

PRIVACY AND COOKIES POLICY

1. General Provisions

1.1 This Privacy and Cookies Policy defines the rules for using, sharing and protecting your personal data (hereinafter: “Personal Data”) obtained through the website: inpoststore.com (hereinafter the “Website”) and our Users.

1.2 This Privacy Policy is an integral part of the Website Terms and Conditions <https://inpoststore.com/pl-pl/terms-of-service> (hereinafter: the “T&C”). Definitions of terms used in this Privacy Policy are included in the T&C. The provisions of the T&C shall apply accordingly.

1.3 The Website is a joint undertaking of:

1.3.1 Packhelp S.A., with its registered office in Warsaw, ul. Kolejowa 5/7, 01-217 Warsaw, entered into the Register of Entrepreneurs kept by the District Court for the Capital City of Warsaw, 13th Commercial Division of the National Court Register under KRS number: 0000831872 (hereinafter: “Packhelp”);

1.3.2 InPost sp. z o.o., with its registered office in Kraków, ul. Pana Tadeusza 4, 30-727 Kraków, entered into the Register of Entrepreneurs kept by the District Court for Kraków-Śródmieście, 11th Commercial Division of the National Court Register under KRS number: 0000543759, NIP: 6793108059 (hereinafter: “InPost”) hereinafter jointly referred to as the “Joint Controllers”.

1.4 Packhelp and InPost shall jointly control the data within the meaning of Article 26 of Regulation (EU) 2016/679 of the European Parliament and of the Council 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 repealing Directive 95/46/EC (General Data Protection Regulation), hereinafter the “GDPR”.

1.5 Contact with the Joint Controllers regarding personal data processing is possible via e-mail at:

1.5.1 Packhelp: gdpr@packhelp.com

1.5.2 InPost: dane_osobowe@inpost.pl

1.6 The Joint Controllers make every effort to respect the privacy of Users visiting the Website and using its services. They guarantee the confidentiality of all personal data provided and ensure that all security and personal data protection measures required by applicable data protection regulations are taken. Personal Data are collected with due diligence and properly protected against unauthorised access.

2. Information We Collect

2.1 We collect information about our Users and visitors to our Website.

2.2 When you visit our Website, Packhelp automatically collects the following information: IP address, type of operating system, web browser type, website activity: visit to a particular page, clicks on functional buttons.

2.3 If you provide your Personal Data by filling out a registration form to create an Account or contact us, Packhelp collects: e-mail address, first and last name.

2.4 If you provide your Personal Data to place an Order, the Joint Controllers collect: e-mail address, first and last name, company name, country, tax ID (NIP or equivalent), address, postal code, city, voivodeship (or equivalent).

2.5 If you contact Packhelp's customer service, you may also provide other Personal Data depending on the nature of your inquiry. During telephone contact, we will process your voice recorded during the conversation, about which you will be informed before the conversation starts.

2.6 From time to time, the Joint Controllers may offer participation in lotteries, contests, and surveys on our Website. If you participate, we will collect additional Personal Data depending on the terms of the event. Participation is entirely voluntary.

2.7 Providing Personal Data is voluntary, but failure to provide mandatory data will prevent the Joint Controllers from delivering services and fulfilling Sales Agreements.

3. Purposes, Scope and Duration of Personal Data Processing

3.1 Purpose: Performance of the agreement

Legal basis: Article 6(1)(b) GDPR

Storage period: Duration necessary to perform, terminate or expire the agreement

Scope: e-mail address, first and last name, company name, phone number, job title, tax ID, address

3.2 Purpose: Contact via chat

Legal basis: Article 6(1)(a) GDPR (consent)

Storage period: Until consent is withdrawn, and thereafter for the limitation period of claims

Scope: first and last name, e-mail address, other voluntarily provided data

3.3 Purpose: Contact via phone, service quality improvement, training

Legal basis: Article 6(1)(a) GDPR (consent)

