

WEBSITE PRIVACY POLICY WWW.RESILIA.PL/EN/

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This privacy policy of the website www.resilia.pl/en/ (hereinafter: "Privacy Policy") specifies in particular the terms of use of the website www.resilia.pl/en/ by visitors (hereinafter: "User"), rules for the processing of personal data and issues of cookies used on the website www.resilia.pl/en/.

1. General provisions

- 1.1 This Privacy Policy regulates the User's use of the website www.resilia.pl/en/.
- 1.2 The administrator of personal data collected via the website is Resilia Spółka z o.o. (Resilia Ltd.) with headquarters in Warsaw, ul. Żurawia 43 lok. (office presmises no.) 205, 00-680 Warsaw, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court for the capital city of Warsaw in Warsaw, 12th Commercial Division of the National Court Register under the KRS (National Court Register) number 0000379789, NIP (TIN) 5222972858, REGON (National Business Registry Number) 142839818, with a share capital of 12,000 PLN (hereinafter referred to as the "Administrator").
- 1.3 The minimum technical requirements, the fulfillment of which is necessary for cooperation with the ICT system used by the Administrator, is the possession of a computer or other device connected to the Internet, equipped with an Internet browser: Mozilla Firefox version 17.0 and higher or Internet Explorer version 10.0 and higher, Opera version 12.0 and higher, Google Chrome version 23.0. and higher, Safari version 5.0 and higher, Microsoft Edge version

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25.10586.0.0 and higher and access to e-mail, as well as enabling the option of saving cookies and Javascript in the web browser. The administrator recommends setting a minimum screen resolution of 1024x768.

- 1.4 Personal data of users of the website www.resilia.pl/en/ are processed in accordance with the 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 repealing Directive 95/46 / EC (General Data Protection Regulation) (hereinafter: "GDPR"), as well as in accordance with the Act on the provision of electronic services of July 18, 2002 (Journal of Laws of 2017, item 459, as amended).
- 1.5 The Administrator takes special care to protect the interests of data subjects, and in particular ensures that the data collected by him are processed in accordance with the law, reliably and transparently, collected for specific, explicit and legitimate purposes and not further processed in a manner inconsistent with for these purposes, adequate, relevant and limited to what is necessary for the purposes for which they are processed, correct and, if necessary, updated. The data is stored in a form that permits identification of the data subject for no longer than is necessary for the purposes, in which the data is processed, processed in a manner that ensures appropriate security of personal data, including protection against unauthorized or unlawful processing and accidental loss, destruction or damage, by appropriate technical or organizational measures.

2. Processing of personal data

- 2.1 The Administrator may process Users' personal data if it is necessary to use the website www.resilia.pl/en/ or the services provided through it.
- 2.2 The purpose, scope and categories of the recipients of data processed by the Administrator will result from the actions taken each time by the User as part of using the website www.resilia.pl/en/.
- 2.3 The possible purposes of processing Users' personal data by the Administrator are specified below.
 - 2.3.1 Personal data regarding the name and e-mail address of the person who signed up for the newsletter will be processed for the purpose of:
 - a) provision of the newsletter shipping service (which may contain commercial (marketing) information about the Administrator's products and services) to the e-mail address given

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by that person - pursuant to art. 6 sec. 1 lit. b) GDPR, i.e. processing is necessary to conclude and perform a contract (the subject of which is the implementation of the newsletter shipping service) to which the person who subscribed to the newsletter is a party;

