

The POLIN Museum of the History of Polish Jews Membership Programme Regulations

§ 1. The Purpose of the Membership Programme

The purpose of the POLIN Museum of the History of Polish Jews Membership Programme, hereinafter referred to as “Membership”, is building a community that supports the POLIN Museum of the History of Polish Jews (hereinafter: “Museum”) in carrying out its mission.

§ 2. Membership Card

1. The Membership Card is personalised and the only person authorised to use it is the Member whose full name appears on the card (hereinafter: "Member"). In selected membership packages, Membership Card benefits also cover accompanying persons.
2. The Membership Card is owned by the Museum and issued to the Member by the Museum solely to confirm that the Member joined the Membership Programme.
3. There are five types of membership packages available in the programme. Their detailed description is attached as Appendix no. 1 to these regulations, and the cards' types are: Dalet, Gimel, Bet, Alef, Taw.
4. The Member shall not be entitled to transfer or resell the Membership Card to third persons.
5. In the case of loss or destruction of the Membership Card, the Museum shall issue a duplicate with the same number and expiry date. The duplicate of the Membership Card shall be issued for a fee of PLN 20.
6. If the Member's personal details from the Membership Card become outdated, the Member shall have the right to replace the Membership Card free of charge.

§ 3. Joining the Membership Programme

1. Membership is voluntary and requires the payment of a fee, which depends on the selected package.
2. Joining the Programme is made by way of:
 - 1) completing an application form at www.polin.pl, making a transfer in the amount corresponding to the selected membership package to the bank

account number 95 1240 6247 1111 0000 4973 1057 in PKO SA Bank and sending the following documents by email: a signed form and a confirmation of the bank transfer to the bank's address. A correct transfer title should contain the phrase: "POLIN Museum's Membership fee", the name of the membership package, full name and address of the person purchasing the membership; or by

- 2) leaving a completed form at the Museum's ticket office along with a confirmation that an appropriate payment has been made to the Museum's bank account or making the payment in the Museum's ticket office In both the above cases, the Membership Card will be sent by post.
3. The application form is available at the Museum's ticket office and at www.polin.pl under the "Donate" tab.
4. The prerequisite for becoming a member is submitting a form with a signature that confirms compliance with these regulations and granting consent to the processing of the Member's personal data by the Museum of the History of Polish Jews, with its registered office in Warsaw, ul. Anielewicza 6, 00-157 Warszawa, for the purposes related to providing Membership, based on a declaration of consent included in the form.
5. The Membership Card shall be sent to the address provided in the application form within no more than 30 days from the date of crediting the Museum's account with the payment, in accordance with the selected package.
6. The person who purchased a Membership Card can withdraw from membership in the Membership without giving a reason by submitting a relevant written declaration within fourteen days from the date of purchase. To meet the deadline it is enough to send the declaration to the Museum's address before its expiry. In such a case, the Museum shall return the fee paid for the membership package proportionally – taking into account the duration of membership and the scope of services provided for the Member.
7. The Members shall be kept informed about undertakings, contests, events and special offers made available to Members with different membership packages. By joining the Programme, you grant consent to receive information via e-mail.

§ 4. Card's Expiry Date and Extending Membership

1. The card is valid for one year from the date of issue. The card's expiry date and its number are shown on the card.
2. The Member can extend the validity of the Membership Card by subsequent periods of 12 months. Extending the validity of the Membership Card shall be made in the manner set out in § 3. sec. 2 point 1 and 2 of these regulations, no earlier than 1 (one) month before the expiry of the membership card and no later than 1 (one) month after its expiry.
3. If the Member decides to extend his or her membership in the Membership Programme for a subsequent period, the Member shall be obligated to pay a fee for the current membership package and receives a free of charge upgrade to a higher category from the Museum.
4. The free of charge upgrade to a higher category includes the following privileges:
 - 1) In the case of "Open Doors" Dalet card – moving up to Gimel category and a membership fee in the amount of PLN 100 a year;
 - 2) In the case of "For Families" Gimel card – moving up to Bet category and a membership fee in the amount of PLN 300 a year;
 - 3) In the case of "Friends" Bet card – moving up to Alef category and a membership fee in the amount of PLN 700 a year;
 - 4) In the case of "Helping Hand" Alef card – a gift after a year of membership.

§ 5. Rules for Using the Membership Card

1. The Members who wish to use the benefits resulting from membership in the Membership Programme shall be obligated to present the Membership Card in the Museum's ticket office, as well as when purchasing goods and services with a discount for Members. A person who claims to be a Member shall also be obligated to present the card at the request of the Museum's employee. In special cases, the verification shall be made on the basis of the list of Members.

