

Regulations of the Gravity Museum

1. Information about the responsible entity

The Museum of Gravity is run by the World of Gravity Museum Sp. z o. o. with its registered office in Warsaw, 6 Kurhan Street, NIP 9512409323, REGON: 364010338, entered into the National Court Register, Register of Entrepreneurs, maintained by the Court for the capital city of Warsaw under KRS number 0000608971, the company's share capital is PLN 5,000 (hereinafter "Responsible Entity"), running an exhibition in Warsaw, 00-236 Źwirzyńska 5/7 Street, under the name "Museum of Gravity" (hereinafter "Museum of Gravity").

2. Contact details of the Gravity Museum

2.1. Email address: muzeum@muzeumgrawitacji.pl

2.2. Address of the Museum of Gravity: Warsaw 00-236, Źwirzyńska Street 5/7

2.3. Contact telephone number: 790-656-927

3. Subject of the action

3.1. The Museum of Gravity is a commercial service activity of an entertainment nature in the field of popularization of science and technology consisting in running an interactive exhibition, entry to which for visitors is allowed after purchasing an admission ticket or after obtaining an invitation issued by the Museum of Gravity.

3.2. An admission ticket is a ticket, a receipt or an invoice constituting proof of sale of a service, proof of purchase of an e-ticket via the website of the Museum of Gravity in the electronic sales system or an invitation issued by the Responsible Entity.

3.3. The current price list of admission tickets is publicly available at the Museum of Gravity and announced on the Museum of Gravity website.

4. Legal basis

These regulations of the Museum of Gravity (hereinafter referred to as the Regulations) are applicable under the Civil Code (consolidated text: Journal of Laws of 2003, item 1610, as amended), the Consumer Rights Act (consolidated text: Journal of Laws of 2023, item 2759).

5. Validity of the Regulations

5.1. The regulations are publicly available at the premises of the Gravity Museum and on the website of the Museum of Gravity.

5.2. Each visitor is obliged to read the Regulations.

5.3. Purchasing a ticket or visiting the Museum of Gravity exhibition constitutes the visitor's consent to the content of the Regulations and constitutes his or her obligation to comply with the Regulations.

5.4. In the event of a breach of the Regulations by a visitor, the staff of the Museum of Gravity may refuse entry or prevent further visitation to the person violating the Regulations without the obligation to refund the admission fee.

6. Sharing the Gravity Museum exhibition

- 6.1. Access to the exhibition is subject to payment or by invitation.
- 6.2. The Gravity Museum exhibition is open to visitors on days and hours determined by the Responsible Entity.
- 6.3. The opening hours of the Museum of Gravity are communicated to visitors in publicly available information at the Museum of Gravity premises, on the website and on social media.
- 6.4. The traffic of visitors in the Museum of Gravity is managed by a staff consisting of people authorized by the Responsible Entity (hereinafter referred to as the "Service").

7. Safety and evacuation rules

- 7.1. Children staying in the premises of the Museum of Gravity must be under constant supervision. adults.
- 7.2. For safety reasons, the staff may limit the number of visitors present at the Museum of Gravity at one time and may change the opening hours or close the exhibition to visitors. In such a case, the staff may indicate the date by which the ticket can be used or may issue a voucher to use the purchased ticket within 30 days.
- 7.3. In the event of a threat, Staff may request that visitors immediately leave the premises or order an evacuation and instruct visitors to follow fire safety instructions. Visitors are obligated to follow the instructions of Staff and building security.
- 7.4. If an evacuation is ordered, each visitor is required to immediately proceed to the nearest emergency exit and leave the building. During the evacuation, visitors leave their belongings in the cloakroom and proceed to the evacuation assembly point.
- 7.5. Items left in the cloakroom will be returned to the visitor after the relevant services carrying out the operation in the premises or building have completed their work.
- 7.6. Evacuation or an order to leave the exhibition for safety reasons does not constitute grounds for a refund of all or part of the ticket fee.
- 7.7. The Responsible Entity ensures fire safety in accordance with applicable regulations. regulations.
- 7.8. The premises are equipped with fire safety instructions, two hydrants and fire extinguishers located in places marked in accordance with the regulations.
- 7.9. The premises are equipped with three emergency exits. Emergency routes and exits are marked in accordance with the regulations.
- 7.10. The premises are equipped with emergency lighting in the event of a power outage.

