

Information on the processing of personal data – Maple Bear helpline

Pursuant to Article 13 of the GDPR (Regulation (EU) 2016/679 of the European Parliament and of the Council), we inform persons calling the Maple Bear helpline and persons whom our employees call about the rules for processing their personal data.

Who is the personal data controller?

The controller of your personal data is **Maple Bear Schools Polska P.S.A.** with its registered office in Warsaw (01-042), ul. Okopowa 58/72, email: info@maplebearpolska.pl.

We have appointed a Data Protection Officer, who can be contacted at: biuro@gdpr4u.pl.

For what purpose and on what legal basis do we process data?

We record telephone calls in order to:

- ensure high-quality service,
- monitor communication standards,
- prevent abuses and misuse,
- protect our legal interests (e.g. for the establishment or defence of claims),
- ensure the security of communication.

The legal basis for processing is **our legitimate interest** (Article 6(1)(f) GDPR), consisting in ensuring an appropriate level of service, resolving potential disputes and protecting the interests of the school and its stakeholders.

What data are processed?

The following data may be captured in the recordings:

- the content of the conversation (including data provided during the call, such as first name, surname, phone number, email address, information about the child, etc.),
- the voice recorded during the call,
- phone number,
- date, time and duration of the call.

Is providing data obligatory?

Participation in a recorded telephone conversation is voluntary. If you do not consent to being recorded, please hang up – we invite you instead to contact us by email: info@maplebearpolska.pl.

How long do we store the recordings?

We store call recordings for a period of 6 months, after which they are automatically deleted, unless they are needed for the establishment or defence of claims – in such cases, they may be stored until the case is concluded.

Who has access to the data?

Access to the recordings is granted to:

- authorised Maple Bear employees (e.g. persons responsible for customer service),
- an external entity providing the VPBX telephone system – **Polkomtel sp. z o.o.**

Will data be transferred outside the European Economic Area (EEA)?

No. Data are stored in Poland, in the VPBX system of the operator Polkomtel.

What rights do you have?

You have the right to access your data, to have them rectified, to have them erased, to restrict processing, to object to the processing of data, and to lodge a complaint with the President of the Personal Data Protection Office.

The exercise of some rights (e.g. objection to the processing of data in a recording) may require the call to be ended or another form of contact to be used.