

APPLICATION FORM

PLEASE FILL THE FORM IN CAPITAL LETTERS

☐ claim

☐ refund application

☐ complaint, other application

Dane personalne

☐ Ms

☐ Mr

Name:

Surname:

Address for correspondence:

In order to receive a response to a claim / refund application / complaint, other notification by e-mail, please enter your e-mail address legibly

e-mail:

Phone no.:

Details of your journey:

Train no.

date of the journey

day month year

departure time

:

arrival time

:

departure station

arrival station

Application reason:

☐ refund for unrealized carriage

☐ compensation for a delayed train

☐ inadequate level of travel comfort (failure of air conditioning / heating / lighting / lack of a suitable type of wagon)

☐ other reasons. If you consider that information included in this form is not sufficient please describe the reason of your complaint at the back side

☐ demand for payment

Attachment

1) copy/original*.....

* cross out unnecessary , specify the ticket number, the name of document

2) copy/original*.....

* cross out unnecessary , specify the ticket number, the name of document

3) copy/original*.....

* cross out unnecessary , specify the ticket number, the name of document

Your bank account details:

Providing a bank account number will expedite the payment in case of a positive decision. We will refund the fee for a ticket purchased electronically to the account from which the payment was made or to the account saved in the app. If your bank account changes between the payment and the submission of the request, please provide the new bank account number to which the refund will be made.

International bank account number - IBAN bank account no. / IBAN:

BIC/SWIFT:

Name and address of the bank:

Name and surname of bank account holder:

Complaint matter

If you believe that information contained in this form is not sufficient, please describe the reasons of your application on the back side.

[illegible]

.....
Customer's signature

Carrier's staff fill out

I have received

Time of receipt of notification

case reference no.: _____

APPLICATION FORM

Information clause on personal data processing

The Controller of your personal data, provided in the submitted complaint/request for reimbursement of unused travel documents, is PKP Intercity S.A., with its registered office at Aleje Jerozolimskie 142A, 02-305 Warsaw. The personal data provided by individuals in connection with a submitted complaint/request for reimbursement of unused travel documents or other correspondence, which is based on the Joint Ticket (Wspólny Bilet), may be administered jointly by other carriers participating in the Joint Ticket project.

The Joint Controllers of personal data provided by you in connection with the submitted complaint/request for reimbursement of unused travel documents or other correspondence, which is based on the Joint Ticket, are (with email addresses of Data Protection Officers appointed by the joint Administrators, from whom you can obtain information about the processing of your personal data):

1. PKP INTERCITY S.A. with its registered office in Warsaw at Aleje Jerozolimskie 142A, 02-305 Warszawa (iod@intercity.pl);
2. POLREGIO sp. z o.o. with its registered office in Warsaw at ul. Kolejowa 1, 01-217 Warszawa (iod@p-r.com.pl);
3. PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o. with its registered office in Gdynia at ul. Morska 350A, 81-002 Gdynia (daneosobowe@skm.pkp.pl);
4. Łódzka Kolej Aglomeracyjna sp. z o.o. with its registered office in Łódź at Al. Piłsudskiego 12, 90-051 Łódź (iod@lka.lodzkie.pl);
5. Koleje Mazowieckie – KM sp. z o.o. with its registered office in Warsaw at ul. Lubelska 26, 03-802 Warszawa (iod@mazowieckie.com.pl);
6. Arriva RP Sp. z o.o. with its registered office in Toruń at ul. Dąbrowskiego 8/24, 87-100 Toruń (iodo@arriva.pl);
7. Koleje Wielkopolskie sp. z o.o. with its registered office in Poznań at ul. Składowa 5, 61-897 Poznań (iod@koleje-wielkopolskie.com.pl);
8. Koleje Małopolskie Sp. z o.o. with its registered office in Kraków at ul. Wodna 2, 30-556 Kraków (iod@kolejemaalopolskie.com.pl);
9. Koleje Śląskie Sp. z o.o. with its registered office in Katowice at ul. Raciborska 58, 40-074 Katowice (iodo@kolejeslaskie.com);
10. Koleje Dolnośląskie S.A., with its registered office in Legnica at ul. Kolejowa 2, 59-220 Legnica (iod@kolejedolnoslaskie.eu).

You can obtain information regarding the processing of your personal data by contacting the Data Protection Officer appointed by the Data Controller via email at: iod@intercity.pl or by mail at „PKP INTERCITY” S.A., Aleje Jerozolimskie 142A, 02-305 Warsaw (for PKP Intercity S.A.; for other Joint Controllers, specific email addresses are listed above).

Your personal data is processed in order to properly handle the submitted case properly (i.e., to exercise your right to have your complaint/request for reimbursement of unused travel documents considered). The scope of data includes the data provided in the content of the complaint/request for reimbursement of unused travel documents.

The legal basis for data processing is as follows:

1. Article 6(1) (b), (c), and (f) of the General Data Protection Regulation (GDPR; Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016) – in the case of exercising your right to have your complaint/request for reimbursement of unused travel documents considered;
2. Article 6(1) (b), (c), and (f) of the GDPR – in the case of requests concerning payment demands, debt recovery (Article 33a of the Transport Law of the Republic of Poland), preventing fare evasion (Article 121 of the Penal Code of the Republic of Poland), disclosure of crimes against document reliability (Article 270 (1) of the Penal Code), disclosure of fraud crimes against the Company (Article 286 of the Penal Code), resolution of a possible complaint process (§ 4 of the Regulation of the Minister of Transport and Construction of the Republic of Poland on determining the status of shipments and complaint proceedings in connection with Article 79 of the Transport Law), and for the purpose of performing a surety agreement (Article 876 of the Civil Code of the Republic of Poland), debt assumption agreement (Article 519 of the Civil Code) or others with a similar effect;
3. 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.

The processing period for the provided personal data is as follows:

1. 2 years from the conclusion of the complaint procedure – in matters concerning complaints related to potential claims pursued through court proceedings.
2. 5 years from the conclusion of the complaint procedure – in matters concerning complaints, requests for reimbursement of unused transport documents, and potential claims pursued through court proceedings.
3. 10 years from the conclusion of the complaint procedure – in matters concerning complaints related to claims for damages to persons or property, depending on the results of archival analysis.
4. 6 years – in matters related to payment demands, starting from the date of repayment of the debt arising from the specific demand, to safeguard against potential claims under Articles 405 or 410 of the Civil Code.

Personal data will not be transferred to Third Parties. However, in compliance with applicable law the Controller/Joint Controller may transfer data to entities processing them on behalf of the Controller/Joint Controller, e.g., under data processing agreements to IT service providers, auditors, advisors, and to entities legally entitled to obtain data, e.g., courts or law enforcement authorities – only when they request access to personal data and indicate the legal basis for their request.

Your personal data will not be transferred to countries outside the European Economic Area (EEA). Personal data may be processed in an automated way. The result of this automatized processing will not cause any legal consequences and/or affect the rights of the person, whom the data concern. The applied automated processes are intended to improve the handling of the case and the providing of replies, while they have no impact on how the case is handled.

You have the right to request access to your personal data, rectification, erasure, restriction of processing, data portability, or object to its processing. Individuals without full legal capacity are obliged to obtain prior consent from their parents or legal guardians.

You have the right to lodge a complaint with the supervisory authority responsible for data processing – the President of the Office for Personal Data Protection.