**EMAIL RESERVATION INSTRUCTION AND TERMS OF USE**

It’s possible to schedule an appointment for a visit at the office via an email account solely for Third Country Nationals residing in Małopolska Voivodeship and companies registered in Małopolska Voivodeship regarding the following matters:

|  |  |
| --- | --- |
| Applications submitted in Kraków: | * Temporary, permanent, and long-term EU resident residence permits * Work permits type A, B, C, D, and E – electronic visit reservation only in the case of submitting more than 5 applications at once |
| Applications submitted in Nowy Sącz: | * Temporary residence permits; * Work permits type A (nowosądecki, gorlicki, and limanowski counties as well as the city of Nowy Sącz) - electronic visit reservation only in the case of submitting more than 5 applications at once |

INSTRUCTION ON SCHEDULING AN APPOINTMENT FOR SUBMISSION OF APPLICATIONS REGARDING WORK PERMITS OR WORK PERMIT EXTENSIONS

In order to make an email reservation regarding submission of a work permit or a work permit extension application, one needs to send an email to the dedicated email address [rezerwacja.opt@muw.pl](mailto:rezerwacja.opt@muw.pl) which includes the name and headquarters of the entity entrusting the foreigner with employment and the number of applications to submit, and subsequently wait for a reply with a date and time of the visit generated by the reservation system. The email subject should say “Work permit.”

INSTRUCTION ON SCHEDULING AN APPOINTMENT FOR SUBMISSION OF APPLICATIONS REGARDING TEMPORARY, PERMANENT, OR LONG-TERM EU RESIDENT RESIDENCE PERMITS

In order to make an email reservation regarding submission of a temporary, permanent, or long-term EU resident residence permit application one needs to send an email to the dedicated email address [rezerwacja.opt@muw.pl](mailto:rezerwacja.opt@muw.pl) which includes all of the information listed within the spreadsheet below, and subsequently wait for a reply with a date and time of the visit generated by the reservation system. The email subject should say “Legalisation of stay.”

DATA SHOULD BE SENT ACCORDING TO THE EXAMPLE BELOW:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| First and last name | Citizenship | Date of birth | Phone number | Basis of legal stay:  RB- visa-free travel,  WP- Polish visa,  WS- Schengen visa  KP- Polish residence permit  KPI- Foreign residence permit | Legal stay expiration date | Basis of application | Location of application submission (Kraków or Nowy Sącz) |
| *First and last name* | *Citizenship* | *Date of birth* | *Phone number* | *Basis of legal stay in Poland – what document legalizes your residence?* | *Expiration date e.g., expiration date of your residence permit, visa, or visa-free travel* | *What is your purpose of stay?* | *Where do you want to submit your application?* |

Caution! Spreadsheet needs to include data of the individual the application concerns.

# EMAIL RESERVATION TERMS OF USE

1. After sending the aforementioned data properly depending on the application type you will receive a reply confirming a successful reservation along with a date and time of the appointment in the office. The reservation will conclude with a success only if all of the required information will be provided.
2. The reply will additionally include a unique ID code necessary to report your attendance. Please write down the code and utilize it during your visit in the office.
3. In the case the reservation spreadsheet template is altered or consists of inaccurate data, the reservation may not be performed.
4. Scheduling of visit appointments (assigning a date and time) transpires in chronological order. If the applicant will not be available to submit an application in the near future, content of the email should include that fact. Lack of prior information regarding the availability of the applicant can result in a rejection of potential attempts of rescheduling the visit.
5. On the day appointed by the email reservation system the application needs to be submitted in person by the individual the reservation concerns. In the case of submitting the application through another individual authorised to represent the applicant during the procedure, the authorised individual may not submit the application without the applicant’s presence if the applicant is over 6 years of age, even after scheduling an appointment through the [rezerwacja.opt@muw.pl](mailto:rezerwacja.opt@muw.pl) email system. In such case, the only way the individual possessing power of attorney can submit the application is through the document submission point or through a postal operator.
6. In order to successfully conclude a scheduled visit, one needs to report 15 minutes before the scheduled time at the previously appointed customer service point:

|  |  |  |
| --- | --- | --- |
| Applications submitted Kraków: | Temporary residence permits  Permanent residence permits  Long-term EU resident residence permits | Kraków, ul. Przy Rondzie 6  Ground floor, Customer Service Room no. 1 |
| Work permits type A, B, C, D, and E (electronic visit reservation only in the case of submitting more than 5 applications at once) | Kraków, ul. Przy Rondzie 6, 1st floor, Room no. 105 |
| Applications submitted in Nowy Sącz: | Temporary residence permits | Nowy Sącz, ul. Jagiellońska 52 Ground floor, room no. 7 |
| Work permits type A  (electronic visit reservation only in the case of submitting more than 5 applications at once) | (nowosądecki, gorlicki, and limanowski counties as well as the city of Nowy Sącz):  Nowy Sącz, ul. Jagiellońska 52  Ground floor, room no. 7 |