Storage period: Until consent is withdrawn or for 6 months from data collection

Scope: voice recording, phone number, first and last name, e-mail address, other voluntarily provided data

3.4 Purpose: Fulfilment of tax obligations

Legal basis: Article 6(1)(c) GDPR in connection with national tax and accounting laws

Storage period: As required by law (e.g. 5 years from the start of the following financial year)

Scope: first and last name, company name, tax ID, financial data

3.5 Purpose: Establishment, exercise or defence of legal claims

Legal basis: Article 6(1)(f) GDPR (legitimate interest)

Storage period: Until the expiry of the limitation period for claims

Scope: e-mail address, first and last name, tax ID, PESEL, financial data, phone number

3.6 Purpose: Promotional and marketing activities

Legal basis: Article 6(1)(f) GDPR (legitimate interest)

Storage period: Duration of the agreement, not shorter than the active account period

Scope: first and last name, e-mail address, other voluntarily provided data

3.7 Purpose: Newsletter delivery

Legal basis: Article 6(1)(a) GDPR and Article 9(1)(f) GDPR

Storage period: Until consent is withdrawn, and thereafter for the limitation period of claims

Scope: first and last name, e-mail address, other voluntarily provided data

3.8 Purpose: Website maintenance and improvement

Legal basis: Article 6(1)(f) GDPR (legitimate interest)

Storage period: 6 months

Scope: first and last name, e-mail address, IP address, operating system type, browser type, website activity

You may withdraw your consent at any time by contacting: gdpr@packhelp.com or dane_osobowe@inpost.pl. Withdrawal does not affect the lawfulness of processing before withdrawal.

4. Personal Data Recipients

4.1 For the proper functioning of the Website and the professional provision of services, the Joint Controllers rely on external service providers. The Joint Controllers only use processors who provide sufficient guarantees for the implementation of appropriate technical and organisational measures to ensure that the processing complies with the requirements of the GDPR and protects the rights of data subjects.

4.2 We may entrust your Personal Data to third parties for processing. In such cases, the recipients of your Personal Data include:

4.2.1 In the case of operations specified in the Terms and Conditions: We may transfer your Personal Data to entities supporting us in our ongoing business activities, including entities performing components of Orders or other services provided by the Joint Controllers as specified in the Terms and Conditions, or enabling the performance of such operations. In particular, these may include: (a) providers of accounting, financial, legal and advisory services, (b) hosting provider for the Website, (c) company providing technical support for the Website, (d) payment processing company, (e) carrier, (f) company providing software used to perform operations specified in the Terms and Conditions, including service providers supplying the Company with technical, IT and organisational solutions, (g) Partner, if necessary to fulfil Orders, (h) other entities, if the use of their services is necessary for the proper functioning of the Website and the provision of services by the Joint Controllers.

4.2.2 In the case of external partners: We may cooperate with third parties to provide you with access to information about Goods or Services that we believe may be of interest to you. We will disclose your Personal Data to third parties only if you have given your consent to receive information from such third parties.

4.3 Personal Data may be disclosed to public authorities upon lawful request or to other entities as required by law.

4.4 Each processor guarantees appropriate security and confidentiality and processes data under a Data Processing Agreement.

4.5 The Joint Controllers may transfer Personal Data to third countries if any of the entities referred to in point 4.1 above processes data in a third country, and only where the European Commission has determined that the third country ensures an adequate level of protection, or where appropriate safeguards have been provided through the use of standard contractual clauses approved by the European Commission.

Profiling

5.1 Profiling is carried out through session recording, clickmap analysis, and event-based analytics (Segment), which involves the creation of dynamic and automated:

5.1.1 advertising messages and content,

5.1.2 forms of after-sales communication,

5.1.3 methods for segmenting contacts and sending e-mail messages,

5.1.4 reminders about an abandoned shopping cart,

5.1.5 methods for selecting communication channels,

5.1.6 methods for managing contacts.

