FALA SYSTEM RULES

The following Terms and Conditions are effective as of 28 January 2026.

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§ 1
Definitions

The terms used in the FALA System Regulations shall have the following meanings:

1. **FALA System Administrator** – the entity responsible for managing the FALA System, including ensuring its proper operation, security, data integrity and compliance with applicable law. The Administrator supervises the functioning of the System and manages User Accounts. It is also responsible for the technical maintenance of the System and user support, as well as for implementing the privacy policy and provisions of the FALA System Regulations.
2. **FALA System mobile application** – an application for mobile devices with iOS or Android systems, enabling the use of the FALA System. Available for download from the App Store and Google Play.
3. **Ticket machine** – a self-service device provided by the Gdańsk Municipal Transport Authority, enabling Users and Passengers to purchase paper public transport tickets with a QR code.
4. **Check-in** – a function in the FALA System that registers the start of a Passenger's journey. This is done by placing the Identifier close to the Falomat or Reader, or by activating the appropriate option in the FALA System mobile application.
5. **Check-out** – a function in the FALA System that registers the end of a Passenger's journey. This is done by placing the Identifier close to a Falomat or Reader, or by activating the appropriate option in the FALA System mobile application.
6. **Ticket propagation time** – a technical process consisting in sending and registering information about a purchased ticket from the moment of purchase until the ticket becomes visible and verifiable in the System.
7. **Reader** – a FALA System device with a display, located at the doors of public transport vehicles and at railway stations and stops. It is used for:
    a) purchasing single-journey tickets in accordance with the Organiser's fare and discounts assigned to the FALA Account;
    b) registering the start and end of a journey: after approaching the FALA System Identifier;
    c) validation of paper tickets with a QR code.
8. **Falomat** – a FALA System device with a multifunctional touch screen, located in the central part of public transport vehicles and at railway stations and stops. It is used to:
    a) purchasing tickets;
    b) registering the start and end of a journey: after presenting the FALA Card or payment card or scanning the QR code from the FALA System mobile application or from a paper ticket;

c) checking the FALA Account balance: after selecting the appropriate option on the screen, the User can check the tickets in the FALA Account and on the payment card, as well as the funds available in the e-wallet.

9. **Identifier** – a medium assigned to the FALA System User's account, used to identify a given person in the System. The identifier may be, for example, a FALA Card, a mobile device, an EMV card or another card with a FALA transport module.
10. **FALA System Hotline** – a telephone support centre for FALA System Users, providing information on the rules of using the System, tickets and User Accounts, and assisting in solving technical problems. The hotline's hours of operation and contact number can be found on the website systemfala.pl.
11. **InnoBaltica** – InnoBaltica Sp. z o.o. with its registered office in Gdańsk, at ul. Lastadia 2, entered in the Register of Entrepreneurs by the District Court Gdańsk-Północ in Gdańsk, 7th Commercial Division of the National Court Register, under number 0000311943, NIP: 9571003404, REGON: 220639884. The entity responsible for the implementation, management and administration of the FALA System.
12. **EMV card** – a payment card within the meaning of Article 2(15a) of the Act of 19 August 2011 on payment services (i.e. Journal of Laws of 2025, item 611, as amended) with a built-in microprocessor in the EMV standard. The EMV standard uses chip technology to increase security and reduce fraud in card transactions.
13. **FALA card** – a personalised or non-personalised physical medium (contactless card) used to identify the User in the FALA System and to use public transport services. The card can be linked to a FALA Account in the FALA System and enables, among other things, the recording of journeys, the purchase and storage of tickets, and the payment for journeys in accordance with the rules applicable in the FALA System.
14. **Group account** – a type of User Account in the FALA System that allows you to manage journeys and tickets for more than one person.
15. **Non-personalised account** – a type of individual User Account in the FALA System. When creating it, the User does not provide their personal data.
16. **Personalised account** – a type of individual User Account in the FALA System. When creating it, the User provides their personal data.
17. **Inspector** – a person authorised by the Organiser, Operator or Carrier to check the possession and validity of tickets, entitlement to discounts and to take action provided for by law against Passengers.
18. **KSeF (National e-Invoice System)** – an ICT system operated by the Head of the National Tax Administration, used to issue, receive and store structured invoices, operating on the principles set out in the applicable tax law.

19. **School ID card with the FALA transport module** – a FALA System User ID card produced in accordance with the template of the Ministry of National Education, issued to students by schools in the Pomeranian Province.
20. **Teacher ID card with FALA transport module** – FALA System User ID card produced in accordance with the template of the Ministry of National Education, issued to teachers in the Pomeranian Province.
21. **MTT/PaYG (Mass Transit Transaction/Pay as You Go) model** – an international standard for contactless payment settlements in public transport. This model allows passengers to pay for their journeys using payment cards or mobile devices, such as a phone or watch, without having to purchase a ticket in advance.
22. **FALA transport module** – a logical and functional element of the FALA Card, constituting an electronic record enabling the use of public transport services in the FALA System, in particular by registering travel entitlements, assigning tickets or fares, and identifying the User in the process of ticket inspection and settlement, in accordance with the rules applicable in the FALA System.
23. **NFC (Near Field Communication)** – wireless communication technology that enables data exchange between electronic devices located close to each other, usually within a few centimetres.
24. **Carrier** – a means of identifying a Passenger or User in the FALA System, enabling the registration of the start and end of a journey and the calculation and settlement of fees for public transport services. A carrier within the meaning of these Regulations may be, in particular: a FALA Card, the FALA System mobile application, an EMV Card registered in the FALA System or another device (Identifier) accepted by the System Administrator.
25. **Operator** – in accordance with Article 4(1)(8) of the Act of 16 December 2010 on public collective transport, a local government budgetary entity and an entrepreneur authorised to conduct business activity in the field of passenger transport, who has concluded an agreement with the organiser of public collective transport for the provision of public collective transport services on the transport line specified in the agreement.
26. **Payment operator** – an entity that accepts and settles transactions carried out in the FALA System, subject to supervision by the Financial Supervision Authority.
27. **Organiser** – an entity responsible for planning, organising, managing and supervising public transport in a specific area, operating on the basis of the Act of 16 December 2010 on public transport (i.e. Journal of Laws of 2025, item 285).
28. **Passenger** – a user of public transport in the Pomeranian Province who uses transport services (rail, tram, bus, trolleybus) billed and operated by the FALA System. Passengers do not have personalised accounts in the FALA System.
29. **Power of attorney** – a document in which the applicant for an account in the FALA System or its User authorises another person to perform activities related to the operation of the FALA Account

available at the Customer Service Point. It is in written form, as specified in Appendix 4 to the Regulations.