8. Monitoring

- 8.1. The entrance hall, the building and the area around the building are monitored visually and protected by physical security staff commissioned by the property owner, i.e. the Institute of Industrial Design Sp. z o. o. with its registered office in Warsaw. The Institute

Industrial Design Sp. z o. o. is the administrator of personal data from monitoring and protection.

8.2. The premises of the Museum of Gravity are monitored by video surveillance.

8.3. The Responsible Entity may store monitoring data for a period not longer than 30 days.

8.4. The Responsible Entity may process monitoring data only for the purposes of:

- 1) Ensuring the safety of persons and property staying on the Museum premises Gravity;
- 2) Ensuring compliance with the Regulations by visitors;
- 3) Securing property against theft or vandalism;
- 4) Protection against actions to the detriment of the Responsible Entity.

9. Using the cloakroom and leaving visitors' belongings in the premises

9.1. For the convenience of visitors, visitors may, at their own risk, leave their outerwear in the unattended cloakroom.

9.2. There is a limited number of unattended lockers in the Gravity Museum. leaving visitors' belongings at hand.

9.3. The Museum of Gravity may, subject to availability, provide visitors with free lockers for their handy belongings.

9.4. Neither the Museum of Gravity nor the Staff are responsible for items left by visitors in the cloakroom, in lockers or on the premises of the Museum of Gravity.

9.5. Leaving items in lockers or the cloakroom is your own responsibility. visitors.

9.6. Visitors are obliged not to leave any items in the cloakroom or in the lockers. documents and other valuables.

10. Rules for using the Museum of Gravity exhibition

10.1. A ticket, invitation or other proof of purchase entitling you to enter the exhibition is a one-time use and entitles you to a single entry to the exhibition; leaving the exhibition grounds is tantamount to ending the visit.

10.2. The tour is an individual tour without a guide; the Museum of Gravity may, whenever possible, offer guided tours after prior arrangement with the Staff.

10.3. The Gravity Museum may offer, but is not obligated to offer, guided tours guide for groups after prior arrangement with the Service.

10.4. External guides and volunteers are not allowed to work on the exhibition grounds. without the prior written consent of the Responsible Entity.

10.5. The staff may exclude part of the exhibition or individual exhibits from use by visitors, in particular due to the need to repair or replace them.

- 10.6. The exclusion of individual exhibits or parts of the exhibition does not constitute grounds for request a refund of the entrance fee.
- 10.7. The Museum of Gravity informs on its website about the exclusion of parts of the exhibition or exhibits from visiting if this concerns more than 30% of the total number of exhibits.
- 10.8. The Museum of Gravity may, at any time and without prior notice, exclude from the public exhibits that are damaged or pose a threat to visitors.
- 10.9. Visitors may use the exhibits only in accordance with the instructions and recommendations. Service.
- 10.10. Visitors are required to exercise caution, particularly when using interactive exhibits. Children under 12 may use interactive exhibits only under the direct, constant supervision of adults.
- 10.11. The Museum of Gravity is not responsible for the use of exhibits in violation of these Regulations.
- 10.12. Visitors should immediately notify the Staff of any irregularities observed in the operation of exhibits, of the actions of other persons violating the principles of safe use of the exhibition in accordance with the Regulations, and of any fire hazard.
- 10.13. Visiting the exhibition under the influence of alcohol or drugs is prohibited. not allowed.
- 10.14. Consuming snacks, food and drinks within the exhibition area is not permitted, with the exception of consuming snacks, food and drinks purchased in the shop operated by the Museum of Gravity in places designated by the Museum of Gravity.

11. Obligations of Exhibition Visitors

- 11.1. Visitors to the Museum of Gravity exhibition should take care of their own safety and that of other visitors during the visit and for this purpose they are obliged to refrain from the following actions in particular:
 - 1) Bringing or consuming alcohol, smoking tobacco or using electronic cigarettes,
 - 2) Bringing or using dangerous or explosive materials, flammable waste and the use of open fire,
 - 3) Bringing or using sharp tools, weapons, lasers,
 - 4) Creating a threat to other visitors, including by: running, jumping, sliding, except when it is necessary to use the exhibits in accordance with their instructions for use, aggressive, vulgar or provocative behavior, loud conversations or other disturbances,
 - 5) Damaging, destroying, painting graffiti or using exhibits, equipment and other components of the Gravity Museum in a manner inconsistent with the instructions,
 - 6) Conducting loud telephone conversations within the exhibition area,