5.2 The result is personalised marketing and sales forecasting.

5.3 The User has the right to object to profiling at any time by contacting the Joint Controllers via e-mail at: gdpr@packhelp.com or dane_osobowe@inpost.pl (mailto:gdpr@packhelp.com%20lub%20dane_osobowe@inpost.pl)

6. User Rights

A User of the Website has the following rights arising from the processing of their Personal Data:

6.1. The right to request access to their Personal Data – The User has the right to obtain confirmation as to whether the Joint Controllers are processing their Personal Data and, if so, is entitled to access the data and receive information regarding such data, including: the purpose of processing, categories of data, information about recipients or categories of recipients to whom the data have been or will be disclosed, the planned period of Personal Data storage or the criteria used to determine that period. This right also includes the right to obtain a copy of the Personal Data undergoing processing free of charge (for any subsequent copies requested by the User, the Joint Controllers may charge a reasonable fee based on administrative costs).

6.2. The right to rectify Personal Data (when they are incorrect), which also includes the right to request the completion of incomplete Personal Data.

6.3. The right to erase Personal Data (the so-called “right to be forgotten”), in the following circumstances: when the User’s Personal Data are no longer necessary for the purposes for which they were collected, the User has withdrawn their consent and there is no other legal

basis for processing, the User has objected to the processing, the Personal Data have been unlawfully processed, the Personal Data must be erased to comply with a legal obligation under Union or Member State law to which the Joint Controllers are subject, or the Personal Data were collected in connection with the offer of information society services.

6.4. The right to restrict the processing of Personal Data, when: the User contests the accuracy of the Personal Data (for a period enabling the Joint Controllers to verify the accuracy of the data), the processing is unlawful and the User opposes the erasure of the data, the Joint Controllers no longer need the Personal Data for processing purposes but they are required by the User for the establishment, exercise or defence of legal claims, or the User has objected to processing pending verification of whether the legitimate grounds of the Joint Controllers override those of the User.

6.5. The right to object to the processing of Personal Data, when the User does not want the Joint Controllers to process their data based on the legitimate interest referred to in Article 6(1)(f) of the GDPR.

6.6. The right to data portability, including the right to receive from the Joint Controllers the Personal Data provided by the User in a structured, commonly used and machine-readable format, and the right to have those data transmitted directly to another controller (where technically feasible).

6.7. The right to withdraw consent to the processing of Personal Data at any time (withdrawal does not affect the lawfulness of processing based on consent before its withdrawal).

6.8. The right to lodge a complaint with the President of the Personal Data Protection Office, if the User believes that the processing of their Personal Data violates the provisions of the GDPR.

7. Cookies

7.1. Packhelp uses cookies, i.e. small text files stored on the User's end device (e.g. computer, tablet, smartphone), which can be read by the Packhelp ICT system.

7.2. Cookies are text files containing small amounts of information that are downloaded to a personal computer, mobile phone or other device when the User visits a website. Cookies are then sent back to the website during each subsequent visit or to another website that uses cookies. Cookies perform various functions, such as enabling smooth navigation between pages, remembering the User's preferences, and generally improving the browsing experience. They may also help ensure that advertisements displayed online are better tailored to the User and their interests.

7.3. The Website uses the following categories of cookies. Detailed information about the cookies currently in use can be found in the cookie settings available at <https://inpoststore.com>:

7.3.1. Essential cookies These cookies are necessary to enable navigation of the Website and the use of its features, such as access to secure areas of the Website. Without

these cookies, services selected by the User, such as shopping carts or e-invoicing, cannot be provided. You may disable these cookies in your browser settings; however, doing so may negatively affect the functionality of the Website.

7.3.2. Analytics cookies These cookies help us understand User behaviour in order to provide a more relevant browsing experience or to personalise content on our Website. For example, we collect information about the pages visited to help us present more appropriate content.

7.3.3. Functional cookies These cookies are essential for the proper functioning of the Website. They allow the Website to remember choices made by the User (such as username, language or region) and provide an enhanced, more personalised experience. These cookies may also be used to remember changes made to text size, fonts and other elements of web pages that the User can customise. They may also be used to provide selected services, such as watching videos or commenting on blogs.

