

Regulations for Providing Services by Electronic Means

§1

General Provisions

1. These Regulations for Providing Services by Electronic Means constitute the Regulations stated in Article 8 section (1)(1) of the Act of 18 July 2002 on the provision of services by electronic means and specify in particular:
 - 1) types and scope of Services,
 - 2) conditions for the provision of the Services, including the technical requirements necessary for the operation of the ICT system used by the Service Providers,
 - 3) Regulations for the conclusion and termination of contracts for the provision of the Services,
 - 4) the complaint procedure for the Services.
2. The following terms used in these Regulations shall be construed as follows:
 - 1) **Joint Data Controllers or Service Providers** – the following companies which are part of the “Wieliczka” Salt Mine capital group:
 - a) Kopalnia Soli “Wieliczka” S.A. with its registered office in Wieliczka, Park Kingi 1, 32 - 020 Wieliczka, Poland, entered in the register of entrepreneurs of the National Court Register kept by the District Court for Kraków - Śródmieście in Kraków, XII Commercial Division of the National Court register under the number 0000278401, Polish Tax Identification Number (NIP): 6830003427, share capital: PLN 21,000,000.00 - share capital paid up in full, REGON [*National Official Business Register*]: 000041683, e – mail: sekretariat.sa@kopalnia.pl,
 - b) Kopalnia Soli “Wieliczka” Turystyka Sp. z o.o. with its registered office in Wieliczka, Park Kingi 10, 32 - 020 Wieliczka, Poland entered in the register of entrepreneurs of the National Court Register kept by the District Court for Kraków – Śródmieście in Kraków, XII Economic Division of the National Court Register under number 0000030908, Polish tax identification number (NIP): 6831480313, share capital: PLN 810,000.00, REGON [*National Official Business Register*]: 351197769, e – mail: sekretariat@kopalnia.pl,
 - c) Kopalnia Soli “Wieliczka” Wsparcie Sp. z o.o. with its registered office in Wieliczka, Park Kingi 10, 32 - 020 Wieliczka, Poland entered in the register of entrepreneurs of the National Court Register kept by the District Court for Kraków – Śródmieście in Kraków, XII Economic Division of the National Court Register under number 0000095741, tax identification number (NIP): 6831705025, share capital: PLN 470,000.00, REGON [*National Official Business Register*]: 351428631, e – mail: sekretariat.wsparcie@kopalnia.pl.
 - 2) **Personal data** – information regarding an identified or identifiable natural person (data subject). An identifiable natural person is one who can be identified, either directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an on-line identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the natural person.

- 3) **GDPR** - 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).
 - 4) **Services** - services the performance of which is carried out by sending and receiving data by means of ICT systems, at the individual request of the User, without the simultaneous presence of the parties, with the data being transmitted via public networks as defined by the telecommunications law; the Services are carried out via Websites in the domain www.kopalnia.pl and include:
 - a) creating an Account and using the Website and or purchasing goods or services available on the Website without registration;
 - b) the provision of an information newsletter on the activities of the Service Providers,
 - c) contact with the Service Providers using the contact form or the Chatbot Service.
 - 5) **Chatbot Service** - A service which constitutes an automatic tool supporting communication between the Customer and Service Providers, carried out using an application provided by ChatLab Sp. z o.o., ul. Zamknięta 10/1.5, 30-554 Kraków.
 - 6) **Service Recipient** - an entity using the services of Service Providers available at the domain www.kopalnia.pl, who is a natural person, a legal person or organisational unit without legal personality, who undertakes to comply with these Regulations.
 - 7) **User** - a Service Recipient who has registered or intends to register an Account on the Website.
 - 8) **Website** - the website located at the addresses <https://www.bilety.kopalnia.pl> and <https://sklep.kopalnia.pl>, by SoftCOM spółka jawna, Piotr Szuba, Tomasz Wierzbowski.
 - 9) **Registration Form** - a form to be filled in by the User to set up an Account.
 - 10) **Account** - a collection of resources and settings created for the User within the Service. The User shall have the right to use the Account to purchase goods or services offered by Service Providers and to manage the Services.
3. The Service Provider shall make these Regulations available to the Service Recipients free of charge each time before using the Services. The Services are provided on the basis of these Regulations and the applicable provisions of Polish law. Acceptance of these Regulations is a prerequisite for using the Services.
 4. Each Service Recipient declares to have full legal capacity and at the same time undertakes to read and unconditionally accept the provisions of the Regulations before using the Services.
 5. The Service Providers shall exercise due diligence to provide the Services.