30. **PIN** – an individual, confidential identification number assigned to the User in the FALA System, used to confirm their identity and authorise selected operations in the FALA System. The PIN is an additional security mechanism for accessing the User's account and related functionalities. The User is obliged to keep the PIN confidential and not to disclose it to third parties.
31. **E-commerce** payments – payments made electronically using payment cards such as Mastercard, Visa or Maestro, BLIK and bank transfers. These do not include payments in the MTT/PaYG (Mass Transit Transaction/Pay as You Go) model and in physical payment terminals at Customer Service Points and Points of Sale.
32. **Dynamic travel** – a method of settling public transport journeys, whereby the Passenger registers the start (Check-in) and end (Check-out) of the journey in the vehicle, and the FALA System automatically calculates the fare for the entire journey, taking into account the number of journeys made during the day. With some Organisers, the Passenger only registers the start of the journey. The list of Organisers and the rules for registering the start and end of a journey are included in Appendix 5 to the Regulations.
33. **FALA System Portal** – an internet portal available at systemfala.pl, containing information about the FALA System and enabling the use of its functions, including the purchase of tickets.
34. **Carrier** – an entrepreneur authorised to conduct business activity in the field of passenger transport on the basis of a licence to provide regular passenger transport services in domestic road transport, referred to in Article 18(1)(1) of the Act of 6 September 2001 on road transport, and in rail transport – a rail carrier referred to in Article 4(9) of the Act of 28 March 2003 on rail transport (Journal of Laws of 2024, items 697 and 731), providing passenger transport services.
35. **Public collective transport (PTZ)** – in accordance with the Act of 16 December 2010 on public collective transport, publicly available, regular passenger transport performed at specified intervals and within a specified transport network. It is provided by Operators and Carriers on behalf of Organisers operating within the FALA System.
36. **Customer Service Point (CSP)** – a FALA System facility designed to serve Passengers and Users, where you can, among other things, create and manage an account in the FALA System, obtain or top up a FALA Card, and purchase selected tickets (in some facilities). A list of Customer Service Points can be found at systemfala.pl.
37. **Point of Sale** – a facility designed to sell tickets in the FALA System for journeys on public transport.
38. **Terms and Conditions** – Terms and Conditions of the FALA System.
39. **GDPR** – 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 (General Data Protection Regulation) (OJ EU L No. 119 of 04-05-2016).

40. **User Subaccount (ePortmonetka)** – a virtual settlement account of a FALA System User, funded by the User via the portal, application or at Customer Service Points, used to pay for travel on public transport within the FALA System.
41. **FALA System** – an integrated public transport passenger service system in the Pomeranian Province, enabling journey planning, journey recording and ticket payment on various means of transport (buses, trams, trolleybuses, trains – within the Pomeranian Tariff). A list of organisers and carriers integrated with the FALA System is available at systemfala.pl. The FALA System is an account-centric system. This means that all information about the User's tickets and entitlements is stored in the System's central database.
42. **Transport tariff** – a list of fees and terms and conditions for the transport of persons, goods and animals
    by a given Operator or Carrier.
43. **Token** – a secure, unique code generated on the basis of Identifier data. The token is used to verify the Identifier during ticket purchase and inspection. It prevents the source data from which it was created from being reproduced.
44. **Concession** – a discount on travel, which is regulated by the Act of 20 June 1992 on entitlement to concessions on public transport (i.e. Journal of Laws of 2024, item 380) or granted by the Organiser, Operator or Carrier.
45. **Mobile device** – a portable telecommunications device, e.g. a mobile phone, smartphone or tablet, which enables, among other things, the purchase of a ticket via the FALA System mobile application or the FALA System Portal.
46. **User** – a natural person, legal person or entity with legal capacity who has an account in the FALA System.

§ 2
Preliminary provisions

1. The Terms and Conditions define the rules for using the FALA System.
2. The Terms and Conditions are available in the following formats:
   a) electronic form – on the FALA System Portal and in the FALA System mobile application,
   b) in print – at Customer Service Points and Points of Sale.
3. The FALA System enables the purchase of tickets entitling the holder to travel on public transport organised and operated within the FALA System, in accordance with the applicable Tariffs of Public Transport Organisers and Railway Carriers.
4. The owner and administrator of the FALA System is InnoBaltica Sp. z o.o.

5. The User Subaccount is issued by Polskie ePłatności Sp. z o.o. with its registered office in Rzeszów, at Aleja Tadeusza Rejtana 20 B, entered in the Register of Entrepreneurs by the District Court
   in Rzeszów, 12th Commercial Division of the National Court Register, under number 0000227278, NIP: 5862141089, REGON: 220010531. Polskie ePłatności Sp. z o.o. is also the Payment Operator.
6. The administrator of Users' personal data is InnoBaltica Sp. z o.o. with its registered office in Gdańsk and entities providing the FALA System administration service on the basis of a personal data processing agreement concluded with InnoBaltica Sp. z o.o., with the exception of data related to the User's Subaccount.
7. The administrator of personal data related to the issuance and operation of the User's Subaccount is Polskie ePłatności Sp. z o.o.

§ 3
User Accounts in the FALA System

1. Types of accounts

System Users may create the following types of accounts:

a) Non-personalised account,
b) Personalised account,
c) Group account.

2. Description of User Account types

1. Non-personalised account

This is an anonymous account. The User does not register their personal data in the System. When using this type of account, you can:

a) purchase tickets from a limited range of the Organiser's Transport Tariff;
b) use the e-Wallet;
c) use public transport (during ticket inspections, the User must have a document confirming their right to a Discount);
d) purchase tickets through available sales channels.

In this type of account, it is not possible to define Discounts.

