

Rendin Privacy Policy v1.3

effective from 25.02.2026

The principles of processing user data explain how Rendin processes (collects, processes, and shares) personal data collected during the use of its services and platform. Rendin operates as the data controller and manages the Rendin platform (an environment created by Rendin, including the website and mobile application). Our details are: RENDIN Polska sp. z o. o. with its registered office in Warsaw, Pl. Konstytucji 4/36B 00-552 Warsaw, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court for the Capital City of Warsaw in Warsaw, XII Commercial Division of the National Court Register under the number KRS 0000886037, tax id. number (NIP) 7781341402, National Business Registry Number (REGON) 631249751. For questions regarding data protection and personal data processing, please contact us via email at info@rendin.pl.

Our users are visitors to the Rendin platform, as well as parties to rental agreements and contract managers (e.g., agents) who can input data, create and manage rental agreements, report incidents, and exchange information with Rendin.

I What information do we collect?

The information collected is necessary for providing the relevant service and fulfilling our legal obligations. Users may choose not to share their information with Rendin, but this will limit full access to the service.

We ask for and collect the following personal data during the use of the platform and service:

1. Information entered by the user on the platform:

- 1.1. Personal details, including first and last name, personal identification number (PESEL), ID card number, passport number, residence card number, and bank account number.
- 1.2. Contact details, including email address, phone number, address, communication language, registered place of residence and residential address.
- 1.3. Communication between Rendin and the user.
- 1.4. Other information the user decides to share, such as access to device data, or photos.

2. Information collected automatically:

- 2.1. Technical data, which may include IP address, device, software, and similar information.
- 2.2. Social network data, which may include identification and social account information.
- 2.3. Payment information, including relevant details of any payment transactions on the platform (Rendin does not store card information).
- 2.4. Cookies (see the "Cookies" section for more details).

3. Calls and chats: Users are notified of recordings at the beginning of a call. Recorded calls and emails, Facebook Messenger conversations are used to improve service quality and resolve disputes.

4. Information obtained from third parties: Rendin does not control or take responsibility for methods third parties use to collect information. Questions regarding such information should be directed to the third party. This includes:

- 4.1. Publicly available information, such as information from social networks and public databases.

- 4.2. Information obtained from Rendin's partners.
- 4.3. Data from economic information offices.

II How does Rendin use User information?

1. Rendin uses user information in the following ways:
 - 1.1. To fulfill contractual obligations and provide information related to products and services.
 - 1.2. To comply with legal and/or regulatory obligations to ensure the safety and security of products.
 - 1.3. To notify users of changes to Rendin's service terms and offers.
 - 1.4. To support internal processes and service administration (e.g., troubleshooting, data analysis, testing, research, and statistics).
 - 1.5. To collect statistics and analytics for improving the service.
 - 1.6. To measure, understand, and improve the effectiveness of marketing (see the "Marketing" section for more details).
 - 1.7. To provide information about other similar services and offers by Rendin.
 - 1.8. To combine user-provided information with information from other sources for the above purposes.
2. Sharing personal data with third parties:
 - 2.1. If required by law or to protect the rights, property, or safety of Rendin or its users. This may include sharing information with other companies for payment credibility, as well as detecting fraud or other illegal activities when there is sufficient basis.
 - 2.2. The tenant's data will be transferred to Biuro Informacji Gospodarczej InfoMonitor S.A. with its registered office in Warsaw (ul. Modzelewskiego 77a, 02-679 Warsaw) and to ERIF Biuro Informacji Gospodarczej S.A. with its registered office in Warsaw (Plac Bankowy 2, 00-095 Warsaw) for the purpose of verifying the tenant's financial reliability by Rendin on the basis of an authorisation granted by the tenant in accordance with Art. 24(1) of the Act of 9 April 2010 on the Disclosure of Economic Information and the Exchange of Economic Data (Journal of Laws of 2025, item 85, consolidated text). To simplify the process, the tenant provides Rendin with a standing authorisation for the period of using the service to act on their behalf in submitting these requests. This ensures the verification remains valid as long as the service is active, without requiring the tenant to manually renew their consent every 60 days. The result will indicate a positive or negative outcome.
 - 2.3. The verification result is stored for the duration of the rental agreement, and after its termination (or in the event of its non-conclusion) – for no longer than 6 years (limitation period for claims). The tenant has the right to refuse to grant the authorisation, which, however, may result in refusal to conclude the agreement (Art. 24(2) of the Act on Economic Information Bureau).
 - 2.4. In the event of a positive verification, Rendin will transfer the data necessary for the conclusion of the agreement to the landlord, simultaneously generating a draft agreement. The legal basis for the transfer of data is the necessity for the performance of a contract or for taking steps at the request of the tenant prior to concluding a contract (Art. 6(1)(b) GDPR).
 - 2.5. If the verification result is negative, Rendin informs the landlord of the negative outcome and provides only the tenant's first name, without sharing

