

INFORMATION ON THE PROCESSING OF PERSONAL DATA GATHERED IN CONNECTION WITH THE SALES OF COCA-COLA HBC POLSKA SP. Z O.O. PRODUCTS

Meeting the requirements of EU Regulation 2016/679 of 27 April 2016 (the General Data Protection Regulation), hereinafter referred to as "**the GDPR**", and in order to ensure the clarity of the processing rules for your data, below we present information on how Coca-Cola HBC Polska Sp. z o.o. processes personal data of:

- a. **customers who conduct business activities as natural persons** (individual entrepreneurs), who have entered into an agreement with Coca-Cola HBC Polska Sp. z o.o. on sales or transfers entailing the use of refrigeration appliances (CCHBC refrigerators) and purchase its products directly from that company or using an indirect distribution model (orders fulfilled by the Coca-Cola HBC Polska Sp. z o.o. distributors)
- b. **natural persons representing the customers of Coca-Cola HBC Polska Sp. z o.o.** (regardless of whether the customer is a natural or a legal person)
- c. **natural persons acting as members of board of directors, or equivalent governing body and data of customer partners.**

Please read the following information carefully and provide it to persons who will represent customers in their dealings with Coca-Cola HBC Polska Sp. z o.o.

1. The Controller

The Controller of the personal data (hereinafter referred to as "**the Personal Data**") is Coca-Cola HBC Polska Sp. z o.o., with its registered office in Warsaw at ul. Żwirki i Wigury 16, 02-092 Warsaw (hereinafter referred to as "**the Controller**" or "**CCHBC**").

2. The categories of the processed Personal Data

The scope of processed Personal Data may include:

- a) in the case of members of the company's governing bodies of the customer: data disclosed in the National Court Register (Krajowy Rejestr Sądowy), in particular names, surname, PESEL number, function performed;
- b) in the case of partners of the customer:
 - commercial companies: data disclosed in the National Court Register, in particular names, surname, PESEL number;
 - civil law partnership: name, surname, PESEL number, address of the partners' residence, company name, registered office address, NIP, REGON;
- c) in the case of customers conducting business activity as natural persons (individual entrepreneurs):
 - identification data: name and surname, address of residence, series and number of ID card, name, business address, NIP, REGON,
 - contact details: telephone number, e-mail address, fax number, correspondence address;
 - data on the customer's permits to trade (wholesale or retail) in alcoholic beverages: all data included in the customer's statement on the permit and in the content of the permit, including the number and date of issue of the permit, the issuing authority and the period of validity of the permit;
 - customer bank details: customer's bank account number and name;
 - customer financial data: solvency, indebtedness, financial result, financial forecasts;
 - customer sales data: data on customer orders for CCHBC products obtained from the distributor of CCHBC products in accordance with point 3 (b);
- d) in the case of customer representatives:
 - identification data: names, surname, PESEL number,
 - contact details: phone number or e-mail address
- e) in the case of employees and associates of the customer:
 - identification data: name, surname
 - business data: position, place of work,
 - contact details: telephone number, e-mail address, fax number.

3. The principles of Personal Data Collection

The acquisition of customer data

The Controller, when collecting the Personal Data of the customer, clearly identifies the data which the customer is required to provide. Providing the required Personal Data is necessary for the Controller to comply with legal obligations, in particular tax rules and regulations governing trade in alcoholic beverages. Failure to provide such data results in the impossibility of concluding a sales agreement. Providing other data is, as a rule, voluntary, but in certain situations it might be necessary due to the pre-requisite of data for the conclusion of an agreement, including consideration of the customer's application for trade credit, and the efficient fulfilment of an order or service.

CCHBC may also obtain the Personal Data of the customer from the following sources:

- a. from external sources of information such as public registers, the white list of VAT taxpayers, publicly available websites, the KR D Economic Information Bureau, and consulting companies such as Coface Poland Credit Management Services Sp. z o.o. (The information collected in this way includes register data and information on the formal, legal, and financial situation of the customer);
- b. from distributors – CCHBC obtains from distributors the sales data of the customer referred to in point 2 (c) above, which include the following information: name, NIP, and address of the Customer, together with an indication of the quantity of specific CCHBC products purchased by the Customer, invoice number and date of sale, and their acquisition, occurring on the basis of Article 6(1)(f) of the GDPR.

Personal data of members of the customer's bodies and partners are obtained from publicly available registers, e.g. KRS and CEIDG (in the form of copies, printouts, etc.) or directly from the customer.

The acquisition of data of the persons representing the customer

Personal Data of the persons representing the customer is, in principle, collected from that customer. The Customer is responsible for informing these persons about the planned disclosure of their data to CCHBC and about the scope and reasons for such disclosure. Personal Data may also be collected directly from a person representing the customer. Providing data of persons representing the customer is voluntary, but necessary for the implementation of the Agreement. Failure to provide data can hinder or completely prevent cooperation with the person representing the customer. To obtain or verify the data of persons representing customers, the Administrator may also use external sources of information, such as public registers, publicly available websites.