2. Personalised account

This is an individual User Account, created on the basis of verified personal data, such as first name, surname, PESEL number or other identifier in the case of persons who do not have one. This account provides full access to the FALA System services and allows you to:

a) purchase tickets from the full range of transport tariffs;
b) purchase and assign personalised tickets (including discounted tickets);
c) define your discounts (during ticket inspections, the User must have a document confirming their right to a discount);
d) use the ePortmonetka e-wallet and view your travel history;
e) log in via the mobile application, internet portal and customer service points;
f) changing personal data.

3. Group account

This is a type of Personalised Account that allows one User to manage payments for multiple people at the same time. Similar to a personalised account, a group account requires the registration of the personal details of the main account holder. The difference is that nine additional user profiles can be assigned to this main account, for which the group account holder becomes the administrator. This allows them to:

a) purchase tickets from the full range of fares for all assigned persons;
b) independently activate Discounts for each of the assigned persons;
c) manage the journeys of all persons without the need to present documents confirming the right to a discount during ticket inspections by each Passenger separately (unless the Organiser's or Carrier's Terms and Conditions provide otherwise);
d) top up the e-wallets of Users linked to the main account.

3. Changing the type of account

1. The User may change a non-personalised Account to a personalised Account. Changes can be made:

a) on the FALA System Portal,
b) in the FALA System mobile application,
c) at Customer Service Points.

To do so, the User must provide their personal data required to create a Personalised Account.

2. It is not possible to change a Personalised Account into a Non-personalised Account in the FALA System.

§ 4
Creating a User Account

1. Entities authorised to create a User Account

An account in the FALA System may be created by:

a) a natural person with full legal capacity;
b) a person with limited legal capacity (e.g. a minor who is at least 13 years of age or a person under guardianship within the meaning of Article 16 § 2 of the Civil Code);
c) a parent on behalf of a child under their parental authority (subject to § 4(1)(b)), whereby the account of a child without legal capacity is always linked to the parent's account (group account);
d) a guardian on behalf of the person under their guardianship;
e) a legal person;
f) an organisational unit without legal personality.

2. Creating a User Account

The process of creating a User Account, regardless of its intended type, consists of two stages. It is possible to skip stage I when creating an account at Customer Service Points.

I. The first stage is to create a non-personalised Account. The User provides their e-mail address, to which an activation link for the account is sent. They then set a password for their account in the FALA System. At this stage, it is not necessary to provide data such as first name, surname or PESEL number, nor is such data collected. After logging into the account, it is not possible to use the full transport functionality. This means that, for example, it is not possible to purchase season tickets or use discounts.

II. The second stage is the personalisation of the user account. The user completes their personal details, such as first name, surname, PESEL number, address (optional), and adds a photo (optional). At this stage, you can also report and activate any discounts to which you are entitled, which will be assigned to your account. After personalisation, the user can use all transport functions, including:

a) purchasing tickets from the full range of fares,
b) independently select and manage the discounts to which they are entitled.

When creating a User Account, a PIN is assigned.

s of a personalised Account are required to carry an official identity document (e.g. ID card, passport, residence card) when travelling if they are using a personalised ticket, as the ticket inspector may request to see a document confirming their identity.

A group account is an extended form of a personalised account. The change from a personalised account to a group account takes place after the completion of stage II. The owner of a personalised account submits a request to add other people's profiles to their account. For each person added, the following details must be provided: first name, surname, PESEL number, possibly a photo, and the relevant discounts must be specified and activated.

3. Acceptance of the Terms and Conditions

By creating an account in the FALA System, the User confirms that they have read and accept the Terms and Conditions of the FALA System and the consents described in Appendix 4.

4. Assigning an ID

Creating an account in the FALA System results in the User being assigned one of the Identifiers referred to in § 5(1) of the Terms and Conditions.

5. User Data

1. The data required to create a User Account must be true and accurate.
2. The data provided may be processed by the FALA System Administrator for informational purposes. These include, among others, providing information about:
   a) the status of the User Account;
   b) the status of ordered FALA Cards;
   c) the status of financial settlements relating to the User Account;
   d) dates relevant to personalised Account Users, e.g. ticket expiry dates;
   e) changes in the regulations and processes related to the FALA System;
   f) other particularly important situations.

6. Methods of creating a User Account

There are several ways to create different types of User Accounts. All of them are listed in Table 1.

Table 1. Accounts in the FALA System broken down by type and channel of creation

Channel of creation	Personalised account	Non-personalised account	Account Group account
FALA System Portal	x	x	x
Mobile application FALA System	x	x	x
Customer Service Point	x	x	
Mobile app I am from Gdańsk	x		
I'm from Gdańsk portal	x		

Gdańsk Tourist Organisation Point	x		

7. Discounts and free travel

1. Users who are entitled to discounted or free travel may indicate their entitlement to a discount in their FALA System account. To do so, they select the type of discount from the list available in the FALA System and fill in the required details:

a) type of document confirming entitlement to the discount,

b) the number of the document entitling them to the discount,

c) the expiry date of the discount.

2. It is possible to indicate entitlement to a discount:

a) on the FALA System Portal,

b) in the FALA System mobile application,

c) at Customer Service Points.

3. During ticket inspections, Passengers using the Discount are required to present a document entitling them to the Discount, in accordance with generally applicable regulations or the regulations of the relevant Organiser, Operator or Carrier.

4. The User is responsible for the correctness of the data entered.

§ 5
User Account Identifiers

1. Types of Identifiers

The FALA System supports the following types of Identifiers:

a) FALA card,

b) EMV Card,

c) FALA System mobile application,

d) I am from Gdańsk mobile application issued by the Gdańsk Tourist Organisation,

e) School ID card with the FALA transport module,

f) Teacher ID card with FALA transport module,

g) Gdańsk Resident Card issued by the Gdańsk Tourist Organisation,

h) FALA System key ring (innovative medium).

2. Validity period of ID cards

Identifiers do not have a specified expiry date, unless otherwise specified in separate regulations, including the regulations of the issuers of a given Identifier.

3. Rules for assigning IDs to an account

1. Non-personalised account – only 1 Identifier can be active at a given time.
2. Personalised account – may have several different Identifiers active.
3. In the case of Identifiers assigned to a personalised Account, it is prohibited to share them with third parties.