§2 Website

1. The Website allows the Service Recipients to purchase goods or services offered by Service Providers.
2. The purchase of goods or services is possible:
 - 1) by the User, after registering an Account on the Website,

- 2) without registering an Account on the Website, after providing at least an e-mail address and a contact language and accepting these Regulations.
Detailed Regulations for the sale of goods and services are set out in separate regulations.
3. The Agreement for the provision of Services with the User with regard to the use of the Website is concluded when the Registration Form is duly completed and an Account is created on the Website.
4. Correctly completing the Registration Form involves providing at least an e-mail address, a password and your name and surname, telephone number and contact language, as well as acceptance of these Regulations. In the case of an Account registered by a self-employed person, it is also required to provide the tax identification number, business address and company name in the next registration step.
5. In addition to the data indicated in section 2 item 2 or in paragraph 4, the Service Recipient shall have the right to voluntarily provide other data, including country of origin or telephone number.
6. After completing the Registration Form, the User shall receive a message to the e-mail address provided, confirming the creation of an Account on the Website. To complete the setting up of an Account, you must verify your e-mail address by clicking on the link provided in the message.
7. If the User intends to use courier delivery of goods purchased on the Website, it is necessary to indicate the delivery address after logging in to the Account created in advance.
8. By completing and submitting the Registration Form, the User declares that:
 - 1) the data provided is complete, factually correct and that it does not infringe any third party rights,
 - 2) It has full legal capacity and is entitled to conclude a contract for the provision of the Services.
9. The e-mail address provided is a necessary form of identification of the User towards the Service Providers and shall be used for all correspondence relating to the provision of the Services.
10. The user has the right to manage the Services through your Account, including editing the data you have provided at any time.
11. Registration of an Account on the Website is voluntary and free of charge.
12. After you have registered an account on the Website, each time you log in you use the details you provided in the registration form.
13. The Service Provider undertakes to enable the User to use the Website immediately after registration of the Account.
14. A User Account may only be used by a single User. Access to the Account may not be made available to third parties.
15. It shall be prohibited to take any action that may hinder or interfere with the functioning of the Website for the Service Provider and other Users.
16. The Service Providers shall have the right to refuse to create an Account, block or delete an existing Account if its name is already used within the Service or if the Service Provider obtains reasonable, credible information that it is contrary to the law, good morals, violates the personal rights of third parties or the legitimate interests of the Service Providers.

17. The User may delete the Account at any time, thereby terminating the agreement for the provision of electronic services for the use of the Website.

§ 3

Newsletter Delivery

1. The delivering the newsletter is the delivery of electronic messages with information related to the activities carried out by the Service Providers, which may also contain promotional or commercial information.
2. The newsletter is provided free of charge, for an indefinite period of time.
3. The Service providers cannot guarantee a specific frequency of newsletter delivery.
4. At the time of subscribing to the newsletter, the Customer is required to consent to receiving such communication by providing their e-mail address and, if necessary, checking the appropriate checkbox (at www.kopalnia.pl or when making a purchase on the Website) and then confirming the link sent in the message to the e-mail address entered by the user. The consent to receive the newsletter from the Service Provider by means of electronic communication fulfils the requirements of Article 398(1) and (2) of the Act of 12 July 2024 Law of electronic communications.
5. The Service Recipient has the right to opt out of the provision of the newsletter at any time with immediate effect by informing the Service Provider by e-mail or by clicking on the link in any e-mail sent. The resignation shall be construed as the termination of the contract for electronic services concerning the provision of the newsletter.

