processed until the end of the period of limitation of claims under the contract and the end of the period resulting from the law specifying the period of storage of personal data, e.g. tax regulations.
3. The data related to your level of proficiency and progress in the language course you have purchased will be stored until the end of the calendar year following the year in which the contract expired.
4. We store sound recordings for a period of 30 days. After this period, the data is automatically deleted.

### **What countries or international organizations can the data be transferred to?**

We may send personal data to servers located outside the country of residence of the user or to related entities, third parties based in other countries including those from the EEA (European Economic Area, EEA, European Economic Area, EEA - free trade zone and Common Market, including the countries of the European Union and the European Free Trade Association EFTA) for the purpose of processing personal data by such entities on our behalf in accordance with the provisions of our Privacy Policy and applicable laws, customs and regulations regarding data protection.

### **What are your rights?**

In regard to the processing of your personal data, you have the following rights:

- a) The right to access your data

b) The right to receive a copy of your data

c) The right to limit data processing

You can request a restriction to the processing of your personal data at any time. If you find that:

- Your details are incorrect

- we do not have the right to process your data

- we do not need to process your data anymore

or if you objected, you can request a restriction to the processing of your data.

d) The right to rectify your data.

e) The right to delete your data.

If you find that we do not have the right to process your personal information, you can request us to remove it at any time.

f) The right to object to the processing of your data for marketing purposes.

If you object to the use of your data for these purposes, we will stop sending you our offers.

g) The right to object in a special situation.

In special, legally justified situations, you have the right to object to the processing of your data.

h) The right to transfer data.

You have the right to:

- receive from us your data in a commonly used format

- ask us to send data to another company

i) The right to file a complaint to a supervisory body

If you find that your data is being processed unlawfully, you can submit an appropriate complaint to the President of the Office for Personal Data Protection or another competent supervisory authority.

j) The right to withdraw consent to the processing of personal data.

You can withdraw your consent to the processing of your personal data at any time.

Withdrawal of consent will not affect the lawfulness of processing that has been made on the basis of your consent prior to its withdrawal.