

**CONTRACT FOR GUIDE SERVICES**

Contracting party (exact details) - .....

.....

Guide service language .....

Group .....

Date of service .....

Place of service (Poznań) .....

Duration of service .....

Starting time of sightseeing .....

Meeting place .....

Payment for service:

VAT Invoice | Fiscal receipt\*

Person responsible /name, contact details/ .....

**Tourist Information Customer Client**

**Poznan Tourist Organisation**

.....

\* delete as appropriate

## TERMS AND CONDITIONS OF RESERVATION AND SERVICE PROVISION

1. A tourist group served by one guide may not be larger than 50 persons.
2. The value of the guide service in foreign language (except for Japanese and Chinese – in these languages there is a different price) is respectively:
  - up to 2 hours 330 zł
  - up to 3 hours 400 zł
  - up to 4 hours 480 zł
  - each consecutive hour is + 85zł
3. In the event that a guide has to travel to a meeting with a group or afterwards, the guide's travel costs will be chargeable (upon prior arrangement with the Client).
4. In the case of orders for guide services, a 50% prepayment by bank transfer is required within 7 days before the beginning of the service. Payment of the remaining amount shall be made on the day of order execution in cash at the PLOT Tourist Information Point or by bank transfer within 7 days of receipt of a bill or invoice for the service by the ordering party.
5. Cancellation of an order must be notified by e-mail (it@plot.poznan.pl) or telephone (61 852 61 56 or 884 700 043) at least 48 hours before the order is due.
6. In the event of resignation without cancellation of the order within the period specified above (point 5), the service contracting party shall not be entitled to a refund of the prepayment.
7. For services ordered and not cancelled, the ordering party undertakes to pay the full fee for the services ordered without objection.
8. The responsibility for the tour participants during the service will be borne by the service contracting party.
9. A receipt or a VAT invoice is issued for the service.
10. Placing an order for a guide service means that the service contracting party accepts the provisions of the booking and service conditions and undertakes to comply with them. By placing an order, the service contracting party agrees to the processing of personal data by Poznan Tourist Organization for purposes connected with the provision of the service.
11. In matters not regulated, the Act on Tourist Services of 29 August 1997 (Journal of Laws No. 133, item 884 as amended) and the Civil Code shall apply.
12. All disputes shall be settled amicably or otherwise in the District Court in Poznan.

I declare that I have read the terms and conditions of reservation and service

.....

**Signature and stamp**

## INFORMATION ON PROCESSING OF PERSONAL DATA

In fulfilment of the information obligation under Article 13(1) and (2) 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) - RODO, I give the following information:

### **Who processes your personal data?**

The administrator of your personal data processed in connection with the order of guiding services is the **Association of Poznan Tourist Organization with its seat in Poznan, ul. Plac Kolegiacki 17, 61-841 Poznan, entered in the Register of Associations, Other Social and Professional Organizations, Foundations and Independent Public Health Care Centres and in the Register of Entrepreneurs of the National Court Register kept by the District Court Poznan - Nowe Miasto and Wilda in Poznan under KRS number 0000165637, REGON: 634522667, NIP: 7781412473**, hereinafter referred to as "Administrator".

The Administrator carries out the processing operations of your personal data and is responsible for the use of the data in a secure manner and in compliance with the applicable regulations. In all matters relating to the processing of your personal data you can contact:

→ Contact details of the Administrator: [biuro@plot.poznan.pl](mailto:biuro@plot.poznan.pl)

→ Contact details of the Administrator's representative: phone no.: +48 609 601 021

or by sending traditional mail to the Administrator's registered address.

### **Why do we process personal data?**

As an employer, the Administrator is obliged to process your personal data in order to fulfil the contract concluded.

Personal data will only be processed in accordance with GDPR for the following purposes:

a. for the purpose for which they were communicated to us, i.e. for the performance of the cooperation agreement - legal basis: article 6(1)(b) of the GDPR.

The provision of data is not obligatory, but is a condition for the conclusion of a contract.

b. for purposes arising from the legitimate interests of the Controller (Article 6(1)(f) of GDPR) and, in the case of special categories of personal data, where it is necessary for the establishment, investigation or defence of claims or in the exercise of justice by the courts (Article 9(2)(f) of GDPR):

i. to ensure the safety of employees or protection of property, or to keep confidential any information whose disclosure could expose the Administrator to harm;

ii. for archival purposes, when this is necessary to safeguard information in the event of a legal need to prove the facts regarding cooperation, inter alia for the purpose of establishing and confirming the correct calculation of tax liabilities and bookkeeping;

iii. for the possible establishment, investigation or defence against claims. The provision of data is mandatory.

c. it is necessary to protect the vital interests of a colleague or another person - if the colleague or that person is physically or legally incapable of giving consent, e.g. in the event of an accident (Article 9(2)(c) of GDPR).

