

TERMS AND CONDITIONS OF EXTERNAL TRAININGS ORGANIZED BY SONEL S.A.

General provisions

1. These Regulations define the types, scope and conditions of participation in training organized by SONEL S.A. (hereinafter referred to as the "Organizer" or "SONEL").
2. The organizer of the training is SONEL S.A. with headquarters in Świdnica at Wokulskiego Str. 11, 58-100 Świdnica, Poland, for which the District Court for Wrocław Fabryczna keeps register no. KRS 0000090121, VAT Number PL8840033448, stock capital 1.400.000 PLN fully paid, BDO 000005929., REGON: 890236667.

Types of training

1. Free online training - an online event conducted on the date indicated by the Organizer, during which information on SONEL products, their functionality and method of use are presented.
2. Customized trainings - training conducted for a specific entity, in the place and under the conditions individually agreed by SONEL with the interested entity based on a personalized offer.
3. Trainings in cooperation - trainings presented on the website of SONEL S.A. organized as part of SONEL's cooperation with third parties during conferences, fairs, special occasions and other events at which SONEL products may be presented, with the proviso that SONEL is not the organizer of a given training, therefore the details of its implementation will be specified in separate regulations on the website of the relevant organizer. SONEL on its website only publishes information about the date and subject of a given training, with reference to the terms and conditions of the relevant organizer. The relevant organizer is fully responsible for the training, in accordance with the conditions set out in separate regulations.

Application for participation

1. On the website www.sonel.pl/en (in the training section), the organizer publishes up-to-date information on the scope, program, place and date of the available training sessions.
2. A participant wishing to take part in the training is obliged to fill in the application form available on the Organizer's website www.sonel.pl/en (in the training section) before the training start date. After this date, registration will not be possible.

Resignation from participation

1. For free online training, in the event of resignation from participation in the training, the participant should inform the Organizer.

Change of the date of the training

1. The organizer reserves the right to change the date of the training or its cancellation for reasons beyond their control, as well as the possibility of changing the place of training. The organizer retains this right until the last day of submitting applications.

2. The organizer will inform the participants of the training about the changes indicated in point 1 by e-mail or by phone.
3. The Organizer is not responsible for the costs incurred by the Participant, including travel costs, accommodation, internet connection or other costs.
4. The organizer reserves the right to change the trainer without informing the Participants.

Rules for participation in the training

1. The Organizer reserves the right to refuse entry to the training to persons who are under the influence of alcohol or intoxicants, as well as to remove from the training people who use alcohol or intoxicants during its duration, without the Participant being able to demand reimbursement of costs, including the training price.
2. The participant is obliged to prepare for the training in accordance with the guidelines provided by the Organizer in the training announcement or the personalized offer in the case of a customized training. The organizer is not responsible for the lack of possibility to participate in the training or obstacles to the correct receipt of the information provided, resulting from the Participant's failure to meet the requirements described in the announcement or offer.
3. During the training, the organizer presents the rules of operating SONEL S.A. meters and international standards, i.e. IEC and EN related to their service and operation. The participant must bear in mind that in their country of origin there may be specific national standards and guidelines for the service and operation of measuring devices, which they are obliged to read on their own, as the Organizer does not provide training services in this regard.

Payment rules for training

1. In the case of customized training, payment for the training is made on the basis of an invoice, within the time limit specified in the contract concluded with the ordering party.

Complaints procedure

1. Complaints related to the provision of training services should be sent to the e-mail address export@sonel.pl.
2. The complaint should be submitted no later than 7 days from the end of the training.
3. The complaint should contain a brief description of the problem which is the basis for the complaint, an indication of the training to which the complaint relates and the designation of the Participant (including at least their name, surname and e-mail address).
4. Consideration of the complaint takes place immediately, not later than within 30 days of its receipt by the Organizer. The Organizer will immediately notify the person submitting the complaint about the result of considering the complaint via e-mail to the e-mail address provided in the complaint.
5. Complaints that do not contain the data indicated in point 3 will not be considered. The Organizer also reserves the right not to consider the complaint submitted after the deadline indicated in point

2, as well as the complaint regarding the Organizer's failure to inform about the national standards referred to in point 3 of the chapter on the Rules for participation in the training.

Processing of personal data

1. The administrator of personal data is SONEL S.A. with headquarters in Świdnica (58-100) at Wokulskiego Str. 11. Personal data of the Participant are used and processed by SONEL S.A. solely for the purpose of providing training services and, with the consent of the Participant, for marketing purposes consisting in sending the Participant commercial information and the newsletter.

2. Providing personal data is voluntary, but failure to provide them makes it impossible to participate in the training.

3. The participant has the right to access their personal data, request their rectification, supplementation, deletion or limitation of the processing of personal data. The participant also has the right to object to the processing of their personal data, the right to transfer them, as well as the right to lodge a complaint with the supervisory body.

4. In the event of a marketing consent granted, the Participant has the right to withdraw it at any time, which does not affect the lawfulness of the processing of personal data before the date of its withdrawal.

5. The processing of personal data is carried out in accordance with the provisions of the law in force in the Republic of Poland, including in particular Regulation (EU) 2016/679 of the European Parliament and of the Council 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 the repeal of Directive 95/46/EC (GDPR), the Act of May 10, 2018 on the protection of personal data and the Act of July 18, 2002 on the provision of electronic services.

Copyright

1. All training materials, including free recordings (webinars) are subject to copyright and are protected under the law of the Republic of Poland, the Act of February 4, 1994 on Copyright and Related Rights.

2. It is forbidden to record training sessions using any technique, as well as to transfer training materials to third parties using any technique.

3. If it is found during the training that the Participant records its course using any technique, the Organizer has the right to remove the Participant from the training without the possibility of claiming a refund of the price paid.

4. The Organizer authorizes the Participant to enter training materials into the memory of a personal computer and record them on the hard drive of their computer and to prepare printed copies of training materials solely for the Participant's own use, for non-commercial purposes.

5. The participant undertakes to secure the training materials against access by third parties.

6. The Organizer does not transfer any property rights to the training materials to the Participant.

Final Provisions

1. The organizer reserves the right to amend these Regulations. The changes come into force on the day they are published on the Organiser's website.
2. Application for participation in the training is tantamount to accepting these Terms and Conditions.
3. The law of the Republic of Poland shall apply to contracts for the provision of training services concluded with the Organizer.
4. Any disputes that may arise in connection with the implementation of the training service will be settled by the court competent for the seat of the Organizer.
5. In matters not covered by these Regulations, the provisions of generally applicable law of the Republic of Poland, especially the Civil Code, shall apply.
6. These Regulations shall apply from 26 January 2021.

Terms and Conditions are approved by:

The Management Board of SONEL S.A.