§4

Contact Form

1. Service Providers provide the service of answering questions about their business, asked via contact forms available at www.kopalnia.pl and via the Chatbot Service.
2. A list of the types of contact forms, together with the scope of the data collected and the purposes for which they are collected, is set out in Annex 1 to these Regulations.
3. In order to receive an answer to your questions, you must provide the required information in the respective Contact Form, including acceptance of these Regulations, and then press the 'Send' button.
4. The Service Provider will endeavour to answer a question within a maximum of 48 hours excluding public holidays and Saturdays. In the case of questions that are very labour-intensive to answer or multiple questions from a single entity or person, this deadline may be extended.
5. The Chatbot Service enables the Customer to obtain information on the Service Providers' services and products as well as other frequently asked support questions. The Chatbot conducts an automated conversation in real time, according to a pre-programmed path, during which it displays information about the Service Providers' services and products. The Chatbot Service is an electronic service carried out to ensure that the Customer can contact the Service Providers through the application and the internet, and its purpose is to understand the Customer's intentions based on textual content. The Chatbot then analyses this text to identify possible interpretations. The Service Recipient receives a text reply in the language in which the question was asked, if it is supported by the application.
6. The Chatbot Service is provided for information and service purposes; it is not intended in particular to make statements aimed at concluding, terminating or

amending any agreement between any of the Service Providers and the Customer, the object of which is not the Chatbot Service, and is not a channel for direct marketing by the Service Providers.

7. In order to start using the contact form or the Chatbot Service, the User has to consent to the marketing cookies, these Terms and Conditions and the privacy policy. The use of the Chatbot Service is terminated when the conversation window is closed; however the personal data provided by the Customer in connection with the use of the Chatbot Service will continue to be processed for the purpose of machine learning in the application, for the period of time indicated in § 9.
8. It is forbidden to use the contact forms or the Chatbot Service in a way that interferes with their normal functioning, to provide content that is discriminatory, generally considered to be abusive, that violates applicable laws, rules of social order or the personal rights of third parties.
9. While using the Chatbot Service, the Customer should not provide personal data as referred to in Article 9(1) of the GDPR.
10. Responses to an enquiry sent via the contact form or the Chatbot Service are free of charge.

§5

General Regulations for the Provision of Services

1. The Service Providers undertake to provide the Services in accordance with the principles described in these Regulations and in compliance with the applicable legislation.
2. The Service Providers reserve the right to:
 - 1) temporarily discontinue the Services due to maintenance or modification activities of the Website or other websites on the www.kopalnia.pl domain necessary for the use of the Services,
 - 2) to issue technical, legal and transactional communications relating to the operation of the Services,
 - 3) to refuse to provide the Services if the User violates these Regulations or applicable laws, including in particular posting on the Website or otherwise providing unlawful content to Service Providers,
 - 4) any modification of the Services, tools and the way the Services operate, by amending the Regulations.
3. The service providers reserve the right to cease providing the services, to delete any data of the service recipients and to take any other legally permissible action in connection with the services provided, for which the service recipients will have no claim against the service providers.
4. Service Providers and Service Recipients shall not be liable for any damage that the other party may suffer in connection with the Service provided, unless the damage was caused to the other party through wilful misconduct or gross negligence.
5. Service providers are not liable in particular for:
 - 1) any damage caused to third parties as a result of the Service Recipient's use of the Services in violation of the Regulations or the law,
 - 2) contents published by the Service Recipient as a result of using the Services, which content violates the law or the legally protected rights of third parties,

- 3) the consequences of actions taken as a result of receipt of official notification or credible information on the unlawful nature of activities carried out by the Service Recipient
- 4) information posted on the Services or sent via the Internet by the Service Recipient,
- 5) loss of data by the Service Recipient due to external factors (e.g. equipment failure) or other circumstances beyond the Service Provider's control (actions of third parties), including those for which the Service Recipient is at fault,
- 6) damage resulting from circumstances for which the Service Provider is not responsible (force majeure, acts and omissions of third parties, etc.),
- 7) the provision of false, outdated or incomplete data or information by the Service Recipient,
- 8) the Service Recipient's failure to comply with the provisions of these Regulations.

