

Regulations
Of Monitoring of the Execution of Airline Passenger Rights
Hereinafter referred to as "Regulations"

§1

MONITORING SUBJECT AND AIM

1. Monitoring of the execution of airline passenger rights, hereinafter referred to as "Monitoring", is a continuous survey of customer satisfaction, the quality of airline services provided, utilization of consumer rights, and assistance provided to the passengers.
2. The Monitoring is carried out by the "Friendly Flying" Air Passenger Watchdog, entered into the Association Register of the National Court Register (KRS), maintained by the Warsaw District Court, KRS No. 0000459742, NIP Tax Identification Number: 118-20-91-752, REGON Number: 146648073, hereinafter referred to as "Association".
3. The main criteria subject to Monitoring are: respecting the passengers' rights; the scope and kind of air travel disturbances; the clarity of the complaint process; passenger-airline dispute resolution methods; benefits and assistance provided for the passengers.
4. The main goal of the monitoring is to allow for effective and efficient use of consumer rights by airline passengers within the territory of the European Union. The implementation of this goal is carried out through gathering and revealing data on the quality and flight services provided by the airlines, as well as increasing civic control over the functioning of public institutions established in order to provide assistance for the consumers in effecting their rights.

§2

MONITORING PARTICIPANTS

1. The Participants in the monitoring are all persons, natural or legal, who submit a case concerning airline service quality or airline passenger rights, and the case is approved for monitoring by the Association. Prior registration in the Association's Internet system is required for submitting such a case.
2. The participant receives a case submission confirmation, which is then sent to an e-mail address provided during the registration process. Such confirmation is not equivalent to accepting a case for Monitoring.
3. Each submission is rated for compliance with the criteria described in §5 of the Regulations. Only submissions fulfilling the criteria described in §5 of the Regulations can be accepted for Monitoring.
4. After accepting a case for monitoring, the person submitting it receives suitable information and support from the association, in the scope described in §3, to the e-mail address provided during the registration process. Every person can submit an unlimited number of cases.

§3

ASSOCIATION'S OBLIGATIONS

The Association hereby obliges to provide assistance to each and every Monitoring participant, eligible based on stipulations described in §2 p.3-4. The assistance includes:

1. Providing advice on violating passenger rights;
2. Providing advice on the scope and forms of assistance provided by public institutions in terms of executing airline passenger rights within the territory of the European Union;
3. Providing advice on methods of resolving disputes between the passenger and the airline in question.

Association advice is understood as recommending further actions to be taken by the Monitoring participant. Should the case require further commitment and work by the Association, the Monitoring participant is invited to join the Association as a SUPPORTING MEMBER. Further assistance is provided for Association Members.

§4

MONITORING PARTICIPANT OBLIGATIONS

The Monitoring participant obliges to:

1. Provide factually accurate data;
2. Withhold any and all information and content of unlawful nature;
3. Refrain from using phrases, which might be considered offensive, in case description and correspondence;
4. Use the Internet system of the Association in accordance with its intended purpose, good morals, and rules of civic co-existence.
5. Follow the stipulations of the Regulations described herein.

§5

CRITERIA FOR ACCEPTING A CASE FOR MONITORING

A submitted case must fulfill all the criteria described below:

1. It must involve an airline passenger transport service within the confines of the European Union (determined by the departure of a plane from an airport based in a country, which is a member of the European Union);
2. It must indicate at a possible violation of any of the passenger or consumer rights within the laws, which are in force in the European Union.

§6

MONITORING PARTICIPANT PERSONAL DATA

1. Participants of the monitoring agree to processing of their personal data by the Data Administrator (the Association) and the use of the data for statutory purposes, especially data included in the airline service opinion form, information on rejecting a complaint by the airline carrier, and submitting a case for monitoring according to the Provisions on the

Protection of Personal Data Bill, dated August 29th, 1997 (Journal of Laws of 2002, No. 101, Item 926 with later amendments).

2. All of the collected data shall be used only in the scope necessary for the monitoring of executing the passenger's rights, advice, and indicating at possible methods of resolving the problem in question. Information on particular cases can be saved and used for statistical purposes in anonymous form.
3. Every participant of the monitoring can access their personal data at all times and correct or remove the data should it be incomplete, out-of-date, incorrect, gathered in violation of the Law or unnecessary to realize the goal, for which it has been gathered.
4. The personal data shall be turned over to a third Party by the Association only if and when:
 - a) The participant of the monitoring agrees to it;
 - b) It directly serves the purposes, for which the data has been initially received;
 - c) It is required by the rules of Law, or the Association has been obliged to turn over such information by a Court, Law Enforcement Authorities, or Local or National Authorities;
 - d) It is meant to counteract abuse or other unlawful acts, such as deliberate attacks, in order to protect said data.