4. Changing the active Identifier for a non-personalised Account

The active ID for a non-personalised Account may be changed no earlier than on the day following the blocking (cancellation) of the currently active ID.

5. Managing Identifiers

Active IDs can be managed, i.e. blocked and unblocked or restricted, as follows:

a) on the FALA System Portal,
b) in the FALA System mobile application,
c) at Customer Service Points.

6. ID Blocking

Blocking an ID is a reversible operation, but to reverse it, you need to provide the User Account PIN.

7. ID Card Blocking

Identifier blocking in the FALA System is an irreversible operation – it means permanent invalidation of a given medium, e.g. a FALA Card. Once an Identifier has been blocked, it cannot be reactivated and is permanently removed from the list of Identifiers.

8. Characteristics of Identifiers

FALA Card

1. Distribution

The FALA Card is issued at Customer Service Points. It can also be sent to the address provided by the Personalised Account User when applying for a FALA Card at Customer Service Points and on the FALA System Portal.

2. Link to a non-personalised Account or a personalised Account

The FALA Card issued at a Customer Service Point may be linked to a non-personalised Account (bearer card) or a personalised Account, depending on the User's preferences and the procedures in force at the given point.

3. Changing the account link

A FALA card linked to a non-personalised Account may be assigned to a personalised Account when the non-personalised Account is converted into a personalised Account (in accordance with the rules set out in § 3(4) of the Terms and Conditions).

4. Cost of issuing the first FALA Card

The first FALA Card issued to a given User is free of charge.

5. Issuing subsequent FALA Cards

The issue of subsequent cards is subject to a fee. The amount of the fee is specified in Appendix 1 to the Terms and Conditions.

EMV card in the MTT/PaYG model

1. Payments with an EMV card

The EMV card allows you to pay for journeys and additional fees imposed during ticket inspections.

2. Payment card data security

1. The FALA System database does not store any sensitive card data, such as the card number or expiry date, but only a token created in accordance with the standards of payment organisations.
2. The card token is downloaded using software certified by Visa and MasterCard.

3. EMV card as an account identifier in the FALA System

An EMV card can serve as a User ID in the FALA System. As an ID, it enables the verification of tickets assigned to the User Account during inspections, the purchase of tickets at Readers or Falomats, and identification at Customer Service Points.

Assigning an EMV card as an identifier is possible:

a) in the FALA System mobile application,
b) on the FALA System Portal,
c) at Customer Service Points.

FALA System mobile application

1. Installation

The only acceptable method of installing the FALA System mobile application is to download it from the official Google Play or App Store.

2. Current version of the application

Users should always use the latest officially released version of the application in order to have access to all available features and current security measures.

3. Blocking in the event of an outdated version

InnoBaltica Sp. z o.o. (owner of the FALA System) or the manufacturer of the FALA System mobile application may block it if the User is using an outdated version that is no longer supported.

4. First login – assigning an ID

After the first login to the User Account, the application automatically becomes one of the Identifiers assigned to it.

5. Multiple devices – multiple Identifiers

Each subsequent installation of the application on another mobile device and the first login to a given User Account results in the assignment of another, separate Identifier.

6. Application recognition in the FALA System

During ticket or travel entitlement checks, the application is recognised by the FALA System thanks to the QR code generated in it. It is available in the TICKETS tab or in the upper left corner of the application screen. This code is valid for 120 seconds from the moment it is generated. After this time, the code must be regenerated.

7. Responsibility for device security

The user is responsible for securing the mobile device on which the application is installed. It should not be used on devices with unauthorised modifications to the operating system or with malicious software installed, as this may violate security rules and affect the proper functioning of the FALA System.

Mobile application I am from Gdańsk

1. Installation

The only acceptable way to install the Jestem z Gdańska mobile application is to download it from the official Google Play or App Store.

2. Current version of the application

The user should always use the latest, officially released version of the application in order to have access to all available functionalities and current security features.

3. Blocking in the case of an outdated version

The Gdańsk Tourist Organisation (owner of the Jestem z Gdańska mobile application) or the manufacturer of the Jestem z Gdańska mobile application may block it if the User is using an outdated version that is no longer supported.

4. Using the Jestem z Gdańska mobile application

The rules for using the application and the available packages are described in the Terms and Conditions of the Gdańsk Resident Card System available on the website jestemzgdanska.pl.

School ID card with the FALA transport module and Teacher ID card with FALA transport module

1. Legal basis

School ID cards and teacher ID cards are issued in accordance with the templates specified in:

a) Regulation of the Minister of Education and Science of 7 June 2023 on certificates, state diplomas and other forms;
b) Regulation of the Minister of Education of 11 April 2024 amending the regulation on the template and procedure for issuing teacher ID cards.

2. Ordering an ID card

1. The school that will distribute the ID cards is responsible for ordering school ID cards and teacher ID cards.
2. ID cards are ordered by completing the form available atinnobaltica.pl/legitymacje .

3. FALA transport module in ID cards

1. ID cards manufactured by InnoBaltica Sp. z.o.o. have an inactive FALA transport module.
2. The FALA transport module can be activated using the form available atinnobaltica.pl/legitymacje .
3. After completing the necessary data, within three working days, a message with a link activating the FALA System User Account will be sent to the e-mail address provided during activation.

Gdańsk Resident Card

1. How to order

The Gdańsk Resident Card can be ordered:

a) in the Jestem z Gdańska mobile application,
b) on the jestemzgdanska.pl portal,
c) at the Gdańsk Resident Card Service Centre.

2. Linking to a personalised account in the FALA system

1. The Gdańsk Resident Card is automatically linked to your account in the FALA System after selecting the "Public transport tickets – FALA System" package when applying for the card.
2. Selecting the above package automatically creates a personalised account in the FALA System and in the Jestem z Gdańska System.

3. Rules for using the Gdańsk Resident Card

Detailed rules for using the card and available packages are described in the Gdańsk Resident Card System Regulations available on the jestemzgdanska.pl portal.