§ 6

Technical Conditions Required to Use the Services

1. The technical condition for the use of the Services is the possession of a computer or a mobile device such as a laptop, tablet or smartphone, with access to the Internet and with an installed web browser as indicated in section 2. For some of the services made available, it is required to create an Account and to have an active e-mail address of the Service Recipient.
2. The use of the Services is possible if the following technical requirements are met:
 - a) use of web browsers (or their newer versions): Chrome 64, Firefox 59, Safari 11, iOS Safari 10.3, Internet Explorer 11, Microsoft Edge 16.
 - b) enabling cookies, or at least least for technical cookies (required for the operation of the site).
 - c) minimum system requirements:
 - a. iOS 10.x, iPhone 5, iPad 2 and newer
 - b. Android v6 or newer
 - c. Windows 7 or newer
3. Information on the function and purpose of cookies can be found in the privacy policy, available at: <https://bilety.kopalnia.pl/index/polityka-prywatnosci.html>
4. In order to ensure the security of data transmission, transmitted data is encrypted using an SSL certificate.

§ 7

Specific Hazards Related to the use of the Services.

1. The use of the Services involves the risk of your computer system being infected by unwanted software, including software whose sole purpose is to cause damage.
2. In order to avoid the risks of unwanted infection of the IT system, it is recommended to install antivirus software on the computer or mobile device used by the Service Recipient. It is recommended that the anti-virus software is constantly updated, as soon as installable updates are released.
3. In addition, it is recommended that the Service Recipient has a firewall running on the computer.

- In addition to the hazards of infecting the IT system, hacker attacks are among the possible threats. The Service Provider declares that it employs safeguards to prevent or significantly impede hacking into the Service Provider's IT network.

§ 8

Complaints Procedure

- The Service Recipient has the right to lodge a complaint on matters concerning the performance of the Services.
- Complaints are processed by the Service Providers.
- A properly submitted complaint should contain at least the following details:
 - identification of the Service Recipient (name, surname, e-mail address),
 - indication of the Service to which the complaint relates,
 - object of the complaint,
 - the circumstances justifying the complaint.
- Complaints may be submitted to:
 - In writing to the following address: Kopalnia Soli „Wieliczka” Wsparcie Sp. z o.o., Park Kingi 10, 32 – 020 Wieliczka, Poland
 - via email to: reklamacje@kopalnia.pl
 - using the contact form available through the System.
- Service Providers shall consider complaints within a maximum of 14 days of their receipt from the Service Recipient. Service Providers will notify the Client of their decision following the review of the complaint by e-mail to the address provided in the complaint in accordance with paragraph 3 above.
- A complaint handled in accordance with the provisions of these Regulations shall not be subject to further or reconsideration.

§ 9

Information Clause on Personal Data Processing

- The Data Controllers of your Personal Data processed as part of your use of the Services are the Joint Data Controllers.
- Compliance with the data protection Regulations is supervised by the Data Protection Officer appointed by the Data Controller, who can be contacted via email: iod@kopalnia.pl.
- Personal data, in particular IP address geolocation data, mobile device identifiers, data provided at the time of Account registration or for purchase without registration, provided in connection with the provision of the Services, will be processed on the basis of:

Purpose of data processing	Legal basis for processing
Newsletter sending	Article 6 section 1(a) of the GDPR (User's consent) Article 6 section 1(f) of the GDPR (legitimate interest – direct marketing of products and services)
Acceptance of an enquiry via the contact form	Article 6 section 1(a) of the GDPR (User's consent) Article 6 section 1(b) of the General Data Protection Regulation (taking action at the request of the data subject prior to entering into a contract and performance of the agreement)

Accepting an enquiry via the Chatbot Service and for the purposes of machine learning in the application	Article 6(1)(a) of the GDPR (User's consent)
Creating and maintaining an Account on the Website	Article 6 section 1(a) of the GDPR (User's consent) Article 6 section 1(a) of the GDPR (taking action at the request of the data subject prior to the conclusion of the agreement and the performance of the agreement) Article 6 section 1(f) of the GDPR (legitimate interest - profiling by monitoring and analysing User activity)
Processing complaints	Article 6 section 1(a) of the GDPR (taking action at the request of the data subject prior to the conclusion of the agreement and the performance of the agreement)
Determining, investigating and taking action in connection with the debt recovery process, defending against claims	Article 6 section 1(f) of the RODO (legitimate interest - establishment, investigation, defence of claims)