any additional information or personal details (such as contact information). Rending will not disclose a reason for negative verification to the landlord. The legal basis for the transfer of this data is the legitimate interest of the controller and the landlord (Art. 6(1)(f) GDPR), consisting in enabling the decision on whether to conclude the rental agreement.

- 2.6. User data may be shared with third parties processing it on Rending's behalf, such as service providers (e.g., postal, courier, payment, legal, insurance, IT, or auditing services). In any case, the transfer of data does not relieve Rending of responsibility for processing the data.

III How does Rending store User information?

Rending processes and securely stores user data on servers located within the European Economic Area (EEA). When using third-party tools, Rending ensures that all tools comply with applicable data protection requirements and the General Data Protection Regulation (GDPR). Rending retains user data no longer than for the period necessary to fulfill legal obligations of Rending, including obligations arising from regulations regarding bookkeeping, accounting and financial reporting, and data processed on the basis of Rending's legitimate interest in securing or pursuing possible claims due to Rending and defence against any Users' claims will be processed for a maximum of 6 years (counted according to the limitation periods for claims under the Civil Code) from the termination of the lease agreement concluded with the User or, as appropriate, ending of sending commercial information and marketing contacts to the User.

IV Marketing

Rending aims to provide users with product and service information deemed relevant. Users can opt out of receiving such information at any time by notifying Rending via the platform or email at info@rending.pl.

1. Data collection and usage purposes:

- 1.1. Rending collects data from the web platform, mobile application, and via the server to provide the User with relevant and effective advertisements, as well as to improve our services and user experience.

2. Sharing marketing data with advertising platforms:

- 2.1. Rending may send advertising data to platforms such as Meta Ads or Google Ads to enhance marketing notifications by using selected events (e.g., "registration: completed") and their attributes (e.g., system type, location, role). This data is used to optimize the User experience of the service and measure the effectiveness of advertising campaigns.
- 2.2. The collected data is generally sent in a non-identifiable format. However, to optimize the relevance of advertisements, certain personal data may be sent in hashed (cryptographic hash functions) or anonymized form. This allows advertising platforms to link the data to an individual's profile without enabling direct identification. For anonymization, we use cryptographic hash functions.
- 2.3. A limited set of personal identifiers, which the user has already shared on social media, is used to identify the User across different social media channels.
- 2.4. Hashed personal data enables advertising platforms to analyze the impact of advertisements and identify suitable candidates within target audiences.

3. Security and data protection

- 3.1. All transmitted data is protected using modern cryptographic methods to ensure data anonymity, making direct identification of the User impossible.

- 3.2. Advertising platforms process data solely for the purpose of displaying Rendin advertisements and are prohibited from sharing data with third parties.
- 3.3. Rendin does not share the methods for creating advertising target groups or other data sets with third parties.

V Cookies

Cookies are small text files placed on the user's device to collect standard internet logs and behavioral information. When visiting the Rendin platform, information may be collected through cookies or similar technology.