§ 6

Concluding an Agreement for maintaining an account in the FALA System

1. The Agreement for maintaining an account in the FALA System is concluded at the moment of creating a non-personalised Account or a personalised Account.
2. Opening an account in the FALA System requires acceptance of the mandatory consents included in Appendix 2 to the Terms and Conditions.
3. A person with a given PESEL number may conclude only one Agreement on their own behalf.
4. The Agreement may only be concluded if there is no active User Account in the FALA System for a given PESEL number (or passport number in the case of citizens of other countries).
5. The Agreement is concluded for an indefinite period, with the possibility of termination in accordance with the provisions of the Terms and Conditions.
6. The Agreement may be concluded on behalf of the principal by a proxy upon presentation of a Power of Attorney.
7. The Agreement may only be concluded by a representative at Customer Service Points.
8. Before creating a User Account at a Customer Service Point, the following are verified:
    a) the identity of the person submitting the application or their representative – on the basis of a document presented to confirm their identity or the representative's identity document;
    b) the basis for any representation relationship – on the basis of an appropriate document, e.g. the child's identity card, the child's passport, the child's school ID card, the child's birth certificate, a court decision establishing guardianship or a power of attorney.

§ 7
Provision of services by electronic means in the FALA System

1. Legal basis

The provision of electronic services within the FALA System is carried out in accordance with the Act of 18 July 2002 on the provision of electronic services (i.e. Journal of Laws of 2024, item 1513; amendment: Journal of Laws of 2024, item 1222) and the rules set out in the Terms and Conditions, taking into account Article 384 of the Act of 23 April 1964 – Civil Code (i.e. Journal of Laws of 2025, item 1071, as amended).

2. Technical conditions for using the services

1. FALA System Portal

a) The FALA System Portal can be used provided that you have a device with Internet access.
b) It is recommended to use the latest version of a web browser, e.g. Microsoft Edge, Mozilla Firefox, Google Chrome, Safari.
c) Software capable of reading PDF files is required. The latest version of Adobe Acrobat Reader is recommended.

2. FALA System mobile application

a) The FALA System mobile application can be used after downloading it from Google Play (for Android) or the App Store (for iOS) and installing it on your mobile device.
b) The mobile device should be equipped with the recommended, current version of Android or iOS. The system should not have any modifications other than those made by the manufacturer of the mobile device.
c) An internet connection is required for the application to function properly.
d) Access to a web browser that allows connection to the FALA System Portal is required.
e) Software capable of reading PDF files is required. The latest version of Adobe Acrobat Reader is recommended.
f) To ensure full functionality of the application, the User should enable its access to location (when using features such as dynamic travel or personalised travel tips) and the camera (e.g. for reading QR codes or creating an account in the FALA System).
g) It is recommended to regularly install available application updates and operating system updates – in accordance with the recommendations of the mobile device manufacturer and the operating system manufacturer.

3. Security rules

1. Each FALA System User is obliged to protect the data enabling them to log in to the FALA System portal and the FALA System mobile application from access by third parties.
2. Each time a User has finished using their account, they should log out.
3. It is not recommended to save passwords in a web browser or on a mobile device. The FALA System Administrator is not responsible for unauthorised access to a User Account resulting from saving passwords in a browser or on a mobile device.
4. The User shall be liable for the consequences of unauthorised persons using the FALA System Portal or the FALA System mobile application who have gained access to the FALA System as a result of failure to comply with the above security rules.

§ 8

Amendment of the terms and conditions of the Agreement for maintaining an account in the FALA System

1. Account type conversion

The terms and conditions of the Agreement for maintaining an account in the FALA System are changed when a given account is converted into a different type of account.

2. Transfer of tickets

If tickets purchased within the FALA System were linked to the converted account, they shall be transferred to the new account type. This is possible provided that the given type of tickets can be used in conjunction with the new account type.

3. Blocking account conversion

If, as a result of the account conversion, it is impossible to transfer tickets to the new account type, the System will automatically block the possibility of converting this account.

4. User Subaccount Balance (eWallet)

When converting an account, the balance associated with the User Subaccount does not change.

§ 9

Termination of the Agreement for maintaining an account in the FALA System

1. Submitting a request to close an account

A FALA System User may submit a request to terminate the Account Agreement at any time. To do so, they must submit a request to close their account via:

a) The FALA System Portal,
b) The FALA System mobile application,
c) the Customer Service Point.

2. Terms and conditions of Agreement termination

The Agreement shall be terminated automatically if:

a) the ePortmonetka balance is PLN 0,
b) there are no active tickets or other travel entitlements stored in the account, e.g. those activated at the start of a dynamic journey.

3. Refund of funds from the User's Sub-account (ePortmonetka)

If the balance of the ePortmonetka in the User's Account is greater than PLN 0, the account holder is required to provide a bank account number to which the unused funds will be refunded.

4. Deadline for refunding funds from the User Subaccount (eWallet)

The refund will be made within 14 days of the positive consideration of the account closure request and the provision of a valid bank account number.

5. Refund of fees for unused tickets

Inactive tickets can be returned in the FALA System mobile application or on the FALA System Portal. If there are active tickets in the User's Account, the account can be closed after the expiry of these tickets.

6. Termination of the Agreement in the event of discontinuation of the FALA System

If the Organiser or InnoBaltica Sp. z o.o. decides to terminate the FALA System, the Account Agreement with the User shall be terminated. A 6-month notice period shall then apply, counted from the date of publication of information about the termination of the System's operation in available communication channels, e.g. on the FALA System Portal and in the FALA System mobile application. The publication of information shall be tantamount to submitting a statement of termination of the Agreement with the above notice period.

§ 10
Consents in the FALA System

1. Acceptance of consents

The use of the FALA System is subject to the acceptance of the consents specified in Appendix 2 to the Terms and Conditions. The consents given by the User are auditable. This means that each consent given by the User is recorded in the FALA System database.

2. Types of consents

Consents are divided into:

a) mandatory, i.e. those without which it is impossible to use the FALA System in the scope of a given functional block;

b) non-mandatory, i.e. those whose absence does not prevent the use of the FALA System, but is associated with a limitation of the scope of functionality or a deterioration in the ergonomics of the System's operation.

3. Change of consent content

In the event of a change in the content of a given consent, the User will be asked to accept it again, even if they have previously accepted the previous version of the document. In such a case, failure to give consent again is tantamount to withdrawing the previously given consent.

4. Withdrawal of consent

1. A FALA System User may withdraw their previously given consent at any time.
2. Withdrawal of mandatory consent is tantamount to submitting a request to close an account in the FALA System.