- b) establishing or pursuing claims or defending against claims between the person who subscribed to the newsletter and the Administrator pursuant to art. 6 sec. 1 lit. f) GDPR,
 i.e. based on the legitimate interest pursued by the Administrator, which is the possibility of establishing and pursuing claims and defending against claims.
- 2.3.2 Personal data in the field of name, surname, e-mail address, telephone numbers of the person who used the contact form available on the website www.resilia.pl/en/, will be processed for the purpose of:
 - a) handling the sent inquiry and communicating with the person in connection with his/her message sent via the contact form - pursuant to art. 6 sec. 1 lit. f) GDPR, i.e.
 based on the legitimate interest pursued by the Administrator, which is communication with the person who initiated the contact with the Administrator;
 - b) establishing or pursuing claims or defending against any claims between the person who used the contact form and the Administrator pursuant to art. 6 sec. 1 lit. f)
 GDPR, i.e. based on the legitimate interest pursued by the Administrator, which is the possibility of establishing and pursuing claims and defending against claims.
- 2.3.3 Personal data in the field of name, surname, e-mail address, telephone numbers of the person who will contact the Administrator via e-mail or the messenger available on the website www.resilia.pl/en/, will be processed for the purpose of:
 - a) handling the sent inquiry and communicating with this person in connection with his message sent via e-mail or messenger pursuant to art. 6 sec. 1 lit. f) GDPR, i.e. based on the legitimate interest pursued by the Administrator, which is communication with the person who initiated contact with the Administrator;
 - b) establishing or pursuing claims or defending against possible claims between a person who contacted the Administrator via e-mail or messenger pursuant to art. 6 sec. 1 lit. f) GDPR, i.e. based on the legitimate interest pursued by the Administrator, which is the possibility of establishing and pursuing claims and defending against claims.
- 2.3.4 Personal data in the field of name, surname, e-mail address, telephone number of the

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person who uses the services in the field of training or webinars, will be processed for the purpose of:

- a) concluding a contract with the Administrator for the provision of a training or webinar service and performance of this contract pursuant to art. 6 sec. 1 lit. b)
 GDPR, i.e. processing is necessary to conclude and perform a contract (the subject of which is the provision of services provided by the Administrator), to which the person who ordered the service is a party or to take action at the request of that person before concluding the contract;
- b) making tax settlements and keeping accounting records pursuant to art. 6 sec. 1 lit.
 c) GDPR, i.e. data processing is necessary to fulfill the legal obligations incumbent on the Administrator resulting from the provisions of tax law and accounting regulations;
- c) establishing or pursuing claims or defending against claims between the person who signed up for the newsletter and the Administrator pursuant to art. 6 sec. 1 lit. f)
 GDPR, i.e. based on the legitimate interest pursued by the Administrator, which is the possibility of establishing and pursuing claims and defending against claims.
- 2.3.5 Personal data in the field of name, last name, e-mail address, telephone number of the person who consented to the processing of their data for the purpose of marketing the Administrator's own products and services, including sending commercial information, will be processed for the purpose of:
 - a) marketing of the Administrator's own products and services, including sending commercial information pursuant to art. 6 sec. 1 lit. a) GDPR, i.e. based on the User's voluntary consent;
 - b) establishing or pursuing claims or defending against claims between the person who subscribed to the newsletter and the Administrator pursuant to art. 6 sec. 1 lit. f)
 GDPR, i.e. based on the legitimate interest pursued by the Administrator, which is the possibility of establishing and pursuing claims and defending against claims.
- 2.3.6 Personal data of the User of the website www.resilia.pl/en/ obtained by means of cookies will be processed for the purpose of:
 - a) enabling the User to use the website www.resilia.pl/en/ and the functionalities available on it - pursuant to art. 6 sec. 1 lit. b) GDPR, i.e. processing is necessary to conclude and perform a contract (the subject of which is the provision of services

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provided by the Administrator), to which the person who ordered the service is a party or to take action at the request of that person before concluding the contract;