4. The recipients of your Personal Data may include authorised employees of the Administrators, entities providing services to the Administrators, in particular IT support for the www.kopalnia.pl website, and Chatlab Sp. z o.o., to the extent necessary to provide the Chatbot Service, as well as entities authorised to receive data on the basis of legal regulations.
5. Your personal data shall be retained:
 - 1) for the duration of the execution of the Agreement concluded by you or the maintained cooperation,
 - 2) in the case of personal data provided in connection with the use of the Chatbot Service, for a period of 90 days from the date of use of the Service,
 - 3) until your objection against the processing – in cases where the personal data is processed pursuant to the so-called legal justified interest.
 - 4) until the granted consent is revoked, while you have the right to revoke the consent at any time without affecting the legality of the processing carried out based on the consent before it has been revoked,
 - 5) for the duration when the appropriate legal provisions require the retention of the data or until the lapse of the statute of limitation of potential claims.
6. You have the following rights due to the processing of your Personal Data:
 - 1) the right of access the contents, the right to rectification, the right to erasure, the right to restrict processing, the right to data portability,
 - 2) the right to object to the processing of data – where the processing of personal data is carried out on the basis of the so-called legitimate interest and under the conditions laid down in the provisions of the GDPR,
 - 3) the right to lodge a complaint with a supervisory authority (the President of the Office for Personal Data Protection) in case you believe the processing of personal data violates the provisions of the GDPR.
7. All the rights indicated above apply to the extent that they arise from the provisions of the GDPR.
8. The provision of your personal data is voluntary, however it is required to be able to use the services.
9. Personal data will not be used for automated decision making, including profiling.
10. Personal data may be transferred to entities in a third country, namely the United States of America, listed in the Data Protection Framework List maintained and made

publicly available by the United States Department of Commerce, in accordance with Commission Implementing Decision (EU) 2023/1795 of 10 July 2023 pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council, finding an adequate level of personal data protection ensured under the EU-US Data Protection Framework.

§ 10

Final Provisions

1. Matters not regulated by these Regulations shall be governed by generally applicable laws.
2. These Regulations are available for download at <https://www.kopalnia.pl/turysta-indywidualny/informacje-praktyczne/wazne-informacje/regulaminy> and under the address <https://www.kopalnia.pl/grupy-zorganizowane/informacje-praktyczne/wazne-informacje/regulaminy>.
3. The Service Providers reserve the right to amend these Regulations at any time, subject to the condition that the amendment shall become effective on the moment of publishing the amended Regulation on the Website www.kopalnia.pl. In the event the Service Recipient does not accept the amended Regulations, he or she shall have the right and be obliged to cease using the services.
4. The Terms and Conditions enter into force on 1 June 2025.

Appendices:

1. List of types of contact forms, including the scope of data collected and the purposes for which they are collected

Appendix no. 1 List of types of contact forms, including the scope of data collected and the purposes for which they are collected

Form name	Type	Purpose of data processing	Collected data	Link
Reservation form – events	Request for date availability, contact form	Accepting a request regarding an offer and issuing a response Processing complaints, Pursuing claims or protection against claims	Name and surname, e-mail address, phone number (facultative), planned event date, planned number of participants	https://www.kopalnia.pl/imprezy/formularz-rezerwacji-imprezy
Ask about the stay form	Request about the stay in the health resort, contact form	Acceptance of a booking enquiry and response. Processing claims. Defending or protecting against claims	Name and surname, e-mail address, phone number (facultative)	https://www.kopalnia.pl/uzdrowisko/zapytaj-o-pobyt
Reservation inquiry form – offer for schools	Request for date availability, contact form	Acceptance of a booking enquiry and response, Investigation or defence of claims	Name and surname, phone number, e-mail address, number of children, number of adults, date of visit, time of visit	https://www.kopalnia.pl/grupy-zorganizowane/kopalnia-dla-szkol#formularz-dla-szkol
Form for ordering dinners – organised groups	Inquiry about the possibility of organising a dinner for a group, a contact form	Receipt and processing of the meal order, Handling of the complaints process, Performance of legal obligations to issue and store accounting documents (bills, invoices), Investigation of claims and action in connection with the debt recovery process Claims collection and action in connection with the debt recovery process	Name and surname or name of institution, VAT registration number (obligatory for invoices), address, e-mail address, telephone/fax number (optional), date of visit, time of visit	https://www.kopalnia.pl/grupy-zorganizowane/nocleg-i-wyzywienie/formularz-zamawiania-obiadow-dla-grup
Form for ordering dinners – school groups	Enquiry about the possibility to organise lunch for a school group, contact form	Receipt and processing of the meal order, Handling of the complaints process, Performance of legal obligations to issue and store accounting documents (bills, invoices), Investigation of claims and action in connection with the debt recovery process Claims collection and action in connection with the debt recovery process	Name and surname or name of institution, VAT registration number (obligatory for invoices), address, e-mail address, telephone, fax number (optional), date of visit, time of visit	https://www.kopalnia.pl/grupy-zorganizowane/nocleg-i-wyzywienie/formularz-zamawiania-obiadow-dla-szkol
Form for ordering dinners – pilgrimage groups	Enquiry about the possibility to organise lunch for a pilgrimage	Receipt and processing of the meal order, Handling of the complaints process, Performance of legal obligations to issue and store accounting documents (bills, invoices), Investigation of claims and action in connection with the debt recovery process	Name and surname or name of institution, VAT registration number (obligatory for invoices), address, e-mail address, telephone, fax number	https://www.kopalnia.pl/grupy-zorganizowane/nocleg-i-wyzywienie/formularz-zamawiania-obiadow-grupy-pielgrzymkowe

