

Nextbike Polska Sp. z o. o.

PRIVACY POLICY

1. Nextbike Poland Sp. Ltd. respects the rights of users to privacy, and is committed to protecting the personal data of all users registered in the system. To ensure this, the collection of personal data, its storage, and any other data processing involves appropriate technical IT tools as well as dedicated organizational procedures, including encrypted communication. The following rules describe what personal information we collect and how we can use it.

2. Nextbike Poland Sp. z o.o. ensures protection of your data by respecting the rules of personal data protection. The Administrator of your personal information is Nextbike Poland Sp. z o.o., seated at ul. Przasnyska 6b, 01-756 Warsaw, Poland, KRS no. 0000362899, Court of Reg. XII Commercial Division, Warsaw.

3. The collection of personal data has been submitted for registration to the Inspector General for Personal Data Protection, and booked under numbers 098 589 and 122 960.

4. Nextbike Poland collects and processes personal data on the basis of consents given by the system users when registering therein, as well as under the statutory mandate to process personal data necessary for execution of a contract, if the data subject is a party thereof, or when it is necessary to take action before the conclusion of such contract upon request of the data subject.

5. At any time when using the website www.nextbike.pl or any of its sub-sites, you may be asked to provide personal information by filling out the registration or contact form, an application form, sending a request or otherwise. Providing personal data is voluntary and is considered to be a consent to the processing of the personal data in accordance with the requirements and under the meaning given by the Act, dated August 29, 1997 on the Personal Data Protection (Journal of Laws from 1997, No. 133, item 882, as amended). Under the terms of the above Act, each user shall have the right to control the processing of their data, including the right to inspect their data, correct it, demand its amendment, update, rectification or deletion. Refusal to provide the requested personal data prevents the use of the services rendered by Nextbike Poland Sp. z o.o.

6. Our databases, applications, systems and the data we collect and process, are all protected against access of third parties in a professional manner, meeting highest security standards in terms of technical (IT), cryptography, and legal security. The standards are constantly adapted to the dynamic reality and threats.

7. Any session your browser makes with our servers, from logging in to logging out, is protected with the TLS. This means that all data, also the personal data, is transmitted using cryptographic security (encryption).

8. As regards the security of your financial transactions, we cooperate with the best online operators: WorldPay for payment data relating to credit cards, and Transferuj.pl / Elavon for bank transfers and payment card. Any data you provide thereto, such as your credit card number, bank account number or information about holders, is secured using the latest IT systems and cryptography, recognized by experts as totally safe. The transmitted information is used only and exclusively for the purpose of the card or bank transfer transactions.

9. The data you provide to us (your names, phone number, e-mail address, mailing address, city, zip code and country) is processed by us solely for the purpose of: conclusion and performance of services (contracts) and billing (invoices), answering enquiries, consideration of complaints, provision of information about our products and services, customer satisfaction surveys and market research (eg.: regarding bicycle hire, service quality, operation of the system and the changes), sending newsletters, data statistical analysis aimed to serve

our statistical analysis of customer behavior on our website and to improve our services. You can at any time update your data and opt out of receiving our marketing information.

10. Nextbike Poland never makes the personal data available to third parties, other than whenever necessary for the conclusion and performance of contracts and services. This holds true also for email and mailing addresses of the users.

11. Sharing of your personal information is only possible under rules and principles provided by applicable laws. In case of a violation of law, or as may be required by the law, we may be forced to provide your data to authorized institutions or persons, in particular including judicial authorities.

12. In order to comply with our contracts, and to provide you with services of the highest quality (eg.: adequate availability and service of bicycles) we may provide your personal data to our business partners who provide auxiliary services for you. However, we work only with partners who ensure compliance with the legislation on the protection of personal data. Also, we share with them only the data necessary for the purposes specified in the contract.

13. Should you have registered in our system, you may receive information, messages, or e-mails regarding the details of the service and offers. You can also contact us by phone at numbers of the Customer Service Desk / Contact Centre.

14. Should you have expressed you will to receive our Newsletter, you will receive it by email.

15. Each and every user shall have the right to revise and update their personal data transmitted to us via our website. Changes can be made at website of your system.

16. Our website can use *cookies*, or small text information stored by your browser on your computer's hard drive in order to accelerate the cooperation between your computer and our servers. Through the use of cookies you do not have to re-enter the same information each time you return to our site. Disabling in your web browser the option to save *cookies* shall not prevent the use of the site.

17. The IP address details, stored in the system logs of the server, do not allow for identification of individual users. This information is used only for technical or statistical purposes, and shall not be associated with any specific individuals.

18. We reserve the right to change the Privacy Policy of Nextbike Poland. Any changes thereto will be posted immediately on our website.

19. The best use of services provided through our web site you are required to have a properly-setup web browser: Microsoft Internet Explorer version 6.0. or higher, or Firefox 2.0. or higher.

20. We care about the privacy of our customers, therefore everyone using our sites shall be obliged to respect the prohibition of abuse of electronic communication and the delivery by or to the computer systems of the following content: 1. Content of illegal nature, 2. Content which may cause disturbance or overload of information on communication systems used by Nextbike Poland or other entities directly or indirectly involved in the provision of services, 3. Content that violates the good of others, generally accepted social norms, or which is inconsistent with any applicable laws.

21. In the event of irregularities or hazards caused by people not respecting general law or the regulations of our website, our Security Department is working with the police, prosecutors, and courts to help against people committing unlawful acts.

22 You are also kindly requested to send any comments on our website or our privacy policy to our email: biuro@nextbike.pl. This will allow us to improve.

Contact us 24/7 at:

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