

## TRAINING REGULATIONS of the C&C Partners Technology Academy Sp. z o.o.

### Personal Data Processing

All information regarding C&C Partners Sp. z o.o.'s personal data processing policy is presented in the GDPR Information Clause document, available on the website: [www.ccpartners.pl](http://www.ccpartners.pl). Your data will be used solely for commercial purposes and for the fulfillment of your order and training registration.

### Training Registration

1. Both individuals and employees of companies and public institutions may participate in C&C Partners Sp. z o.o. training sessions.
2. Training participants and the person registering them are required to familiarize themselves with these regulations at least before attending the training session and to comply with their provisions.
3. Training registration can only be submitted by completing the online registration form, available for each training session at [www.ccpartners.pl](http://www.ccpartners.pl).
4. Submitting an application does not guarantee acceptance of the participant for a given training session type and date.
5. Participants will be accepted for a given training session only if there are available places. They will then receive an email confirmation of acceptance for the given training session.
6. Information regarding the training session will be sent to the email address provided no later than the day before the training session begins. If no information is received, the Participant is required to contact them by email at [akademiatechnologii@ccpartners.pl](mailto:akademiatechnologii@ccpartners.pl) or by phone at +48 65 525 55 00.
7. Registration for the training constitutes acceptance of the terms and conditions of these regulations.
8. C&C Partners Sp. z o.o. assumes that the declarations made by training participants in the registration form regarding their knowledge and skills are consistent with their actual knowledge. Therefore, the training program does not cover basic knowledge of structured networks, active devices, and IP networks.
9. Participants may participate in recertification training only if no more than one year has passed since the training expiry date.
10. C&C Partners Sp. z o.o. may extend the validity of the certificate at the Participant's request. Extension of validity is only possible if the certificate has expired and the Participant is registered and has paid for the re-certification training.

### Training Participation Costs

1. The cost of training participation, including the services included in the price, is specified in the individual training offer.
2. After registering for a paid training, the system will generate a proforma invoice, which must be paid within 7 days of the issuance date. This invoice will be automatically sent to the person registering the participant for the training, to the email address provided in the registration.
3. The training fee must be paid by bank transfer to the indicated bank account in accordance with the due date specified on the issued invoice, but no later than 2 days before the training date. If payment is made after the deadline specified in the sentence above, the participant is obligated to send confirmation of the completed transfer by email before the training begins.
4. Depending on the due date and the date of the training to which the payment relates, C&C Partners Sp. z o.o. will issue:
  - a. an advance payment invoice if the training date is more than 60 calendar days away, and a final invoice after the training has been completed;
  - b. a final invoice if the training date is less than 60 days away.
5. Failure to pay the proforma invoice by the deadline will result in the participant's registration being removed from the training.
6. C&C Partners Sp. z o.o. offers discounts for training participants who meet certain conditions:

- a. C&C Partners Technology Partner status entitles you to a 50% discount in accordance with the terms described in the Technology Partner agreement, but for a maximum of two people per year for a given system.
  - b. User status for the system being trained entitles you to a 100% discount, for a maximum of two people per year for a given system.
7. The discount must be approved by an authorized C&C Partners Sp. z o.o. employee each time. Participants will be notified via email of the discount's acceptance.
  8. All prices quoted in the training offer are net prices, to which VAT will be added at the current rate.
  9. Participants may cancel their participation in the training free of charge before paying the proforma invoice. If they cancel after payment, the participant will be responsible for 100% of the participation fee.
  10. The date of cancellation is the date the email is sent to: [akademiatechnologii@ccpartners.pl](mailto:akademiatechnologii@ccpartners.pl)

### Participation in Training

1. A registered Participant may be replaced from the same company, but no later than two days before the training date.
2. The Company is not responsible for any deficiencies in the training material due to a Participant's late arrival.
3. If the trainer is unable to conduct the training on the previously scheduled date due to unforeseen circumstances, the Company reserves the right to change the training date. In such a case, the Trainees will be informed immediately.
4. C&C Partners Sp. z o.o. reserves the right to cancel the training no later than three business days before the training date, for reasons beyond the Company's control.
5. Trainees participating in in-person training sessions are required to follow the trainer's instructions and adhere to facility safety rules, including fire safety.
6. Trainees, after completing the evaluation questionnaire, will receive a certificate of completion from the C&C Partners Sp. z o.o. Technology Academy.
7. Training materials provided to participants are protected by copyright. Copying, distributing, or transferring them to third parties is prohibited.
8. Complaints Procedure:
  - a. Complaints will only be accepted in writing, sent to [akademiatechnologii@ccpartners.pl](mailto:akademiatechnologii@ccpartners.pl), within 14 days of the training completion date.
  - b. Complaints will be reviewed individually within 30 days of their receipt.
  - c. Complaints should include the following: contact information for the complainant (company name, first and last name, telephone number, email address), training code and date, detailed description of the training, reason for the complaint, and justification.
9. Complaints cannot be based on situations/events beyond the control of C&C Partners Sp. z o.o.
10. Complaints will not be considered for individuals against whom C&C Partners Sp. z o.o. has a financial claim.
11. C&C Partners Sp. z o.o. reserves the right to send training participants information regarding the expiration of the certificate they received after a given training session. By accepting these regulations, the training participant consents to this.

*Leszno, November 12, 2025*