§ 11
Rules for travelling within the FALA System

1. Rules for travelling

1. The rules for registering the start and end of a journey depend on the area in which the journey takes place, the type of transport and the Identifier used. The rules for individual Organisers and Carriers are set out in Appendix 5 to the Regulations.
2. During a journey, a User with a personalised Account may use various Identifiers associated with their account interchangeably, e.g. FALA Cards, EMV Cards, devices with the FALA System mobile application.
3. Users with a non-personalised Account are required to use only one Identifier per journey.

2. Dynamic travel in Lębork and Chojnice

1. Dynamic journeys with check-in and check-out registration are mandatory in Lębork and Chojnice. This is due to the need to take into account the fare zones that apply in these cities.
2. If the Passenger does not register the end of the journey, a fee will be charged for the entire route of the given journey, in accordance with the Organiser's or Carrier's tariff.
3. During a multi-stage journey, i.e. with transfers, the Passenger must comply with the rules related to this type of journey. At each transfer, they register the end of the previous section (Check-out) and then the beginning of the next one (Check-in). At the end of the entire journey, the Passenger also registers its end (Check-out).

3. Dynamic travel in Gdańsk, Gdynia, Sopot, Puck and Władysławowo

In the above-mentioned cities, only the entry into the vehicle needs to be registered; the end of the journey is not registered. After registration, a single-journey ticket fee will be charged in accordance with the tariff of the relevant Organiser or Carrier.

4. Optimisation of travel in Słupsk

A promotional day ticket is valid in Słupsk. A passenger who purchases 3 single tickets on a given day (from 00:00 to 24:00 on that day) using contactless payment by payment card or FALA Card will automatically receive a day ticket. This means that after purchasing the third ticket, no further charges will be made within 24 hours of the first journey registration, and the total charge will not exceed the cost of a daily ticket.

6. Reader or Falomat failure

1. In the event of a reader or Falomat failure at the start of the journey:
    a) on a bus or tram – Passengers should use another device located in the vehicle. If the other Readers or Falomats are also out of order, Passengers are entitled to travel using the FALA System mobile application.
    b) at a station or railway stop – the Passenger should use the nearest available FALA System device. If this is not possible, they should purchase a ticket in the FALA System mobile application, at the ticket office or from the train crew. If the purchase of a ticket from the train crew involves an additional fee, the Passenger has the right to lodge a complaint in accordance with the Regulations.
2. In the event of a malfunction of the Reader or Wave Reader at the end of the journey and the inability to use another device, the Passenger has the right to file a complaint in accordance with the Regulations.

§ 12
Ticket sales in the FALA System

1. Ticket sales and service fees

The FALA System sells tickets and allows payment for services operated by the FALA System, in accordance with the applicable Transport Tariff.

2. Purchase of tickets

When purchasing tickets, their price is presented to the User before payment is made. Payment is required to finalise the purchase.

3. Dynamic travel in cities where registration of the start and end of the journey is required

1. When purchasing tickets for dynamic travel, the Passenger is required to register each entry and exit from the vehicle. The cost of the journey is calculated after its completion, at the latest by the end of the following day.

2. Tickets for dynamic travel can only be paid for using:

a) ePortmonetka and an ID accepted by the reader,
b) ePortmonetka and the FALA System mobile application,
c) EMV card (using MTT/PaYG payment model).

4. Ticket storage

Tickets purchased by the Passenger, with the exception of paper tickets, are saved in the FALA System account and on the EMV Card used for payment in the MTT/PaYG model.

5. Ticket propagation time

The propagation time from the moment of ticket purchase to its visibility in the FALA System may take up to 120 seconds. During this time, the ticket may not yet be visible in the System, which does not affect its validity – provided that it has been correctly purchased and paid for.

§ 13
Payment methods

1. Accepted forms of payment

The following payment methods are available in the FALA System:

a) cash,
b) EMV card (including MTT/PaYG model),
c) e-wallet,
d) e-commerce payments.

2. Cash acceptance

Cash payments are accepted:

a) at Customer Service Points,
b) at Points of Sale,
c) at ZTM ticket machines in Gdańsk,
d) from bus and tram drivers and train staff (if such sales are conducted),
e) when collecting additional fees during inspections.

3. EMV card acceptance

Payment by EMV card is possible:

a) on the FALA System Portal (as part of e-commerce payments),

b) in the FALA System mobile application (as part of e-commerce payments),
c) at Falomats and Readers,
d) at Customer Service Points,
e) at points of sale,
f) at ZTM ticket machines in Gdańsk,
g) when collecting additional fees during inspections.

Payments in the MTT/PaYG model are made on devices that support this payment model (see § 14 point 2).

4. Acceptance of ePortmonetka

ePortmonetka can be used:

a) on the FALA System Portal,
b) in the FALA System mobile application,
c) at Falomat machines and readers,
d) at Customer Service Points.

5. Acceptance of e-commerce payments

E-commerce payments include payments made:

a) on the FALA System Portal,
b) in the FALA System mobile application,
c) at Falomats,
d) at Customer Service Points (BLIK payments only).

§ 14
Purchase of tickets in the MTT/PaYG model using EMV cards

1. Terms and conditions of use of EMV cards

In the FALA System, any holder of a valid EMV card linked to a bank account can purchase tickets for public transport and rail travel.

2. Device supporting MTT/PaYG payments

MTT/PaYG payments are only possible on devices marked with the Visa or MasterCard logo.

3. Account debit date

Funds are debited from the bank account linked to the EMV Card no earlier than the day after the end of the journey, but the actual date of debiting is determined by the bank where the account is held.

4. Debit amount

The amount debited will be the sum of all transactions made by the Passenger on the given day of travel.

5. Pre-authorisation hold

When using an EMV Card for payment in the MTT/PaYG model, the payment card operator may block a specific amount on the bank account. The amount is determined by the clearing agent, e.g. the bank where the Passenger's settlement account is held. This fee will be refunded after the ticket purchase fee has been debited from the account.

6. Marking the card as overdrawn

If the FALA System is unable to withdraw funds from the bank account linked to the EMV Card, it will mark the card as overdrawn and prevent its further use for ticket purchases.