1. The provided appointment time is approximated. Commencement of the service may subject to slight variation depending on the time of conclusion of the previous client’s appointment.
2. Considering our focus on providing the highest quality of service possible as well as respect to other clients of the office, we kindly ask you for punctual arrival. Please consider any potential communication issues. Late arrivals caused by negligence will result in the cancelation of appointment and the requirement of arranging another visit for application submission.
3. The reservation regarding legalisation of stay or obtaining a work permit concerns solely the person whose personal data was sent with the purpose of scheduling an appointment (the administrator as well as customer service employees have access to the data based on which the appointment was made).
4. Switching appointments with another individual or giving up an appointment in favour of another individual is prohibited. Any attempts of giving up an appointment for monetary gain and efforts indicative of an illegal nature will be forwarded to law enforcement authorities.
5. Individuals for whom it was impossible to schedule an appointment concerning a residence permit application submission through a prior email reservation attempt, but report on the last day of their legal stay or the last working day preceding the last day of their legal stay may utilise dedicated consultations and comprehensive instructions regarding the process of submitting the application: information point, customer service room no. 2 (one should take ticket B).
6. The email reservation system does not have a limit. The only restriction is a time constraint (the system cannot schedule appointments that would exceed the office working hours on a given day).
7. In order to expedite the process of application submission we ask for a prior completion of the application and preparation of all of the required documents. Application forms and lists of required documents are available on Małopolska Provincial Office’s website [www.muw.pl](http://www.muw.pl) under the tab → *dla cudzoziemców*. The application can be completed on [www.cudzoziemcy.gov.pl](http://www.cudzoziemcy.gov.pl) (after completion one needs to print out and sign the application). Due to the automated reservation process we ask not to send inquiries to the [rezerwacja.opt@muw.pl](mailto:rezerwacja.opt@muw.pl) email address. In case of questions please contact [info.opt@muw.pl](mailto:info.opt@muw.pl).
8. If an individual reports to the customer service room at the time appointed by the reservation system with an incorrect application or an incorrectly completed application form, the office reserves the right to refuse service to the applicant. In such case it will be required to schedule another visit or utilise other available forms of application submission (e.g. through the document submission point or a postal operator).
9. Due to a large number of applications submitted at the office, the case processing period may be delayed. Please take into account all the factors and do not leave matters concerning legalisation of residence and employment until the last minute.
10. Matters concerning temporary, permanent, and long-term EU resident residence permit should be directed to the Voivodeship Office competent for the place of residence of the foreigner. Submitting an application to the incorrect office will result in a significant process delay caused by, i.a., verification of the authentic location of residence and transferring the case to the proper government body, which will subsequently delay the issue of decision. Furthermore the applicant should be aware that every case of providing false information within the application, including providing an inauthentic address of residence will be forwarded to law enforcement authorities.
11. It is possible to submit an application through the document submission point or through a postal operator. In the case of applications concerning legalisation of stay the applicant will be summoned to submit missing formal documents (including fingerprints) with an appointed date and time of the visit. Absence on the appointed visit and lack of submission of the missing documents will cause the application to be disregarded.
12. In the case of submitting an application through the document submission point or through a postal operator it is impossible to submit another application through a prior reservation via email. If one attempts to make a reservation via email after submitting an application, appointment request will be disregarded and the application will not be accepted.

By using the electronic office visit reservation system via an email account you acknowledge that you have read and agree to abide by the terms listed above.

MAILING ADDRESS:

Małopolski Urząd Wojewódzki w Krakowie

Wydział Spraw Obywatelskich i Cudzoziemców

ul. Przy Rondzie 6, 31-547 Kraków

## INFORMATION CLAUSE

With the purpose of fulfilling an obligation arising from Article 14 of European Parliament and Council Regulation (EU) 2016/679 of 28 April 2016 concerning protection of natural persons in connection with processing of personal data and transfer of such data as well as the repeal of Directive 95/46/WE (hereinafter referred to as RODO), we kindly inform what takes effect:

