Case ref. No: ......................................

Wrocław City Office

Office of the Municipal Consumer Ombudsman ul. G. Zapolskiej 4, 50-032 Wrocław [brk@um.wroc.pl](mailto:brk@um.wroc.pl) │ [www.wroclaw.pl](http://www.wroclaw.pl/) Secretariat, phone +48 71 777 79 02

Consumer Service Section, phone +48 71 777 75 59

Application for assistance in the case on protection of consumer rights

# I declare that Wrocław is the place of my residence.

I declare that the attached documents are all the documents in the case brought and that I possess their original copies.

Wrocław, on .............................

# Data of the Consumer

Please complete the application in a legible manner.

....................................................

Signature of the Consumer

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| name |  | | | | | | | | | | |
| surname |  | | | | | | | | | | |
| residence address | | | st. |  | | | | house No. |  | flat No. |  |
| postal code | |  | | | place | |  | | | | |
| postal address\* | | | | st. |  | | | house No. |  | flat No. |  |
| postal code | |  | | | place | |  | | | | |
| contact phone (from 8.00 to 15.00)\* | | | | | |  | | | | | |
| e-mail address\* | | | | |  | | | | | | |

\* *providing a phone number and e-mail address is not mandatory, but it will make it much easier to contact on the case*

# Data of the Entrepreneur (party to the contract, e.g. the seller)

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | |  | | | | | | | | |
|  | | | | | | | | | | |
| address/registered office | | | st. |  | | | house No. |  | flat No. |  |
| postal code | |  | | | place |  | | | | |
| other data |  | | | | | | | | | |
|  | | | | | | | | | | |

**Has the contract in question been concluded in connection with the economic or professional activity pursued by the Consumer?** (please tick the right answer*)*

YES

# Date of concluding the contract with the entrepreneur

NO

**Type of claim and its amount**

**Brief description of the case/problem**

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
| If the description of the case does not fit above, please continue on a separate sheet with a signature. |

**Important information:**

1. The Municipal Consumer Ombudsman performs his tasks pursuant to the provisions of the Act of 16 February 2007 on competition and consumer protection.
2. The Municipal Consumer Ombudsman applies to the entrepreneur only when the Consumer has exhausted the complaint/claim assertion procedure resulting from the relevant legislation.
3. The Municipal Consumer Ombudsman examines applications without undue delay in the order of receipt

– as a rule, up to 1 month from the date of filing the case.

1. The Municipal Consumer Ombudsman does not have any coercive measures by which he could make the entrepreneur satisfy the Consumer’s claims.
2. The Municipal Consumer Ombudsman also does not have the competence to conduct evidentiary proceedings (no control powers and no capacity to appoint an expert).
3. If the entrepreneur rejects the arguments presented by the Ombudsman, the Consumer is left with a judicial route to assert the claims.
4. Submission of the application and initiation of proceedings by the Municipal Consumer Ombudsman does not interrupt the limitation period for claims.
5. The consumer is obliged to immediately provide the person conducting the case with information regarding the change in the factual or legal situation of the case.
6. The Consumer submitting the application declares that **within 2 months** from the date of receipt of the letter from the Municipal Consumer Ombudsman, being an answer to the submitted application, he will contact the Office of the Municipal Consumer Ombudsman in Wrocław so as to determine further actions in the case. **Note!** The lack of contact will be treated as resignation from asserting the claims.

# Attachments (the following copies of documents in the case have been attached to the application)

|  |  |
| --- | --- |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |
| 6. |  |
| 7. |  |
| 8. |  |
| 9. |  |
| 10. |  |
| 11. |  |
| 12. |  |
| 13. |  |
| 14. |  |
| 15. |  |
| 16. |  |
| 17. |  |
| 18. |  |

**INFORMATION ON PERSONAL DATA PROCESSING**

You have received this information in relation with the obligations laid down in Article 13 of Regulation of the European Parliament and the Council (EU) 2016/679 of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (the General Data Protection Regulation).

|  |  |
| --- | --- |
| **Data Controller** | The Controller of your personal data is the Municipal Consumer Ombudsman in Wrocław. You can contact us as follows:   * by post to the address: ul. G. Zapolskiej 4, 50– 032 Wrocław * by e-mail [brk@um.wroc.pl](mailto:brk@um.wroc.pl) * by phone +48 717 77 79 02 |
| **Data Protection Officer** | The Data Protection Officer is Sebastian Sobecki. He is the person you can contact in all matters related to the processing of your personal data and exercising your rights in relation to data processing. The Inspector can be contacted as follows:   * by post to the address: ul. G. Zapolskiej 4, 50– 032 Wrocław * by e-mail: [iod@um.wroc.pl](mailto:iod@um.wroc.pl) * by phone +48 717 77 77 24 |
| **Purposes of data processing** | We will process your personal data so as to provide free consumer advice and legal information on protection of consumer interests, including the execution of the application concerning the case brought. |
| **Legal basis for processing** | We will process your personal data pursuant to the provisions of the Act of 16 February 2007 on competition and consumer protection.  Personal data regarding telephone number and e-mail address will be processed based on your express consent, which may be withdrawn at any time. |
| **Data retention period** | We will process your personal data for at least 10 years, after which the State Archive, following an expert opinion on the documents, may decide to destroy them or reclassify them as category A – then, your personal data will be processed by the Wrocław City Office for 25 years from January of the subsequent year following the completion of your case and will then be transferred to the State Archive in Wrocław, where it will be processed in perpetuity. |
| **Data recipients** | Your personal data will be made available to entities authorised by law. Additionally, your data may be made available to service providers who perform tasks upon request of the Controller as part of providing service, development and maintenance of IT systems. |
| **Rights related to the processing of personal data** | You have the following rights related to the processing of personal data:   * the right to access your personal data * the right to request rectification of personal data * the right to request restriction of processing of personal data. In addition: * the right to withdraw your consent to the processing of your personal data, the right to erase your personal data regarding your telephone number and e-mail address (without affecting the lawfulness of the processing that was carried out based on your consent before its withdrawal)   To exercise the above-mentioned rights, you should contact the Data Controller or the Data Protection Officer *(*contact details provided above*).* |
| **Right to lodge a complaint with an authority** | You also have the right to lodge a complaint to the supervisory authority involved in personal data protection, i.e. the President of the Office for Personal Data Protection, ul. Stawki 2, 00-193 Warsaw. |