- 7) Conducting advertising or political agitation,
- 8) Conducting commercial activities,
- 9) Bringing or using personal transport items such as bicycles, scooters, skateboards, roller skates, inline skates or other items with mechanical or electrical drive,
- 10) Moving, shifting, carrying, taking or taking out of the premises Gravity Museum of equipment, goods or exhibits,
- 11) Bringing in animals, except guide dogs and assistance dogs,
- 12) Conducting photo or film sessions, professional commercial photography and photography with flash or artificial lighting, except when done with the consent of the Gravity Museum,
- 13) Consuming food and drinks, except those purchased at the Museum of Gravity.

11.2. In the event of a breach of obligations, the visitor may be requested by the Staff to behave in accordance with the Regulations or, in the event of a gross breach, may be asked to leave the Museum of Gravity without a refund of the ticket price. In the event of damage, the Museum of Gravity may demand that it be repaired.

11.3. Visitors are obliged to follow the instructions of the staff and security.
Museum of Gravity.

12. Ticket returns

- 12.1. The Museum of Gravity does not accept returns of tickets purchased individually.
- 12.2. Group tickets purchased for a specific visit date may be refunded provided that the request for a ticket refund was delivered to the Museum of Gravity at least 7 days before the planned visit date.
- 12.3. The refund of some purchased group tickets may take place no later than sightseeing if after returns the group consists of at least 10 people.
- 12.4. After the refund deadlines have passed, if the group is unable to use the reservation, the group organizer may request a Voucher for another tour date no later than 6 months after the planned tour date, however, in such a case the unused Voucher is not refundable.

13. Complaints procedure

- 13.1. The right to submit a complaint is granted to a visitor who has a ticket.
admission or proof of ticket purchase.
- 13.2. Complaints should be sent by e-mail to the following address: muzeum@muzeumgrawitacji.pl with the title "Complaint" or to the postal address of Muzeum Źwiat Grawitacji Sp. z o. o., Warsaw 00-236 ul. ŹwiŹtojerska 5/7 with the note "Complaint" and attaching the proof of purchase of the ticket or tickets.
- 13.3. Complaints are considered by the Responsible Entity within 14 days of their receipt.
delivery to the Museum of Gravity.

13.4. The Responsible Entity has the right to store correspondence regarding complaints and to process the data of the person submitting the complaint, and submitting a complaint constitutes consent to the processing of data.

13.5. If the complaint is accepted, the Responsible Entity may make a partial or full refund of the ticket to the bank account indicated by the applicant.

13.6. If the complaint is not accepted, the visitor may pursue claims against on the basis of generally applicable legal provisions.

14. Privacy policy and personal data protection

The Museum of Gravity applies a Privacy Policy specifying the principles of personal data processed by the Responsible Entity as a personal data controller, which includes an information clause on the protection of natural persons with regard to the processing of personal data and the flow of such data in accordance with the requirements of Article 13 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016.

15. Final provisions

The content of the Regulations and the Privacy Policy is publicly available and has been posted at the reception of the Museum of Gravity and can be made available by the Staff on the premises of the Museum of Gravity at the request of a visitor and is published on the website of the Museum of Gravity www.muzeumgrawitacji.pl.

Privacy Policy

1. Information about the Personal Data Administrator.

The controller of personal data within the meaning of Regulation (EU) 2016/679 of the European Parliament and of the Council of 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 ("GDPR") is the World of Gravity Museum Sp. z o.o. with its registered office in Warsaw, 02-203, Kurhan 6 Street, NIP 9512409323, REGON 364010338, KRS 0000608971, operating the Museum of Gravity in Warsaw, 00-236, Źwirzytojska 5/7 Street ("Museum"). Natural persons whose personal data are obtained or processed are referred to as "Users".