2. At the request of the Museum's employee, the Member shall also be obligated to present an ID card, confirming that the personal data on the card conform with the Member's personal data.
3. The provisions of sec. 1-2 shall apply also with respect to other service providers, who grant discounts to the Members.
4. If a person purchases goods or services by claiming to be a Member but is not, the Museum's employee can refuse to grant a discount to this person or deny him or her entry to a permanent and/or temporary exhibition.
5. In the case of intentional violation of the provisions of these regulations by a Member, the Museum shall be entitled to exclude the Member from the Programme and to invalidate his or her Membership Card, after sending the Member a prior written notification of its intention to do so and giving him or her opportunity to address the situation within 14 days. After reviewing the Member's explanation, the Museum shall make a decision on his or her further membership in the Membership Programme.

§ 6. Communication, Contact Details

1. You can send questions related to the Membership Programme or the functioning of the Membership Card: in writing – to the Museum's address, in person – to the Museum's ticket office employee, by e-mail – to the Museum's e-mail address: friends@polin.pl.
2. The Member shall be obligated to notify the Museum of changes to details provided in the declaration on joining the Programme or in the declaration on extending the Membership.

§ 7. Personal Data Protection

1. The Controller of Personal Data processed as part of the functioning of the Membership shall be the POLIN Museum of the History of Polish Jews, with its registered office in Warsaw (00- 157), ul. Anielewicza 6.
2. The Museum has appointed Data Protection Officer, who can be contacted via e-mail iod@polin.pl, or by phone: +48 22 471 03 41.

3. Personal data will be processed for the purpose related to building a community that supports the Museum in carrying out its mission as part of the functioning of the Membership, according to Article 6 item 1 point a) of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (hereinafter: GDPR), i.e. the consent of the data subject.
4. The recipients of the personal data processed as part of functioning of the Membership may be: suppliers of IT systems and IT services, entities providing for the Museum accounting services, conducting studies on the quality of services, recovery of claims, legal services, analytic services, marketing services, operators of electronic payment systems and banks in the scope of execution of payments, authorities authorised to receive the personal data pursuant to the provisions of law.
5. Personal data will not be transferred to a third country.
6. Personal data will be processed throughout the time necessary to perform all obligations resulting from the functioning and activities of the Membership. In the case of personal data processed for the purpose of providing services via digital means – for the duration of the digital services. In the case of personal data processed in order to manage the marketing content by the Museum – until submission of objections to the processing of personal data for this purpose. After this time, personal data shall be processed only to the extent and for the duration required by law, including accounting regulations.
7. Each consent to the processing of personal data may be withdrawn at any time. Withdrawal of consent shall not affect the lawfulness of the processing carried out prior to its withdrawal. For evidence purposes, the withdrawal of consent should be in a written form and sent to the address: ul. Anielewicza 6, 00-157 Warszawa, or by email to: iod@polin.pl.
8. The person whose personal data is processed has the right of access to the content of the transferred data and the right to rectify, delete, limit processing, the right to data transfer, the right to object, the right to withdraw consent at any time without

affecting the legality of processing, which was made on the basis of consent before the withdrawal.

9. The person whose personal data is processed has the right to lodge a complaint to the supervisory body in case when the person decides that the processing of his or her personal data violates the provisions of the GDPR and the provisions of the Act of 10 May 2018 on the protection of personal data (Journal of Laws of 2018, item 1000).
10. Personal data will be processed in an automated manner, and they will be profiled.
11. Providing personal data is voluntary, however, necessary for the purposes of conducting the Membership's activity. The consequence of not providing personal data required by the Museum is the lack of possibility to participate in the Membership Programme.

§ 8. Complaints Handling Rules

1. Each Member shall have the right to submit a complaint related to the participation in the Membership, and in particular to purchasing services and exercising the rights of a Member.
2. Complaints can be submitted to the Museum:
 - 1) by post to the following address: Muzeum Historii Żydów Polskich POLIN, 00157 Warszawa, ul. Anielewicza 6 or
 - 2) via e-mail: friends@polin.pl
3. The complaint should include the note: "MFC – Complaint" and the number of the Membership Card subject to the complaint. The Member can also indicate what decision her or she expects from the Museum.
4. The complaint shall be processed within 14 days of its receipt.
5. The Member shall have the rights set out in the act of 30 May 2014 on consumer rights (Journal of Laws of 2017, item 683).

§ 9. Final provisions

1. The Museum shall notify the Members of the changes to these regulations by sending the amended regulations to the e-mail address provided by the Member and posting the amended regulations at www.polin.pl.
2. As a result of resignation from membership in the Membership Programme, the Museum will invalidate the Membership Card.
3. The changes to these regulations shall come into effect on the day indicated by the Museum, however, no earlier than after the expiry of 14 days from the day on which the Member is notified of the planned change.
4. If a Member does not accept the changes to these regulations, he or she shall have the right to resign from membership in the Membership Programme by submitting an appropriate written declaration. In such a case, the Museum will return the paid fee in the amount proportional to the period remaining until the expiry of 1 year from the day of submitting the resignation from membership in the programme.