Dear Customer,

Below you will find a form to report your case to the Customer Ombudsman of Colonnade Branch in Poland, please complete it and send it to the address indicated above or rzecznik.klienta@colonnade.pl

|  |  |
| --- | --- |
| Name and surname of the applicant: |  |

|  |  |
| --- | --- |
| Has a complaint been made in relation to the matter and has there been a response? | [ ]  Yes [ ]  No |

*Notice: If a complaint has not been lodged in your case or the complaint process has not been completed, the Customer Ombudsman will not be able to take up your case..*

|  |  |
| --- | --- |
| The number of the claim or compliant in respect of which the notification is made: |  |

How do you expect to receive a reply from the Ombudsman?

|  |
| --- |
| If you would like to receive an answer on an e-mail address, please provide it:  |
|  |
| If you would like to receive an answer to postal address, please provide it:  |
|  |

Please provide a concise description of the situation, why you believe Colonnade made a mistake and the expected resolution of the matter:

|  |
| --- |
| Description of the situation:Description of the Colonnade mistake:Description of the expected solution: |

The Controller of the personal data is Colonnade Insurance Société Anonyme (joint stock company) registered in Luxembourg under number B 61605, head office: 1, rue Jean Piret, L-2350 Luxembourg operating in Poland through its Branch at 67 Prosta Street, 00-838 Warsaw (hereinafter: Colonnade or Controller). The legal basis and purpose for the processing of personal data is the legitimate interest of the Processor, consisting of the need to take action in relation to the notification made to the Customer Ombudsman.

If necessary, in order to handle the application, personal data may be disclosed to other entities under a written agreement (including insurance intermediaries, entities cooperating in the loss adjustment on behalf of Colonnade), as well as for purposes arising from the legitimate interests of the Controller (including insurance companies, reinsurers, payment institutions, entities providing direct services to the injured party). Personal data are processed until the expiry of the purpose for which they were collected, and after that time they may be processed for the period of limitation of possible claims.

The data subject has the right to request access to personal data, the right to rectify, erase or restrict processing, the right to object to processing, the right to data portability and the right to lodge a complaint to the supervisory authority in charge of personal data protection (both in Poland and in Luxembourg). The provision of personal data is voluntary, but necessary. Without this it will not be possible to respond to you or to verify the claims raised. The provision of a telephone number and e-mail address is voluntary.

The Controller can be contacted by writing to Colonnade, calling +48 22 276 26 00 and e-mailing bok@colonnade.pl. In all matters concerning the processing of personal data, in particular exercising rights related to data processing, objection, transferring data outside the EEA, you can contact the Data Protection Officer at Colonnade (dpo@colonnade.pl) or by sending a letter to the Colonnade address. All the information about the rules of processing personal data can be found in the Privacy Policy at www.colonnade.pl