1. Rendin utilizes two types of cookies:

- 1.1. Temporary or session cookies: These are deleted after the web browser is closed.
- 1.2. Persistent cookies: These remain active after the browser is closed and can be used again when the User returns to Rendin's website.

2. Purpose of cookies:

- 2.1. Rendin primarily uses first-party cookies to save User preferences, such as language selection and page settings. Cookies are also used to enable the use of the product platform anonymously before User registration and to later link the collected data to the registered account.
- 2.2. Third-Party Cookies: Rendin uses third-party cookies in a limited scope (e.g., Meta and Google Ads) to monitor advertisement performance and optimize marketing activities.

3. Objectives for using cookies:

- 3.1. Providing the service and ensuring the platform's functionality, including logging in, creating contracts, and other essential features. These cookies are essential for offering the service and are therefore mandatory.
- 3.2. Improving the user experience, including analyzing platform usage to enhance services, make the platform more user-friendly, and provide a smoother user experience.
- 3.3. Ensuring platform quality and monitoring, managing, and analyzing traffic. This helps identify technical issues and optimize website performance.
- 3.4. Delivering relevant notifications and offers to users, which can help better understand or utilize the services.
- 3.5. Protecting users and preventing fraud, by detecting and blocking suspicious activities and enabling a secure and reliable user experience.

Most cookies used are directly related to platform functionality and service provision, making them necessary for proper platform usage. These cookies cannot be disabled, as their absence would hinder the proper provision of services.

4. Right to restrict data processing and modify consent:

- 4.1. Users have the right to modify their consent regarding the collection of cookies and marketing data at any time. It is also possible to opt out of sharing personal data with third-party advertising platforms by contacting us at info@rendin.pl or by adjusting cookie settings directly in the web browser.

If a user wishes to limit or block cookies used by Rendin's service, they can do so by adjusting their web browser settings. For example, it is possible to block all cookies, accept only first-party cookies, or set cookies to be automatically deleted when the browser is closed.

It is important to note that not all Rendin services may function properly if all cookies are deleted or blocked.

VI User Rights Regarding Personal Data Protection

Users have the following rights regarding their personal data:

1. The User has the right to be informed of all data processing purposes before the processing takes place. If the User's consent is required for data processing, the User always has the option to refuse consent. Such consent is requested in the environment before the data is processed.
2. The User has the right to access their data.
3. The User has the right to data correction – the User may request Rendin to correct inaccurate data or complete incomplete data.
4. The User has the right to data deletion – under certain conditions, the User may request Rendin to delete their data (e.g., if the data processing is unlawful or if there is no legal basis for processing the data).
5. The User has the right to restrict and prohibit the processing of their data under certain conditions.
6. The User has the right to data portability – the User may request a machine-readable extract of the data collected by Rendin and have it transferred to themselves or another data controller.

If the User wishes to obtain information about the use of their personal data or exercise the aforementioned rights, Rendin requests that a digitally signed application be sent to the email address info@rendin.pl.

VII Principles for processing personal data of other services

The Rendin platform contains links to websites of other service providers. Our personal data processing principles apply only to the Rendin platform. If the User accesses links leading to third-party websites, we recommend reviewing the personal data processing principles and guidelines of the respective service provider on their websites.

VIII Changes to the privacy policy

Rendin reserves the right to update its privacy policy in response to changes in data protection requirements, service development, adjustments to marketing activities, or other relevant reasons to ensure that privacy and data protection comply with current standards. Users will be informed of updates via the <https://rendin.pl/legal> page, and if necessary, we will also notify Users by email.

IX Contacting local regulators

If the User wishes to file a complaint about the Rendin platform or services (including cases where concerns have not been adequately or sufficiently addressed), they have the right to contact the Office of Competition and Consumer Protection. Contact details are available at <https://uokik.gov.pl/pomoc-dla-konsumentow>

The User also has the right to lodge a complaint with the President of the Personal Data Protection Office (ul. Stawki 2, 00-193 Warsaw) if it is considered that the processing of personal data violates the provisions of applicable law.