Form name	Type	Purpose of data processing	Collected data	Link
	group, contact form	Claims collection and action in connection with the debt recovery process	(optional), date of visit, time of visit	
Newsletter subscription	Newsletter subscription form	Enrolment in the newsletter database and sending promotional and advertising material as well as conducting analyses and statistics on marketing activities, Monitoring and analysis of shopping activity in the on-line shop https://www.kopalnia.pl/sklep-online , including information on uncompleted transactions (only applicable to customers enrolled in the newsletter), Establishing, asserting potential claims or defending against claims	Full name, e-mail address, voivodeship, interests	https://www.kopalnia.pl/newsletter-kopalni-soli-wieliczka
Newsletter registration - health resort	Newsletter subscription form	Registration in the newsletter database and sending promotional and advertising material, Investigation of claims	Full name, e-mail address, voivodeship, interests	https://www.kopalnia.pl/uzdrowisko/newsletter-uzdrowisko
Unsubscribe from the newsletter	Unsubscribing from the newsletter database	Reasons for unsubscribing from the newsletter (the user may choose not to provide them)	none	https://www.kopalnia.pl/newsletter-kopalni-soli-wieliczka/newsletter-wypisz-sie-powody?smclient=7d869f5f-015f-4063-b4b0-daebbbdf024c&smconv=28f53935-3317-4870-a4ea-2427003c77e4
Form for the notification of a visit by journalists	Request for a visit by a journalist	Participation in the study visit, Registration of participants in the visit, Investigation of claims	Name and surname, profession, country, tel. no., e-mail address, area of interest (5 categories to choose), medium, name of company, agency, website address, circulation/coverage/number of page views, choice of place of visit Tourist route, spa, graduation tower, planned date of visit, preferred time, number of people, language of the visit, purpose of the visit/ type of	https://www.kopalnia.pl/biuro-prasowe/formularz-zglaszania-wizyty-dziennikarzy

Form name	Type	Purpose of data processing	Collected data	Link
			publication, planned date of publication/ broadcast	
Contact Form	Contact form for departments	Providing answers to questions on individual events and departments	E-mail address, phone	https://bilety.kopalnia.pl/formularz-kontaktowy.html
Group booking form	Event booking form for groups	Booking an event for organised groups	Name, surname, e-mail address, phone If you wish to receive a VAT invoice - Tax ID, Name of institution, Address of institution, Postal code, City	https://bilety.kopalnia.pl/rezerwacja/formularz-grupy.html
Form - shipping from the store	Purchase form	Delivery address for products purchased in the store	First name, Last name, address, city, postal code, country of delivery, e-mail address, telephone number, If you wish to receive a VAT invoice - Name of institution, VAT ID, address of the institution, postal code, city, country of delivery	https://www.kopalnia.pl/sklep-online/koszyk