**FORMULARZ DO ZGŁASZANIA REKLAMACJI LUB SKARGI**



**Dane składającego:**

Imię / Name:

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Nazwisko / Surname:

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Adres korespondencyjny / Address for correspondence:

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Telefon / Phone number:

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E-mail:

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Numer rachunku bankowego /Internationl bank account number – IBAN:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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BIC/SWIFT:

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Imię i nazwisko posiadacza rachunku bankowego/Name and surname of bank account holder:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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**Informacje dotyczące podróży / Details of your journey:**

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Data podróży / Date of the journey:

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| --- | --- | --- | --- | --- |
|  |  |  |  |  |

Numer pociągu / Train number:

Stacja wyjazdu/departure station: godz. wyjazdu/departure time:

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Stacja przyjazdu/arrival station: godz. przyjazdu/arrival time:

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**Roszczenie / Claim:**

Kwota/Amount: …………………..

**Przedmiot reklamacji / Complaint matter:**

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Wykaz załączonych dokumentów / list of attached documents:

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

*Administratorem danych osobowych jest „Łódzka Kolej Aglomeracyjna” sp. z o.o. z siedzibą w Łodzi, kod 90-113 Łódź, ul. Generała Romualda Traugutta 25, NIP: 7252025842, REGON: 100893710. Administrator Danych w celu należytej ochrony danych osobowych powołał Inspektora Ochrony Danych, z którym można się skontaktować pod adresem e-mail:* *iod@lka.lodzkie.pl**. Podane w reklamacji dane osobowe przetwarzane są wyłącznie w celu zrealizowania przysługującego Pani/Panu uprawnienia do rozpatrzenia reklamacji. Dane osobowe nie będą przekazywane innym podmiotom z  wyjątkiem tych, które  są  uprawnione do ich uzyskania na podstawie przepisów obowiązującego prawa. Dane osobowe będą przetwarzane przez okres niezbędny dla rozpatrzenia reklamacji, a po tym okresie dla celów i przez okres oraz w zakresie wymaganym przez przepisy prawa lub dla zabezpieczenia ewentualnych roszczeń. Ma Pan/Pani prawo do: a) dostępu do treści swoich danych oraz ich sprostowania, usunięcia lub ograniczenia przetwarzania; b) wniesienia skargi do organu nadzorczego. Podanie danych osobowych jest dobrowolne, ale niezbędne dla rozpatrzenia reklamacji.*

*The administrator of your personal detail is Łódzka Kolej Aglomeracyjna sp. z o.o. which headquarter is in Lodz, post code 90-113 Lodz, ul. Generała Romualda Traugutta 25, NIP: 7252025842, REGON: 100893710. The Data Administrator for the proper protection of personal data has appointed the Data Protection Officer, which can be contacted at the following e-mail address:* *iod@lka.lodzkie.pl**. Your personal details will be proceeded in order to realize your right to consider your complaint. Personal data will not be transferred to other entities except those that are entitled to obtain them under the provisions of applicable law. Personal data will be processed for the period necessary to consider the complaint, and after this period for purposes and for the period and to the extent required by law or to secure any claims. You have the right to: a) access to their personal data and their rectification, erasure or restriction of processing; b) lodging a complaint to the supervisory body. Providing personal data is voluntary but necessary for consideration of the complaint.*

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 miejscowość / city dnia / date Podpis klienta / Customer’s signature

***Wypełnia przewoźnik / Carrier’s staff fill out***

*Przyjęłam/Przyjąłem*

*I have received………………………………………….. …………………………. …………………*

 *Imię i nazwisko / name and surname dnia / date godz. / time miejscowość / city*