

COMPLAINT FORM

If you wish to make a complaint about a digital service you have purchased, you can use the form below by sending it to us, e.g. by e-mail.

ADDRESSEE (OPERATOR):

VALORPICKS LTD
27 Old Gloucester Street,
London WC1N 3AX,
United Kingdom,
Company Number: 15408665.

CUSTOMER DATA:

(Mandatory)

Contract date/order number:

Name:

Email address:

(Voluntary, but which will facilitate our communication)

Address:

Telephone number:

SUBJECT OF COMPLAINT:

Digital service:

Price paid:

COMPLAINT (description of the non-conformity of the digital service with the contract):

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

When the non-conformity was found:

THE COMPLAINANT'S REQUEST:

(___) to bring the digital service into conformity with the contract,

(___) delivery of the undelivered digital service to the complainant,

(___) other (which?)

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

date of completion signature (if the form is sent as a scan)

Information on the processing of personal data

The administrator of the personal data provided in the form is the addressee of the complaint. The data are processed for the purpose of handling the complaint process, which constitutes a legitimate interest pursued by the administrator as referred to in Article 6(1)(f) of the GDPR, and also constitutes the performance of a contract in accordance with Article 6(1)(b) of the GDRP and the performance of

a legal obligation in accordance with Article 6(1)(c) of the GDPR in connection with the relevant legal provisions concerning the seller's liability for the non-compliance of goods or digital content with the contract. If the complaint results in a price reduction or withdrawal from the contract, the complaint form will be included in the accounting records and will be stored with them for the period required by law. In addition, the complaint form will be kept until the statute of limitations for claims relating to the contract to which the complaint relates has expired. In connection with the handling of the complaint process, the data may be processed by external entities involved in the handling of this process, such as banks, the hosting provider, the CRM system provider, the accounting office. Rights related to data processing: the right to request access to data, rectification, erasure or restriction of processing, as well as the right to object to the processing of personal data and the right to lodge a complaint with the competent data protection authority. For matters relating to data protection, please contact us individually. The provision of data is voluntary, but necessary for the handling of the complaint process.