Some of your personal data may also be processed with your consent pursuant to Article 6(1)(a) or Article 9(2)(b) of the GDPR. The provision of consent is voluntary.

**Who do we share personal information with?**

The personal data provided may be disclosed to other recipients, i.e. to tourist guides who will process your personal data on the Administrator's request and only in accordance with his instructions, for the indicated purpose and to the extent necessary to achieve this purpose.

Personal data will also be disclosed to relevant institutions and public administration bodies, if such an obligation results from applicable laws, in particular to tax authorities, the Social Insurance Institution (ZUS), common courts, enforcement bodies, pre-trial investigation bodies and other institutions and bodies authorised under generally applicable laws.

Your personal data will not be processed for the purpose of automated decision-making, including in the form of profiling.

**How long do we process personal data?**

As a rule, if the Administrator processes personal data on the basis of a cooperation agreement, the processing period lasts until the expiry or termination of the agreement.

However, personal data to the extent necessary to assert or defend against claims shall be processed within the period of the statute of limitations for claims related to the concluded agreement, i.e., in principle, for 4 years from the end of the year in which the agreement expired, including 3 years as the period of limitations for claims, while an additional year is provided for claims lodged at the last minute and problems with delivery, and the counting from the end of the year serves to determine a single date of data erasure for agreements ending in a given year.

Notwithstanding the above, where personal data are processed due to applicable legislation, the periods of processing for such purposes shall be determined by such legislation:

- a. the period for keeping documents constituting accounting evidence shall be five years from the end of the year in which the tax becomes chargeable, but not less than the limitation period for tax liabilities laid down by law;
- b. the period for storing documents relating to the notification and payment of social security contributions is 5 years from the end of the calendar year in which the activity to which the document relates took place.

Other personal data that the Administrator processes on the basis of the consent given will be processed until the consent is withdrawn.

**What rights do you have in relation to the processing of your personal data?**

You have the right of access to the content of your data and the right to rectification, erasure, restriction of processing, the right to data portability where technically possible.

When personal data is processed due to the legitimate interest of the Administrator, you have the right to object to the processing of personal data.

To the extent that personal data are processed on the basis of consent, you have the right to withdraw your consent to the processing of personal data at any time, which does not affect the legality of the processing performed on the basis of consent before its withdrawal.

You also have the right to lodge a complaint with a supervisory authority if you consider that the processing of your personal data violates the General Data Protection Regulation of 27 April 2016. The supervisory authority is the President of the Office for Personal Data Protection (ul. Stawki 2, 00-193 Warsaw).

**Do we transfer data to third countries?**

The personal data you provide may be transferred to countries outside the European Economic Area or to an international organisation if this is required by law (e.g. correspondence with a foreign office, court), for the purposes of participation in business meetings and trade fairs as regards your name, surname and contact details (email, telephone number), as well as business exchanges within the Administrator's business activities as regards your name, surname and contact details (email, telephone number). In this case, the transfer of data will take place under the terms of the GDPR and you will be informed individually.

It is also possible for the Administrator to use GDPR-compliant servers located in the USA, whose operators belong to agreements recognised by the European Commission as meeting an adequate level of protection or for which an adequate level of protection is ensured by a legally binding and enforceable instrument between public authorities or entities; binding corporate rules pursuant to Art. 47 GDPR, standard data protection clauses adopted by the Commission; standard data protection clauses adopted by a supervisory authority and approved by the Commission

in accordance with the examination procedure; an approved code of conduct with binding and enforceable obligations for the controller or processor in a third country to adhere to adequate safeguards, including in relation to the rights of data subjects; an approved certification mechanism with binding and enforceable obligations for the controller or processor in a third country to adhere to adequate safeguards, including in relation to the rights of data subjects. In all situations, we ensure the protection of personal data as set out in the provisions of the GDPR.

In other cases, no transfer of personal data outside the European Economic Area is foreseen. I hereby declare that I have been acquainted with the information on the processing of personal data by the Administrator in connection with the established cooperation.

---

Date and signature