

GDPR notice for persons who communicate with the Polish Financial Supervision Authority (UKNF) via telephone

Pursuant to Article 13(1) and (2) of the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons 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), referred to in this document as the 'GDPR', the following information is provided:

1. The controller of your personal data is Urząd Komisji Nadzoru Finansowego ('UKNF') with its registered office in Warsaw (postcode: 00-549) at ul. Piękna 20, or Komisja Nadzoru Finansowego ('KNF') with its registered office in Warsaw (postcode: 00-549) at ul. Piękna 20, also referred to jointly in this document as the 'Controllers'. The KNF remains the data controller for any data processed for supervisory purposes related to exercising its statutory tasks, while the UKNF remains the data controller for any data processed for any other purpose.
2. You may contact the Controllers in writing by sending a letter to: ul. Piękna 20, skr. poczt. nr 419, 00-549 Warsaw or an e-mail to: knf@knf.gov.pl.
3. You are welcomed to contact the Data Protection Officer of the Controllers by e-mail (iod@knf.gov.pl) or by post (by sending a letter to the Controllers' correspondence address).
4. The Controllers process your personal data collected during a telephone call for the purposes described in point 5 below, namely to contact you, to process any requests submitted via telephone, to provide answers to questions asked via the same channel, and to strengthen security, reliability and quality of telephone service, including to replay a telephone call, if necessary. Any personal data recorded may be also used to prove specific facts or circumstances.
5. Data collected via telephone call are processed for the period of 6 months after being collected and will be deleted after this period.
6. The basis for the processing of your personal data is:
 - Article 6(1)(f) of the GDPR, namely the Controllers have a legitimate interest in processing your personal data for the following purposes: to contact you, to process any requests, to provide answers to questions, and to strengthen security, reliability and quality of telephone service, as well as to prove specific facts.
 - Article 6(1)(e) of the GDPR, namely the processing of your personal data is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller due to the performance of tasks and achievement of objectives related to supervising the financial market, which involve processing requests and answering questions.
7. Providing your personal data is voluntary, but the processing of requests submitted via telephone or providing answers to questions asked via the same channel may depend on whether or not the data were provided.
8. Your personal data may be received by public administration bodies and/or other entities authorised under the law or performing tasks carried out in the public interest or in the exercise of official authority, entities providing services to the Controllers, including IT services, and as part of correspondence being exchanged.
9. The Controllers do not intend to transfer your personal data to recipients outside the European Economic Area, i.e., to third countries, or to international organisations.

10. In cases provided for in provisions of law, each data subject has the right of access to their personal data, the right to rectification, to erasure, to restriction of processing, and the right to object to the processing of personal data.
11. If you consider that the processing of your personal data infringes provisions of law, you have the right to lodge a complaint with the President of the Personal Data Protection Office (PL: Urząd Ochrony Danych Osobowych).
12. Your personal data will not be used for any automated individual decision-making, including profiling.