



General Terms of Providing Training Services by Pilz Polska sp. z o.o.

1. Definitions

- a. Organiser – the training is organised by Pilz Polska Sp. z o.o.
- b. Participant – a person participating in the training
- c. Customer – a person representing the company that employs the Participant who participates in the training or submits the registration form
- d. Classroom Training – a training course organised at the seat of PILZ, another location named by Pilz, or the seat of the Customer
- e. Online Training – a training session organised as a video conference on any available platform
- f. Training Platform – a service or tool used by the Organiser to conduct online training.

2. Training Prices

- a. The prices of all training courses offered by Pilz Polska are found in the “Training Price List” for a particular year, as well as on www.pilz.pl.
- b. If the Customer registered two or more Participants for a single Classroom Training, the Organiser grants a rebate equal to PLN 100 for each additional Participant. The rebates do not apply to Online Trainings.
- c. The Online Training price includes costs related to license for and access to the Training Platform.
- d. All prices quoted are net prices.

3. Training Registration

- a. Registrations for training courses are accepted on an ongoing basis.
- b. In order to register for a training course, please fill out and sign the registration form and send its scanned image electronically to akademiapilz@pilz.pl.
- c. By registering for a training course, the Customer accepts the trading terms resulting from the order and the General Trading Terms for Providing Training Services by Pilz Polska Sp. z o.o.
- d. For organisational reasons, a registration form should be submitted at least 30 days before the scheduled training course date. Within 30 days before the training course date, sending the registration form should be preceded by calling (22) 884 71 00 in order to check the number of available places and confirm whether the course is scheduled to take place.

4. Confirming Participation in a Training Course

- a. Up to 5 business days from registering, a confirmation of being added to the list of a classroom or online training participants will be sent to the Customer and Participant.
- b. Up to 21 days before the classroom training date, the Customer and Participant will be notified whether the course is going to take place, which serves as final confirmation of their participation in the course.
- c. Up to 5 business days before the online training date, the Customer and Participant will be notified whether the course is going to take place, which serves as final confirmation of their participation in the course.
- i. At the same time, the Customer and Participant will receive information on how to access the online training course (link to software).
- d. Together with the final confirmation of participation in the course, the Participant will also receive a prepayment notice, to be paid within 14 calendar days.
- e. At the latest within 5 days before the start of the training course, the Participant will receive detailed organisational information related to the course.

5. Withdrawal From a Training Course

- a. Withdrawal from a training course must take place in writing (fax, e-mail, or by post) on pain of invalidity.
- b. Because training registrations are accepted on an ongoing basis, a withdrawal made at least 30 days before the training date does not result in any financial consequences for the Customer.
- c. When a Participant withdraws from a training course less than 30 days before the course date:
 - i. If by the withdrawal date the Participant paid 100% of the amount requested in the prepayment notice, the Organiser returns 50% of the paid amount.
 - ii. If by the withdrawal date the Participant did not pay the amount requested in the prepayment notice, the Organiser will charge the Participant for 50% of the training price to cover the incurred costs.
- d. The Customer is at all times entitled to designate another training participant to substitute for a previously registered participant. This change does not entail any costs, but should be notified to the Organiser in writing.

6. Cancelling and Changing the Date of the Training Course

- a. The Organiser reserves the right to cancel a training course:
 - i. in case of a classroom training, when the required minimum number of Participants has not been registered 21 days before the scheduled training date,
 - ii. in case of online training, when the required minimum number of Participants has not been registered 5 days before the scheduled training date.
- b. The Organiser reserves the right to change the training date when the lecturer is unable to conduct the classes for reasons beyond their control. The Participant and the Customer will be notified of this immediately.
- c. In such cases, when the new training date collides with other obligations of the Participant, the Customer may:
 - i. Be reimbursed for the entire payment made, or
 - ii. Register for the same training course on another date.
- d. The Organiser is not liable for any damage which might result if the training course is cancelled or postponed.

7. Training Completion Certificate

- a. The participants receive a certificate confirming completion of the training.
- b. In order to obtain the certificate, the participant must attend at least 70% of classes on each day of the training.

8. Privacy Rules and User Limitations

- a. Classroom and online training courses may not be recorded using any audio/video recording equipment.
- b. Still images may be recorded using a camera only when they do not contain the likenesses of any training participants or representatives of the Organiser.
- c. The access to the Training Platform in the form of a Web link may not be shared with third parties.
- d. The Organiser is entitled to verify the identity of persons using the Training Platform during the training course.

9. Protection of Personal Data

a. The Training Participant consents to having their personal data found in the registration form processed by the Organiser for purposes related to organising the training, pursuant to the provisions of the Personal Data Protection Act of 29 August 1997 (Journal of Laws 2014, item 1182, as amended)

b. In cases where the Customer is the employer of the Participant, processing the data is necessary to achieve legitimate purposes of the Customer, i.e. train the employee.

Accordingly, processing the personal data of the Participant by the Organiser is allowed pursuant to Article 23, item 1, point 5 of the Personal Data Protection Act of 29 August 1997 (Journal of Laws 2014, item 1182, as amended). In such case, the Customer undertakes to notify the Participant as required by the provisions of law. This includes in particular the need to notify the Participant whose data are being processed that the Participant has the right to access their personal data and demand that they be rectified or erased.

10. Final Provisions

a. The Participant and the Customer represent that they have read these General Trading Terms of Providing Training Services by Pilz Polska Sp. z o.o. and accept them in their entirety.

b. The Organiser is entitled to contact the Participant or Customer in order to obtain their feedback on conducted training.

c. In certain situations, the Organiser may wish to refer to training provided to the Customer for marketing purposes or use the Customer's logo to document its experience in offer materials. The Customer hereby consents to such activities, provided however that the confidentiality of all confidential information is observed.