

SERVICEDESK - PRIVACY POLICY

The owner and provider of the ServiceDesk software is All for One Poland sp. z o.o. (hereinafter referred to as the "Company"), with its registered office in Złotniki, ul. Krzemowa 1, 62-002 Suchy Las, Poland. Email: office.pl@all-for-one.com | Phone: +48 61 827 70 00.

Personal Data Controller

The controller of personal data processed in connection with the use of the ServiceDesk software is the entity using ServiceDesk under an agreement concluded with the Company (hereinafter referred to as the "Client"). It is the Client who decides which personal data of users will be entered into the application, depending on the functionalities used. The Company is not the controller of the personal data of users entered into ServiceDesk by the Client.

legal basis for the processing of personal data entered into the ServiceDesk application

The Company processes personal data as a data processor, based on a data processing agreement concluded with the Client. The Client, as the Personal Data Controller, is responsible for ensuring the lawfulness, relevance, and accuracy of the personal data being processed.

Exercise of data subjects' rights

Data subjects are entitled to a number of rights under Articles 15–21 of the GDPR. To exercise these rights, users should contact the Client directly. If such a request is sent to the Company, the Company will forward the request to the Personal Data Controller. If a data subject wishes to receive full information on the processing of their personal data, as referred to in Articles 13 and 14 of the GDPR, they should contact the Personal Data Controller. The Company will not modify, in particular delete, any personal data at the request of a data subject without prior instruction from the Personal Data Controller.

How we process entrusted personal data

The Company makes every effort to ensure that the data entered into ServiceDesk is properly maintained from administrative, physical, and technical perspectives in order to ensure its security, consistency, and integrity, and to prevent unauthorized third-party access. Access to personal data is granted only to authorized members of the Company's personnel, who process it solely to the extent necessary for the proper functioning of the software. The Company has appointed a Data Protection Officer (DPO), who can be contacted for more detailed information regarding the processing of personal data at the following email address: iod@all-for-one.com

Cookies

We use only essential cookies – these cookies do not store any information that could be used to identify an individual and cannot be disabled through website or browser settings, as they are necessary for the proper functioning of the service.