- b) using Google Analytics to measure the interaction of Users with the website www.resilia.pl/en/ and determine where its Users come from pursuant to art. 6 sec. 1 lit. a) GDPR, i.e. based on the User's voluntary consent;
- c) collecting aggregated statistics that allow the Administrator to understand how Users use the website www.resilia.pl/en/ and help improving its functionality and content as well as to understand how they respond to marketing and remarketing activities/to measure the effectiveness of marketing and remarketing campaigns pursuant to art. 6 sec. 1 lit. a) GDPR, i.e. based on the User's voluntary consent;
- d) marketing and remarketing activities using Google Ads, Facebook, Facebook Pixel, LinkedIn, LinkedIn Pixel aimed at presenting the User with personalized advertisements that correspond to his individual preferences, interests and needs (including profiling) - pursuant to art. 6 sec. 1 lit. a) GDPR, i.e. based on the User's voluntary consent;
- establishing or pursuing claims or defending against any claims between the User of the website www.resilia.pl/en/ and the Administrator pursuant to art. 6 sec. 1 lit. f)
 GDPR, i.e. based on the legitimate interest pursued by the Administrator, which is the possibility of establishing and pursuing claims and defending against claims.
- 2.4 Providing personal data is voluntary, however, in each specified scope, it is necessary to use the services selected by the User provided by the Administrator (failure to provide relevant data results in the Administrator's inability to provide services).
- 2.5 The User's personal data will be processed for the period necessary to achieve the purposes for which the data is processed (see item 2.3.) or until an objection is raised (if the basis for processing is the legitimate interest of the Administrator) depending on which of the events occurs first.
- 2.6 Later, the Administrator will store them until any claims are time-barred and for a period of two(2) months after the end of an applicable limitation period.
- 2.7 Personal data processed by the Administrator will be disclosed to the following entities: employees and associates of the Administrator, IT service providers, hosting providers, entities providing advisory, legal and accounting services.
- 2.8 Personal data of persons participating in trainings co-organized by Professional Evaluation and

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Certification Board, 336-6683 Jean Talon St E Montreal QC H1S 0A5 Canada (hereinafter: PECB) will be made available to PECB for the purpose of performing the contract for the provision of services consisting in participation in the training co-organized by PECB - based on Article. 6 sec. 1 lit. b) GDPR, i.e. processing is necessary to conclude and perform a contract (the subject of which is the provision of services provided by the Administrator) to which the person is a party or to take action at the request of that person before concluding the contract. After the disclosure of personal data, PECB will also be an independent data controller. The administrator is not a representative of PECB in the European Union, within the meaning of art. 27 GDPR. More about the processing of personal data by PECB can be found <u>here</u>.

2.9 In situations where it is required by applicable law, including, for example, if the Administrator wants to send marketing content to the User regarding the Administrator's or its partners' products or services, the Administrator may request consent to the processing of personal data and other consents required by law. The expressed consent may be withdrawn at any time. The administrator may, in particular, ask for consent to display to the User information about products and services tailored to the individual preferences of the User. The processing of the User's data for the above purpose will involve the use of profiling (analysis) of the User's personal data. When the User agrees to the profiling (analysis) of his personal data, the Administrator will make decisions about him in an automated manner (i.e. without human influence) as a result of profiling. The above decisions will concern the type of marketing activities carried out by the Administrator towards the User (e.g. the type of advertisements displayed to the User by the Administrator). Decisions will be made on the basis of the analysis (evaluation) of the following categories of personal data: information relating to the manner in which the User uses the website www.resilia.pl/en/ (including information on products or services that the User is interested in) and information collected in Cookies. Decisions will be made as a result of profiling the above personal data (i.e. automatic analysis of the User's preferences). This means that the Administrator will automatically analyze the User's personal data in order to determine his preferences, in particular assess which of the Administrator's or its partners' products or services may be attractive to the User. After determining such preferences, the Administrator may conduct marketing activities (e.g. display advertisements) tailored to the User's preferences. To the person whose data is processed by the Administrator, in any different than described scope, decisions will not be made in an automated manner, including as a result of profiling.

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- 2.10 In connection with the Administrator's use of tools or services provided by third parties and the use of cookies of these entities, personal data may be transferred to a third country, in particular to Google LLC, 1600 Amphitheater Parkway Mountain View, CA 94043, USA and Facebook Inc. , 1601 S. California Ave, Palo Alto, CA 94304, USA and LinkedIn Corporation, 1000 West Maude Avenue, Sunnyvale, CA 94085, USA.
- 2.11 The administrator may transfer personal data to countries outside the European Economic Area (EEA). In particular, the transfer of personal data outside the EEA (to Canada) will take place in connection with the provision of data of persons participating in trainings co-organized by PECB, in accordance with item 2.8. above. The transfer of personal data outside the EEA (to the United States) will also take place in connection with the Administrator's use of tools or services provided by third parties and the use of cookies of these entities, in accordance with item 2.9. and 2.10. above. In a situation where the Administrator transfers personal data to such countries, the Administrator does it on the basis of Standard Contractual Clauses.
- 2.12 More information on the transfer of personal data to third countries can be obtained by contacting the Administrator directly.
- 2.13 Personal data processed by the Administrator may be made available to entities and bodies authorized to process such data on the basis of legal provisions.
- 2.14 The administrator may publish commercial information, banners and links to other websites and other websites on the website www.resilia.pl/en/. By using a banner or link, the User goes to the site belonging to another owner, who is fully responsible for the content posted there, as well as the processing of personal data of visitors to the site.