4. The purposes and legal bases for Personal Data processing

Personal Data will be processed by the Controller for purposes related to

- a. the sales of products, including the acceptance of customer orders and their fulfilment, conducting settlements with the customer, the implementation of agreements concluded with the customer, and the provision of services by electronic means within the framework of the customer portal (legal basis: Article 6(1)(b) of the GDPR)
- b. complying with the legal obligation to verify the possession by the customer of the requisite licence for the sales and trade in alcoholic beverages (legal basis: Article 6(1)(c) of the GDPR)
- c. keeping accounting and tax records (legal basis: Article 6(1)(c) of the GDPR).

Furthermore, CCHBC may also process Personal Data in pursuit of the legally valid interests set out below (legal basis: Article 6(1)(f) of the GDPR), which are also the purposes for which the data is processed:

- a. administrative purposes, including the organisation of cooperation, and contact on matters related to the implementation of agreements
- b. analyses of the customer's financial credibility
- c. consideration of the customer's application for granting trade credit
- d. evaluation of sales results in connection with agreements concluded with the customer, and analyses of sales and distribution data to adjust its package to market needs and demand, as well as for statistical purposes
- e. receiving and supervising the fulfilment of orders from customers who place orders with CCHBC distributors via CCHBC, including the transmission of such orders to the appropriate distributor, and monitoring their implementation
- f. providing customers with up-to-date information on distributors who can fulfil the customer's orders
- g. conducting customer satisfaction surveys, including the assessment of the quality of service provided by CCHBC and its product distributors
- h. handling customer complaints and grievances, including those about the distributor
- i. conducting settlements with distributors
- j. conducting marketing activities and informing customers about the range of CCHBC products, including the implementation by CCHBC of loyalty programmes and promotional sales for customers (providing authorised customers with gadgets, bonuses, etc.) and informing them about special offers on CCHBC products available from distributors
- k. advising customers on changes to the range of CCHBC products marketed by the customer, including sales consultations for customers
- l. support customers in the process of selling CCHBC products by providing marketing materials (e.g. posters, mock-ups, menus, refrigerators, etc.)
- m. informing customers about the withdrawal from sale of a specific batch of CCHBC products
- n. making the necessary arrangements to deal with consumer complaints

- o. evidentiary purposes related to the implementation of agreements, processing possible disputes and claims related to business activities, and conducting investigations on misuse – which is a legally justified interest of the Controller (legal basis of Article 6(1)(f) of the GDPR).

5. Profiling

Personal Data may be used by the Administrator to profile the customer for the purposes of its own marketing activities. Profiling is carried out based on criteria such as, for example, geographical division of customers according to the place of their business, customer sales data (turnover, turnover within a category/ product, frequency of orders, date of the last order), sales channel, belonging to a chain of stores or franchise program. Profiling is a form of automated data processing, which, based on statistical data or applied algorithms, allows the Administrator to forecast the needs and interests of the customer to propose an offer tailored to the profile of his activity.

6. The recipients of Personal Data

Access to Personal Data may be granted to authorised employees of the Controller, law firms cooperating with the Controller, postal operators, insurance companies (to the extent necessary to insure the Controller against customer insolvency) and other entities in the CCHBC Group if their access to the data is necessary for administrative purposes. In addition, access to Personal Data can be granted to entities processing Personal Data on behalf of the Controller, i.e. service providers (companies in the CCHBC Group or external entities), entrusted with processing Personal Data by means of agreements, in particular entities such as transport enterprises, companies administering warehouses, distributors, IT tool suppliers, firms providing accounting services for the Controller, consulting companies, companies providing services in the fields of printing and sending accounting documents, archiving and destroying documents, tax consultants, debt collection agencies, and authorised employees of these entities, but only to the extent necessary for the proper performance of the services provided for the benefit of CCHBC; access to Personal Data is provided only to persons in whose cases there is justification for such access due to the tasks performed and the services provided. All persons authorised to process Personal Data are obliged to keep the data confidential and secure them from being disclosed to unauthorised persons. The data may also be disclosed to recipients entitled to receive them in accordance with the legal regulations, such as court bailiffs and the KRD Economic Information Bureau.