1. The administrator of your personal data is the Provincial Governor of Małopolska with an office located on ul. Basztowej 22, 31-156 Kraków.
2. The inspector of personal data protection at the Małopolska Provincial Office can be contacted via ePUAP – mailbox address: /ag9300lhke/skrytka, email – email address: [iod@malopolska.uw.gov.pl](mailto:iod@malopolska.uw.gov.pl), or via the post – send mail to the personal data administrator address mentioned above with an annotation “Do inspektora ochrony danych.”
3. Personal data will be processed in the Małopolska Provincial Office in Kraków:
   1. For the purpose of fulfilling legal obligations imposed on the Provincial Governor of Małopolska.
   2. When it is necessary to complete a task pursued in the public interest or as part of exercising public authority entrusted with the Provincial Governor of Małopolska.
   3. When it is necessary to fulfil an agreement of which the data in question belongs to an individual Who is a party to the proceeding or to take action per request of the individual whom the data in question belongs to before concluding an agreement.
   4. Based on provided consent.
4. In the case the law does not require it, you should not provide personal data of third parties to the Provincial Governor of Małopolska. If you provide such data, it is considered it is done with the parties’ permission.
5. Recipients of your personal data, depending on the legal prerequisite regarding personal data processing are:
   1. Parties to the proceeding , individuals authorised to represent the parties, representatives of the parties (if there are any), individuals authorised by law to access proceeding files including personal data that the Provincial Governor of Małopolska is obligated to resolve.
   2. Entities processing personal data in the case the Provincial Governor of Małopolska has entrusted such entity with the processing of personal data based on an agreement.
   3. All individuals which can review contents of the personal data based on its processing, under the condition the Provincial Governor of Małopolska is obligated to publish the data.
   4. All individuals you have given permission to.
6. In instances defined by laws obligating the Provincial Governor of Małopolska to transfer the possessed personal data to other government bodies as part of pending procedures, the data will be transferred to them. However, those government bodies are not considered recipients of the personal data, and processing of your personal data by them has to be conducted according to laws concerning protection of personal data having relation to the purpose of processing.
7. The Provincial Governor of Małopolska does not transfer your personal data to third countries or international organisations with the exception of when the data is processed with the purpose of fulfilling tasks related to family and educational benefits based on the Law of 11 February 2016 on the nation’s aid with raising children and the Law of 28 November 2003 on family benefits. In such cases personal data transfer occurs based on European Commission’s decision of 26 July 2000 regarding proper protection of personal data in Switzerland (2000/518/WE).
8. The period of storing your personal data by the Provincial Governor of Małopolska depends on the following factors:
   1. The kind of case that has been submitted to the Małopolska Provincial Office in Kraków and the archive category assigned to it according to a uniform list of files defined by the law. However, your data may be stored for a longer period since data possessed by a public administration may only be deleted with a permission from the national archive.
   2. The agreement’s validity period or the expiration date of mutual claims which stem from the agreement.
   3. Records included in policy resolutions specifying the conditions of utilising services rendered by the Małopolska Provincial Governor.
9. You have the right of access to your personal data and its correction per your request. The Małopolska Provincial Governor has to be certain that he does not share your personal data to unauthorised individuals. Therefore, in case of doubts regarding identity of the individual applying for access to your personal data or request its correction, the Małopolska Provincial Office in Kraków conducts authorisation procedures which can entail directing a request regarding additional verification information to you.
10. In cases defined by the law you also have the right to:
    1. Limit processing of personal data.
    2. Transfer personal data to a different administrator.
    3. Submit an objection against processing of personal data.
    4. Correct personal data.
    5. Delete personal data.
11. In cases of processing personal data solely on the basis of a granted consent to process the data, you may revoke the consent at any time without violating the law on processing of personal data which was conducted based on a granted consent prior to its revocation. However, it’s not applicable to data subject to archiving in accordance with the law applicable to the Małopolska Provincial Governor.
12. Providing the Małopolska Provincial Governor with personal data which allows for your identification depends on the category of the case based on which the data is processed. Due to this, a situation may occur when providing personal data is:
    1. A condition of taking part in procedures conducted by the Provincial Governor of Małopolska preceding the decision regarding the concluded agreement and a condition of concluding the agreement. Not providing the Małopolska Provincial Governor with personal data which allows for your identification will result in the denial of a possibility of taking part in procedures conducted by the Provincial Governor of Małopolska, and subsequently the lack of possibility to conclude the agreement.
    2. An obligation imposed by the law ; if the Provincial Governor of Małopolska will not have access to the data, and your case will not be possible to resolve.
    3. Necessary to complete a task pursued in the public interest or as part of exercising public authority entrusted with the Provincial Governor of Małopolska; if the Provincial Governor of Małopolska will not have access to the data, completion of the task may be hindered, and your case will be impossible to resolve.
    4. Necessary to conduct a function you are consenting to .
13. Decisions regarding you will not be subject to automated data processing, including profiling.
14. If you suspect processing of personal data by the Małopolska Provincial Governor violates the law on personal data protection, you have the right to submit a complaint to the President of the Personal Data Protection Office.

You can review the contents of RODO by following the links below:

<http://eur-lex.europa.eu/legal-content/PL/TXT/?qid=1527231435659&uri=CELEX:32016R0679><https://eur-lex.europa.eu/legal-content/PL/TXT/PDF/?uri=CELEX:32016R0679R(02)&from=EN>