7. Multiple attempts to withdraw funds

In the situation described in point 6, the System will make several attempts to withdraw funds from the EMV Card.

8. Card charging procedure in case of failure

If the attempts to withdraw funds are unsuccessful, the FALA system will initiate a card charging procedure. As part of this procedure, InnoBaltica Sp. z o.o. will contact the EMV card issuer via the payment operator to obtain the funds due.

§ 15

Purchase and activation of paper tickets with a QR code

1. How to purchase a paper ticket with a QR code

Paper tickets with a QR code can be purchased at the Gdańsk Municipal Transport Authority ticket machines, in accordance with the current ZTM fare offer in Gdańsk.

2. Validating a paper ticket with a QR code

1. A paper ticket with a QR code entitles the holder to travel on public transport organised by the Gdańsk Municipal Transport Authority after it has been correctly validated in the FALA System readers or Falomats.
2. A paper ticket with a QR code is validated by scanning the QR code from the ticket using a reader or Falomat installed in the vehicle.
3. Correct scanning of the QR code causes the information about the ticket validation to be recorded in the FALA System and the start of its validity period, in accordance with the conditions specified for the given ticket type.
4. An uncancelled or incorrectly cancelled paper ticket with a QR code does not entitle the holder to travel and is treated as an invalid ticket.

3. Rules for checking paper tickets with a QR code

1. Passengers are required to keep their paper ticket with a QR code for the entire duration of the journey and to present it for inspection at the request of the ticket inspector.
2. Detailed rules regarding the validity, inspection and responsibility for the use of paper tickets with a QR code are specified in the fare regulations and transport regulations in force by the transport organiser**.**

§ 16
User Subaccount (ePortmonetka)

1. Funding the User's Subaccount

Only the Personalised Account User may fund the User Subaccount.

2. Methods of crediting the User Subaccount

The User Subaccount can be topped up:

a) using the e-commerce channels available in the FALA System mobile application or on the FALA System Portal,
b) at Customer Service Points (excluding cash payments).

3. Use of the User Subaccount

The User Subaccount in the form of an e-wallet can be used in the FALA System to purchase tickets as a means of payment accepted by the FALA System.

4. Limits on funding the User Subaccount

1. If an instruction is issued to top up the Subaccount with an amount higher than the monthly limit or the permissible amount of funds is exceeded (Appendix 1 to the Regulations), such instruction will not be accepted. If the account was topped up electronically, the funds will be automatically returned to the bank account from which the top-up was made.
2. Issuing an instruction to return funds to the User's Subaccount does not affect the monthly deposit limit for the Subaccount.

5. Checking the balance

Users of non-personalised Accounts, personalised Accounts and group Accounts may check the balance of funds in their User Subaccount. To do so, they should log in to their account in the FALA System or visit a selected Customer Service Point.

6. Payment of travel fees

In the case of payment for travel from the User's Sub-account, the amount due is blocked on the sub-account after the end of the journey and then transferred to the relevant Organiser.

7. Redemption of funds

1. The Passenger has the right to redeem the funds accumulated in the User's Subaccount at any time. This is possible provided that there are no outstanding financial obligations. Redemption of funds is tantamount to termination of the Agreement for maintaining an account in the FALA System.
2. A request for redemption of funds may be submitted:
   a) electronically: on the FALA System Portal or in the FALA System mobile application by providing the bank account number to which the funds are to be transferred;
   b) in person: at Customer Service Points, where funds can be withdrawn in cash.

§ 17

Debt on the User's Subaccount in the FALA System

1. Blocking of the User's Subaccount in the event of debt

When a debt arises, the ability to purchase tickets will be blocked. To unblock the account in the FALA System, the User must repay the debt.

2. Method of debt repayment

Repayment is made by crediting the User's Subaccount with an amount covering the entire debt.

3. Debt repayment locations

Debt repayment is possible:

a) in the FALA System mobile application,

b) on the FALA System Portal,
c) at Customer Service Points.

4. No additional fees

Debt repayment does not involve any additional fees charged by the FALA System.

§ 18
Refunds for unused tickets

1. Refund rules

The rules for refunding unused tickets are regulated by individual Organisers or Railway Carriers.

2. Refunds for unused tickets

Refunds for unused tickets are made in accordance with the rules of individual Organisers or Carriers. The funds will be transferred to the User's Subaccount or to the bank account indicated by the User.

§ 19
Issuing invoices

1. Rules for issuing invoices

An invoice for PTZ services may only be issued to a User who has a personalised account in the FALA System.

2. Invoices for natural persons not conducting business activity

A natural person may generate an invoice:

a) via the FALA System Portal – the User may declare their wish to receive an invoice when purchasing a ticket or generate the document later, up to a maximum of 3 months from the last day of the month in which the ticket was purchased. To do this, they select from the list of transactions those for which an invoice has not yet been issued.
b) via the FALA System mobile application – the user can generate an invoice up to 3 months from the last day of the month in which the ticket was purchased. To do this, they select from the list of transactions those for which an invoice has not yet been issued.

c) at Customer Service Points – an invoice can be obtained up to 3 months from the last day of the month in which the ticket was purchased. This applies only to tickets purchased at Customer Service Points.

3. Invoices for business entities

Business entities can obtain an invoice with a VAT number:

a) via the FALA System Portal – Users may declare their wish to receive an invoice with their NIP number only when purchasing a ticket.

b) via the FALA mobile application – in order to receive an invoice with a tax identification number (NIP), please send a request tosprzedaz@systemfala.pl by the 10th day of the month following the month of ticket purchase. The message must include: customer account number, transaction date, ticket type and price, as well as invoice details, i.e. name and address of the business, together with the tax identification number (NIP).

c) at Customer Service Points – you can obtain an invoice by the 10th day of the month following the month of ticket purchase.

4. Rules for issuing invoices

1. Invoices may only be issued for sales transactions that have been deemed valid, regardless of whether the settlement process was successful. Valid sales transactions are those in which the Personalised Account User purchased a ticket.

2. Invoices issued on the FALA System Portal and in the FALA System mobile application are generated and made available for download in PDF format. Invoices issued at Customer Service Points are in paper form.