7. The transfer of Personal Data to third countries (states outside the EEA)

CCHBC is a global company. Within the framework of the implementation of the purposes for processing, access to Personal Data can be granted to employees, representatives, and contractors of CCHBC from countries outside the European Economic Area (EEA), but the legal regulations in such countries can require lower standards than those in force in the EEA. In such cases, CCHBC will ensure that the appropriate safeguards are applied in relation to Personal Data accessible outside the EEA. Some countries outside the EEA, such as Canada and Switzerland, have been approved by the European Commission as countries ensuring protection which is in general equivalent to the legal regulations on data protection in force in the EEA and therefore no additional legal safeguards are required. In the case of countries which have not been approved in this way, such as Armenia, Belarus, Bosnia and Herzegovina, Macedonia, Moldova, Montenegro, Nigeria, Russia, Serbia, and Ukraine, the transfer of Personal Data shall occur on the basis of standard contractual clauses approved by the European Commission, which impose equivalent obligations within the scope of data protection directly on the recipient, unless the binding legal regulations on data protection will allow CCHBC to make such transfers without these formalities. In order to gain access to information on the security measures applied in the case of the transfer of data outside the EEA, it is necessary to contact the CCHBC Data Protection Officer on the contact e-mail address indicated below.

8. The Personal Data processing period

Personal Data will be processed by CCHBC for the duration of the agreement concluded with the customer, and, after its termination, for the period of the limitation of claims. In the case of a possible court dispute, the Personal Data will be stored at least until the conclusion of the proceedings in this case. For accounting data, the retention period is 5 years, in accordance with the accounting regulations.

The Personal Data of natural persons representing the customer will be stored for the period of cooperation with the customer, in particular for the entire duration of the agreement concluded between CCHBC and the customer, in the implementation of which the persons to whom the Personal Data refers were involved. Moreover, in situations where it will be necessary for evidentiary purposes, Personal Data may also be stored until the end of the period of the limitation of claims arising from the conducted business activity or the completion of court proceedings related to the agreement.

In the case of objections against Personal Data processing, the Controller will cease Personal Data processing for the purposes covered by the objection, except for the situations in which the data processing will still be necessary due to the existence of overriding legitimate basis for the processing, about which CCHBC shall inform the persons making the

requests. Should the objection concern the processing of data for marketing purposes, the Controller shall cease the processing of the Personal Data for this purpose.

9. The rights of Personal Data subjects

Personal Data subjects may exercise the following rights regarding CCHBC:

- a. the right to request access to or rectification of Personal Data (in accordance with Articles 15 & 16 of the GDPR)
- b. the right to demand restrictions on the processing of the data subject's data in situations, and according to the rules, indicated in Article 18 of the GDPR (the data subject shall have the right to demand restriction of the processing of the data subject's Personal Data for a period enabling the controller to verify them and their accuracy, or until the time when the data subject's objection against data processing has been dealt with. This right shall also apply if in the opinion of the data subject the processing of the data subject's Personal Data is unlawful, but the data subject does not want this data to be erased immediately, or if this data is needed for a longer time than the processing period assumed, due to issues related to exercising or defending claims)
- c. the right to request the erasure of the data subject's personal data, pursuant to Article 17 of the GDPR ("the right to be forgotten")
- d. the right to transfer Personal Data in accordance with Article 20 of the GDPR, i.e. to receive his or her personal data from CCHBC in a structured, machine-readable (on a computer) and commonly used format and to request their transfer to another controller. This right applies only to data supplied to CCHBC by the data subject, processed based on an agreement concluded with the data subject or gathered consent and in electronic form,
- e. the right to object at any time, on grounds relating to his or her situation, to the processing of the data subject's Personal Data in the case, if the data is being processed by the Controller in pursuit of the Controller's legitimate interests (in accordance with Article 21(1) of the GDPR)
- f. the right to object at any time to the processing of the data subject's Personal Data for the purposes of direct marketing, including profiling (in accordance with Article 21(2) of the GDPR)
- g. the right to withdraw consent for marketing content and commercial proposals by telephone (conversations with a consultant) or electronically (e-mail or SMS/MMS); withdrawal of the consent will not affect the legitimacy of the actions taken by CCHBC based on this consent before the consent has been withdrawn.

Regardless of the aforementioned rights, a data subject has the right to lodge a complaint against the processing of his or her Personal Data by CCHBC to the President of the Personal Data Protection Office (address: ul. Stawki 2, 00-193 Warsaw).

10. Contact information

On matters related to the processing of Personal Data and the exercise of the rights vested in the data subjects, the Controller may be contacted through the Controller's Data Protection Officer (e-mail address for contact: DataProtectionOffice@cchellenic.com). Paper correspondence should be sent to the following address: ul. Żwirki i Wigury 16; 02-092 Warsaw. A person who has applied or a request concerning the processing of his or her Personal Data as a part of exercising his or her rights may be asked to answer some questions which will facilitate the verification of that person's identity.

The Controller may leave in its resources the Personal Data of a person submitting a request or an application to the extent necessary to document that their examination has taken place in accordance with the provisions of law. The data will be processed no longer than until the end of the period of the limitation of claims, which is the legitimate interest of the Controller referred to in Article 6(1)(f) of the GDPR.