2. Contact to the Personal Data Administrator

The personal data administrator provides Users with the following contact options:

By post: Gravity World Museum Ltd. Warsaw 00-236, Źwirzytojska Street 5/7

By e-mail: muzeum@muzeumgravitacji.pl

By phone: [790-656-927](tel:790-656-927)

3. Personal data

3.1. Personal data administrator: collects personal data obtained on the website www.muzeumgravitacji.pl in the online booking system, necessary to make reservations and sell tickets or reservations by registering at the Museum of Gravity box office or sending personal invitations to an exhibition (Art. 6(1)(b) GDPR), conducting direct marketing of own products (Art. 6(1)(f) GDPR), voluntarily sending advertising or marketing materials of the Museum of Gravity (Art. 6(1)(a) GDPR), fulfilling legal obligations regarding the accounting of transactions and the storage of personal data (Art. 6(1)(c) GDPR) and collects personal data from video surveillance in order to ensure the safety of persons and property on the Museum premises; ensuring compliance with the Regulations by visitors; securing property against theft or vandalism; protecting against actions to the detriment of the Controller; the basis for processing is the legitimate interest of the Controller (Art. 6(1)(f) GDPR).

3.2. The User is not obliged to provide their personal data, however, without providing them, the Personal Data Administrator will not be able to perform transactions or activities for which their processing is necessary.

3.3. In relation to sales, ticket reservations, issuing personal invitations and marketing purposes, the following data are processed: name and surname, e-mail address, telephone number and data for the invoice or proof of purchase, and in relation to video monitoring, the following data are processed: image and sound, including the image of persons.

3.4. The personal data controller collects only the data necessary for processing within the scope of a legitimate interest, for the purpose of using the website and booking and selling tickets and, after the User's consent, for marketing activities.

4. User consent to marketing activities

4.1. The Personal Data Administrator may use the User's personal data for the purpose of sending commercial information or marketing materials only after obtaining the User's consent.

4.2. The User expresses the consent referred to in paragraph 4.1 above by checking the appropriate box on the website www.muzeumgrawitacji.pl during the reservation or purchase process on the website or in the Museum's reservation system or by giving consent in writing.

4.3. If the User gives consent, marketing materials will be sent to the User's e-mail address.

5. User Rights

5.1. The User has the right to access their personal data and to change, rectify, correct, delete, limit processing, object to processing, withdraw consent to the processing of personal data, with the exception of data necessary for the personal data Administrator to fulfill its legal obligations. —

5.2. The user may withdraw consent to receiving materials at any time. marketing and commercial information.

6. Cookies and tracking technologies

6.1. The website uses information saved by the server on the User's end devices, which are then read each time the web browser connects (Cookies), as well as tracking scripts, in order to analyze and compile statistics regarding visits to the website www.muzeumgrawitacji.pl, purchases made and for marketing purposes.

6.2. The User may, at their discretion, change browser settings to limit or refuse the acceptance of Cookies and to be informed about their transmission.
Failure to accept cookies may result in limited or difficult use of the website www.muzeumgrawitacji.pl.

6.3. No change to the settings of the software using Cookies on the website www.muzeumgrawitacji.pl in accordance with Article 173, paragraph 2 of the Telecommunications Act, constitutes consent to the use of cookies by this website and its subpages.

7. Processing of personal data

7.1. The Personal Data Administrator processes the User's personal data only for the purposes specified in this Privacy Policy and, in relation to online ticket booking and sales, for the purposes specified in the Privacy Policy published on the website of the Museum of Gravity in the tab regarding online ticket sales.

7.2. Personal data may be transferred by the Personal Data Controller to other entities, in particular to an online payment operator, an IT and hosting service provider, an e-mail provider, a courier operator, an accounting office and other entities authorized to receive personal data under applicable law.

- 7.3. The personal data controller transfers personal data to other entities in accordance with applicable regulations.
- 7.4. The personal data controller ensures data security using technical and organizational measures appropriate to the risk of unauthorized data leakage.
- 7.5. The personal data controller has a breach reporting procedure covering register of incidents and notifications of violations to competent authorities.
- 7.6. The personal data controller does not use automated decision-making resulting in profiling of Users or denying or limiting their access.
- 7.7. The User may contact the Personal Data Controller using the contact details described in point 2 of these Regulations, including reporting a personal data breach.
- 7.8. The user whose rights have been violated may file a complaint with the Inspector General for Personal Data Protection.

8. Storage of personal data

- 8.1. Personal data will be stored by the Personal Data Administrator for the period necessary to complete the transaction and handle post-sale complaints, but no longer than for 5 years.
- 8.2. Personal data for marketing purposes will be processed for the period from the moment the User grants consent until the User withdraws consent or raises an objection.
- 8.3. Data from video surveillance are stored for a period of 30 days, unless their preservation for a longer period is required by law or for evidentiary purposes.