

**COMPLAINT FORM**

**DO NOT FILL (FILLED BY THE STORE):**

RETURN NUMBER:

DATE OF RETURN (delivery):

DECISION REGARDING THE RETURN OF GOODS:

**PLEASE FILL (CUSTOMER):**

INVOICE/RECEIPT NUMBER:

PURCHASE DATE:

NAME/SURNAME OR COMPANY:

STREET AND APARTMENT NUMBER:

POSTAL CODE, CITY:

PHONE NUMBER:

EMAIL:

ITEM BEING RETURNED:

REASON FOR RETURN:

BANK ACCOUNT FOR POSSIBLE REFUND:

**WERE THE HAIR EXTENSIONS DYED/BLEACHED OR SUBJECTED TO OTHER CHEMICAL TREATMENTS?**

**WERE HEAT STYLING TOOLS USED ON THE HAIR - HAIRDRYER, STRAIGHTENER, CURLING IRON - PLEASE SPECIFY TEMPERATURE USED:**

**WERE HEAT PROTECTION PRODUCTS USED? PLEASE LIST:**

**WHAT COSMETIC PRODUCTS WERE USED FOR HAIR CARE - SHAMPOO, CONDITIONER, HAIRSPRAY, ETC.? PLEASE PROVIDE BRAND NAMES:**

**WAS THE HAIR COMBED WHEN WET?**

**HOW LONG AFTER THE HAIR EXTENSION PROCEDURE WAS THE HAIR WASHED?**

**HOW FREQUENTLY IS THE HAIR WASHED PER WEEK?**

**WERE MASKS/CONDITIONERS APPLIED TO THE HAIR ROOTS?**

**DID THE HAIR COME INTO CONTACT WITH SALTWATER OR CHLORINE?**

**IF THE HAIR STARTED TO SLIP, WHEN DID IT HAPPEN? AFTER THE FIRST APPLICATION, AFTER SUBSEQUENT INSTALLATIONS, AFTER THE FIRST WASH?**

**HOW WAS THE HAIR PREPARED FOR THE EXTENSION PROCEDURE - PLEASE LIST THE PRODUCTS USED:**

**DOES THE PERSON WHO APPLIED THE EXTENSIONS HAVE A CERTIFICATE? WHO AUTHORIZED THE CERTIFICATE?**

**If the complaint concerns hair bonding, please include photos of the bonds/tapes**

In accordance with Article 13 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 (General Data Protection Regulation – GDPR), we inform you that:

**Data Controller and Contact Information**

The controller of your personal data is Grzegorz Grzech, conducting business under the company GrzechHair (ul. Przebendowskich 49a, 81-526 Gdynia, Poland; NIP: 5882354581; REGON 221244679). If you have any questions regarding the processing of personal data, you can contact us at the above address. You will need to provide your name and contact details to correctly identify yourself. In case of doubt regarding the authenticity of the requester, we may ask for additional information, such as ID number or contact you by phone. Your request will be handled without undue delay, no longer than 30 days from receipt, and in complex cases or due to the number of requests, this period may be extended to 90 days, of which you will be informed within 30 days.

**Bases and Purposes of Data Processing**

Your personal data is processed based on the placed order or filed complaint (Article 6(1)(b) and (f) of GDPR), as well as the legal obligation to store documentation for tax settlements, pursuant to the Accounting Act and the Tax Ordinance (Article 6(1)(c) of GDPR), and for the legitimate interests of GrzechHair, i.e., handling claims or protecting against them (Article 6(1)(f) of GDPR). Providing your data is voluntary but necessary for processing your complaint. Your data will not be subject to automated decision-making, including profiling (Article 22(1) of GDPR).

**Sharing Personal Data with Other Entities**

Your personal data may be disclosed to entities supporting GrzechHair's activities, such as service technicians, suppliers of IT systems/equipment, law and tax offices, consulting firms, auditors, postal operators, courier companies, server providers, and debt collection companies. Additionally, your data may be shared with other entities if required by law, is in our legitimate interest or the legitimate interest of a third party, or if you give your consent. We ensure that the scope of the disclosed information is adequate and necessary for the purposes pursued. Your personal data will not be transferred outside the European Economic Area.

**Retention Period for Personal Data**

Your data will be processed for the period necessary to complete the order, including handling complaints, and to pursue GrzechHair's legitimate interests, i.e., for the period of limitation of claims due to or against GrzechHair. Additionally, your data will be processed to fulfill the obligation to store documentation, pursuant to the Accounting Act and Tax Ordinance (i.e., for 5 years from the end of the calendar year in which the tax payment deadline occurred).

**Rights Related to Data Processing**

You have the right to lodge a complaint with the President of the Personal Data Protection Office, as well as the right to request access to your data, its rectification, erasure, restriction of processing, data portability, and to object to the processing of data (we will stop processing your data unless we can demonstrate compelling legitimate grounds for the processing that override your interests, rights, and freedoms, or if the data is necessary for the establishment, exercise, or defense of legal claims).

**CUSTOMER SIGNATURE**