3. Cookies and performance data

- 3.1 Cookies files (hereinafter: "Cookies") are IT data, in particular small information in the form of text files sent by the server and saved and stored on the end device of the person visiting the website www.resilia.pl/en/. Detailed information on cookies can be found, among others here: https://support.google.com/chrome/answer/95647.
- 3.2 As a rule, Cookies do not constitute personal data in themselves, but certain information stored in Cookies (e.g. regarding preferences), especially when combined with other information about the User, may be considered personal data. Personal data collected using cookies can only be processed for the purpose of performing specific functions related to providing the User with the website www.resilia.pl/en/, referred to below. Such data is encrypted in a way that prevents

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access by unauthorized persons. In a situation where the data collected using Cookies constitute personal data, the Administrator processes them only on the legal grounds provided for in the GDPR, as referred to in point 2.3. above.

- 3.3 The following cookies are used as part of the website www.resilia.pl/en/:
 - 3.3.1 Administrator's Cookies:
 - a) session temporary files, they remain stored on the computer or mobile device of the User until logging out of the website, leaving the website or turning off the software (web browser);
 - b) permanent they remain on the User's device for the time specified in the parameters of Cookies or until they are manually deleted by the User in the web browser;
 - 3.3.2 third party Cookies.
- 3.4 The Administrator may process data (including personal data) contained in Cookies when Users use the website www.resilia.pl/en/ for the following purposes:
 - 3.4.1 enabling the Administrator to administer the website www.resilia.pl/en/, in particular by collecting data in the form of server logs;
 - 3.4.2 authentication of the User of the website www.resilia.pl/en/;
 - 3.4.3 to verify whether the User has seen a pop-up window (the so-called Pop-up) and when to re-display the pop-up window regarding the settings;
 - 3.4.4 conducting marketing activities (including remarketing), in particular to present the User only personalized advertisements that correspond to his individual preferences, interests and needs (including profiling);
 - 3.4.5 measuring the Users' interaction with the website www.resilia.pl/en/ and determining where its Users come from;
 - 3.4.6 creating statistics that help to understand how Users use the website www.resilia.pl/en/, which allows improving its structure and content;
 - 3.4.7 development of the website www.resilia.pl/en/, including optimization of its functionality in terms of User behavior;
- 3.5 Each visit to the website www.resilia.pl/en/ is associated with sending a query to the server on which this page is located. Each query directed to the server is saved in the server logs. Server logs include, among others, User's IP address, date and time of the event, information about the web browser and operating system used by the User. This information is saved and stored on the

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server used by the Administrator. The data stored in the server logs are not associated with specific people using the www.resilia.pl/en/ website and are not used to identify the User. The server logs serve as an aid to the administration of the www.resilia.pl/en/ website, and their content is not disclosed to anyone except those authorized to administer the server.

3.6 Cookies used on the website www.resilia.pl/en/:

Туре	Description	Expiry time
pll_language	It stores information about the last language used to	1 year
	view the page	
resilia_cookies_accepted	Information on the date (timestamp) of accepting the	The file does not
	cookie policy (clicking the "I accept" button in the	expire
	modal appearing at the bottom of the page)	