7.3.4. Advertising cookies These cookies collect information about the User's browsing habits in order to display advertisements tailored to the User and their interests, provided that the User has given consent by selecting the appropriate settings in the cookie settings available on the Website or in their browser. These cookies are also used to limit the number of times an advertisement is displayed and to help measure the effectiveness of advertising campaigns. They are typically placed by advertising networks with our consent. They remember that the User has visited the Website, and this information (in aggregated and anonymous form) is shared with other entities such as advertisers. Advertising cookies are often linked to features provided by other entities' websites. If you enable these cookies, you may continue to use the Website without restrictions.

How to change cookie settings?

Upon the User's initial visit to the Website, a notice regarding the use of cookies is displayed, along with a request for consent to their use. The User may manage cookie preferences directly via the Website. At any time, the User may change their preferences regarding the collection of cookies in the cookie settings available on the Website. The User may also change cookie settings via their browser or delete cookies altogether. Please note that disabling cookies may result in difficulties when using the Website.

The Help option in the menu bar of most browsers will inform the User how to enable or prevent the acceptance of new cookies, how to make the browser notify the User when new cookies are received, and how to completely disable cookies. The User may also disable or delete similar files used by browser add-ons, such as Flash cookies, by changing the extension settings or by visiting the website of the relevant provider.

- If using a computer – click the “Help” button at the top of the browser window and select the “About Us” option. If using a Macbook – with the browser window open, click the Apple menu and select the “About Us” option.

- For Flash Cookies (or Local Shared Objects) – Adobe’s website provides comprehensive information on how to remove or disable Flash cookies:
<http://www.adobe.com/security/flashplayer/>
- For third-party cookies – if you wish to disable third-party cookies, configure your browser settings accordingly.

8. Server Logs

8.1. Use of the Website involves the transmission of requests to the server on which the Website is hosted. Each query sent to the server is recorded in server logs.

8.2. Server logs include, among other things: the User’s IP address, server date and time, information about the User’s web browser and operating system. Logs are recorded and stored on the server.

8.3. The data recorded in server logs are not linked to identifiable individuals using the Website and are not used by the Joint Controllers to identify any User.

8.4. The data referred to above are used solely for server administration purposes. Server logs are auxiliary material used for Website administration and their content is not disclosed to anyone other than persons authorised to administer the server.

9. Website and Personal Data Security

9.1. The Joint Controllers apply all necessary technical measures specified in Articles 25, 30, 32–34, and 35–39 of the GDPR to ensure enhanced protection and security of Personal Data processing.

9.2. We maintain physical, electronic and procedural safeguards necessary to protect your Personal Data against loss, misuse, unauthorised disclosure and alteration. For example, we use Transport Layer Security (TLS) technology to encrypt payment information when purchasing products via our Website.

9.3. If you create an Account on the Website, you must choose a password to protect the information stored in your Account. The strength of your password depends on you: you should choose a unique password and keep it secure. You may change your password as often as you wish by accessing the “My Account” section of the Website. You are responsible for maintaining the confidentiality of your password. Please do not share your password with others. Our login process is designed to protect your privacy. If you experience difficulties logging in, ensure that you are using your registered e-mail address and correct password. If you continue to experience issues, please contact us using the contact details provided above.

9.4. Please note that the use of the Internet and electronic services, particularly when accessing publicly available Wi-Fi networks, may expose Users to specific cybersecurity risks. These risks include, but are not limited to, the presence and operation of malicious software such as worms, spyware, and malware (including computer viruses), as well as the possibility of being targeted by cracking or phishing attacks. For comprehensive and professional

guidance on how to maintain cybersecurity while using online services, the Joint Controllers recommend consulting entities that specialise in IT security solutions.

10. Final Provisions

This Privacy Policy enters into force on 12 October 2025.