- 3.7 The website www.resilia.pl/en/ uses third party cookies, i.e. cookies operating as part of the www.resilia.pl/en/ website and used by third parties (partners), whose services the Administrator uses to support and coordinate the website's functionalities. the website www.resilia.pl/en/. Cookies are placed on the website User's end device and may be used in particular by advertisers and partners cooperating with the Administrator. Third parties use the collected information to cooperate with the Administrator, however, they may also use it for their own purposes. The collected data may contain information on how the User uses third party websites and may allow them to recognize their users. More information on the cookies of these entities can be found in their privacy policies.
- 3.8 The Administrator uses the services of the following third parties that use Cookies on the website www.resilia.pl/en/:

Туре	Description
Google Analytics	We use the Google Analytics to collect aggregated statistics that allow us to
	understand how Users use the website www.resilia.pl/en/ and help the
	Administrator improve its functionality and content. For this purpose, Google LLC
	cookies are used for the Google Analitycs service. The Administrator will use
	these Cookies only with the User's express consent.
	You can find more about the provider and its privacy principles here:

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us	/e use the Google Ads to conduct marketing and remarketing campaigns. We
	se Google Ads to promote our website www.resilia.pl/en/ in search results and
or	n third party websites. For this purpose, Google LLC Cookies are used for the
Go	oogle Ads service. The Administrator will use these Cookies only with the User's
ex	xpress consent.
Yo	ou can find more about the provider and its privacy principles here:
<u>ht</u>	ttps://policies.google.com/privacy?hl=pl
Google Tag W	le use the Google Tag Manager to control our advertising campaigns and the
Manager m	nanner in which users use our website www.resilia.pl/en/. For this purpose,
Go	oogle LLC Cookies are used for the Google Tag Manager service. The
Ac	dministrator will use these Cookies only with the User's express consent.
Yo	ou can find more about the provider and its privacy principles here:
<u>ht</u>	ttps://policies.google.com/privacy?hl=pl
Google Search W	/e use the Google Search Console to analyse the traffic on our website
Console w	ww.reslia.pl/en/. For this purpose, Google LLC Cookies are used for the Google
Se	earch Console service. The Administrator will use these Cookies only with the
Us	ser's express consent.
Yo	ou can find more about the provider and its privacy principles here:
<u>ht</u>	ttps://policies.google.com/privacy?hl=pl
Facebook Pixel W	/e use the Facebook Pixel tool to target personalized ads on Facebook. This is
re	elated to the use of Facebook Cookies. The Administrator will use these Cookies
or	nly with the User's express consent.
Yo	ou can find more about the provider and its privacy principles here:
<u>ht</u>	ttps://www.facebook.com/legal/FB_Work_Privacy
LinkedIn Pixel W	/e use the LinkedIn Pixel tool to target personalized ads on LinkedIn. This
in	volves the use of LinkedIn Cookies. The Administrator will use these Cookies
or	nly with the User's express consent.
Yo	ou can find more about the provider and its privacy principles here:
<u>ht</u>	ttps://www.linkedin.com/legal/privacy-policy

3.9 As a standard, most internet browsers available on the market accept Cookies by default. The user has the option of specifying the conditions for the use of Cookies using the settings of his

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own web browser. This means that one can partially limit (e.g. temporarily) or completely disable the option of saving Cookies - in the latter case, however, it may affect some of the functionalities of the website www.resilia.pl/en/.

- 3.10 The web browser settings for Cookies are important from the point of view of consent to the use of Cookies by the Administrator in accordance with the law, consent to the use of Cookies that do not contain personal data may also be expressed by the web browser settings. In the absence of such consent, the browser settings for Cookies should be changed accordingly.
- 3.11 Detailed information on changing cookie settings and their self-removal in the most popular web browsers is available in the help section of the web browser used by the User, incl. here: https://support.google.com/chrome/answer/95647.
- 3.12 The website www.resilia.pl/en/ also includes links to the Administrator's pages or channels on external websites (Facebook, Twitter, LinkedIn, YouTube). When using these links, the User leaves the website www.resilia.pl/en/. The administrator has no control or influence on what data are collected by the indicated providers. In order to obtain information on the purpose and scope of data collection, including cookies used there, their further processing and use by the indicated suppliers as well as the User's rights and options for privacy protection settings of these providers, the User should read the information on data protection (policy privacy) of the respective provider. If the User does not want the above-mentioned social channels to collect information about him after entering the website www.resilia.pl/en/, one should log out of these websites before entering the website.

4. Rights related to data processing

- 4.1 Providing data by Users is voluntary, but to a certain extent (depending on the actions taken each time by the User as part of using the website www.resilia.pl/en/) necessary to use the website www.resilia.pl/en/.
- 4.2 The User is entitled to:
 - 4.2.1 the right to access his personal data;
 - 4.2.2 the right to demand their rectification;
 - 4.2.3 the right to demand their removal;
 - 4.2.4 the right to request the restriction of their processing;
 - 4.2.5 the right to transfer personal data, i.e. to receive personal data from the Administrator in a structured, commonly used, machine-readable format. The User may also request the

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Administrator to send his personal data, which he provided, to another administrator;

- 4.2.6 to the extent that the basis for the processing of personal data is the premise of the legitimate interest of the Administrator, you have the right to object to the processing of your personal data.
- 4.3 If the User grants consent to the processing of data, he has the right to withdraw the consent at any time, without affecting the lawfulness of the processing, which was carried out on the basis of consent before its withdrawal.
- 4.4 In order to exercise the above rights, please contact the Administrator using the contact details indicated above (contact details indicated above in item 1.2.).
- 4.5 Moreover, the User has the right to lodge a complaint with the supervisory body dealing with the protection of personal data (the President of the Office for Personal Data Protection) if the User believes that the processing of data violates the GDPR. The User can find information on how to file such a complaint here: <u>https://uodo.gov.pl/pl/83/155</u>.

5. Copyright

- 5.1 All materials, graphic elements, layout and composition of these elements (layout), trademarks, other information that are available on the website www.resilia.pl/en/ are the subject of the exclusive rights of the Administrator.
- 5.2 Downloading or using the materials in any scope available on the website www.resilia.pl/en/ requires the consent of the Administrator.
- 5.3 Downloading materials cannot violate the Privacy Policy, generally applicable law, as well as the interests of the Administrator.
- 5.4 All graphic elements, technical solutions and other elements of the website www.resilia.pl/en/, in particular HTML and XHTML code, CSS sheets, JavaScript scripts and multimedia links are protected by the Administrator's copyright.
- 5.5 Factoring in the provisions of item 5.4. above, all content on the website www.resilia.pl/en/ is protected by copyright and is the property of the Administrator. The User is fully responsible for any damage caused to the Administrator as a result of using any content without the Administrator's consent.

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6. Change of the Privacy Policy

- 6.1 The administrator may change the Privacy Policy and the way of using the website www.resilia.pl/en/ if at least one of the important reasons indicated in the following catalog occurs:
 - 6.1.1 change in the provisions of applicable law that regulates the conduct of business by the Administrator;
 - 6.1.2 the need to adjust the content of the Privacy Policy to applicable law or the need to make editorial changes to the Privacy Policy;
 - 6.1.3 change in the way the website www.resilia.pl/en/ functions or operates, which will be caused by objective and independent reasons of technological or technical nature;
 - 6.1.4 changing the terms of use of the website www.resilia.pl/en/, not worsening the situation of Users compared to the existing ones;
 - 6.1.5 the need to update the Administrator's data indicated in the Privacy Policy.

7. Final provisions

- 7.1 The website www.resilia.pl/en/ may contain links to other websites. The Administrator suggests that you read the privacy policy on other websites, after switching to them. This Privacy Policy applies only to the website www.resilia.pl/en/.
- 7.2 The Administrator uses technical and organizational measures to protect the processed personal data which are appropriate to the threats and categories of data protected and, in particular, protects the data against unauthorized disclosure, removal by an unauthorized person, processing in violation of applicable laws as well as against change, loss, damage or destruction.
- 7.3 The Administrator protects the data set against unauthorized access.
- 7.4 In matters not covered by this Privacy Policy, the provisions of the Act of 23 April 1964 Civil Code (i.e. of May 16, 2019, Journal of Laws of 2019, item 1145) shall apply additionally.
- 7.5 Contact in all matters regarding support and technical assistance takes place via messages sent to the following e-mail address: <u>kontakt@resilia.pl</u>.