3. In the event of a refund for a ticket for which a VAT invoice has been issued, a corrective invoice is automatically generated.

5. Invoicing in the National e-Invoice System (KSeF)

1. Invoices documenting transactions carried out within the FALA System are issued in accordance with applicable tax law, in particular the provisions of the National e-Invoice System (KSeF).

2. If the User is an entity obliged or entitled to use KSeF, the invoice will be issued in the form of a structured invoice and made available via KSeF, in accordance with the rules set out in the applicable regulations.

3. The condition for issuing an invoice in KSeF is that the User provides correct identification data, including their tax identification number (NIP), enabling the correct issuance and transmission of the invoice to KSeF.

4. An invoice issued and made available in KSeF is considered to have been effectively delivered to the User in accordance with the law. InnoBaltica is not responsible for the lack of access to the invoice resulting from reasons attributable to the User or KSeF.

5. If it is not possible to issue an invoice in KSeF for reasons beyond the control of the FALA System, the invoice will be issued in a form permitted by applicable law.

§ 20
Ticket inspections

1. Ticket inspection

Ticket inspection is carried out exclusively by an authorised Inspector.

2. Passenger obligations

1. Passengers are required to present, at the request of the Inspector, a valid ticket or only the Carrier/Identifier on which the travel entitlements have been recorded or assigned.

2. It is prohibited to use any surrogates or substitutes for the Identifier (in particular copies, virtual equivalents, other devices or applications) other than those indicated as a carrier in the FALA System.

3. The use of a substitute for the Identifier is tantamount to not having a valid ticket for travel.

3. User Account Identification

Account identification in the FALA System is performed by:

a) reading the QR code from the Identifier,

b) placing the ID card on the inspection terminal.

4. No ticket

In the event of no ticket, the inspector imposes an additional fee in accordance with the Organiser's or Carrier's applicable Transport Tariff.

5. Methods of paying the additional fee

The additional fee may be paid in the following ways:

a) to the inspector – at the inspection terminal (payment in cash or by payment card),

b) by bank transfer – to the indicated bank account number.

6. Ticket inspection in the event of unavailability of functioning devices in the vehicle

1. When the FALA System devices in the vehicle are not working, the Passenger may purchase a ticket in another way, e.g. via the FALA System mobile application or from the driver.

2. If the Passenger does not have a valid ticket, the Inspector may impose an additional fee – even if the FALA System devices available in the vehicle are not working.
3. If the Passenger is unable to purchase a ticket through another channel, the decision to impose an additional fee rests with the Organiser or the rail carrier.
3. If the Passenger does not agree with the additional fee imposed, they may lodge a complaint with the relevant Organiser.

§ 21
Complaints and reports

1. Methods of submitting complaints or reports

FALA System users may submit complaints or reports using the electronic form available in the FALA System mobile application and on the FALA System Portal, or via the helpline at +48 585 733 585.

2. Subject of the complaint or report

The subject of a complaint or report may be the operation of the FALA System, in particular with regard to:

a) malfunctioning of the FALA System mobile application or the FALA System Portal,
b) malfunction of the Falomat or Reader,
c) malfunction or failure of the FALA Card,
d) incorrect data printed on the FALA Card,
e) non-delivery of the FALA Card to the specified address or to the selected Customer Service Point,
f) incorrect calculation of ticket fees.

3. Complaint handling

1. Complaints shall be considered within 14 days. This obligation arises from Article 7a(1) of the Act of 30 May 2014 on consumer rights (i.e. Journal of Laws of 2024, item 1796, as amended). Information about the outcome of the complaint procedure will be sent in electronic form to the e-mail address provided by the User or in another form, if the User has requested this when submitting the complaint.
2. If it is found that the malfunction of the FALA System is caused by improper use, the complaint will be rejected.
3. Details of the complaint procedure – concerning non-performance or improper performance of the transport contract, or if the Passenger disagrees with the content of the payment request and can

prove that they had a valid transport document or a document certifying their entitlement to free/reduced-fare travel – are governed by the regulations of individual Organisers and Carriers.

4. Appeal procedure

1. If the complaint is rejected or partially accepted, the User may appeal to InnoBaltica Sp. z o.o. The User has 14 days from receiving information about the outcome of the complaint to do so. The appeal process is the same as the complaint process.
2. The appeal shall be considered within 30 days from the date of receipt of the appeal.

5. Refund

1. Refunds shall be made by bank transfer to the specified bank account or by transfer to the sub-account of the User to whom the complaint relates.
2. The rules for refunds for unused or partially used tickets are determined by the Organisers, Operators and Carriers.
3. The rules for refunds made by Organisers, Operators and Carriers are available on their websites. The current list of all Public Transport Organisers and Railway Carriers is available at systemfala.pl.

§ 22
Termination of the Agreement for the use of the FALA System by InnoBaltica Sp. z o.o.

InnoBaltica Sp. z o.o. reserves the right to terminate the Agreement for the use of the FALA System if the User of a personalised Account violates the provisions of the Agreement or uses the functionality of the FALA System in a manner inconsistent with its intended purpose. In such a case, InnoBaltica Sp. z o.o. may first block the User's Account and request the User to remedy the identified violations within a specified period. After the specified period has expired, InnoBaltica Sp. z o.o. reserves the right to terminate the Agreement with immediate effect.

§ 23
Final provisions

1. InnoBaltica Sp. z o.o. declares that:
    a) acts as an integrator for the collection of fees for PTZ services and an integrator for the sale of tickets by Organisers, Operators and Carriers, and is not responsible for their actions, in particular for the manner in which these entities perform transport contracts concluded with Users or Passengers;
    b) is liable for damages resulting from the malfunctioning of the FALA System;

c) does not carry out ticket inspections;
d) is not responsible for pursuing claims by Organisers, Operators or Carriers resulting from a Passenger's lack of a valid ticket or a valid document entitling them to free or reduced-fare travel;
e) is not liable for damages resulting from the loss of a season ticket or funds accumulated in the User's Subaccount if the FALA Card is damaged or lost before this fact is reported. From the date of reporting the loss of the FALA Card until the season ticket is replaced, the User of a personalised Account must pay for travel in accordance with the Transport Tariff of the relevant Operator or Carrier.
f) is not liable for damage caused by improper or unauthorised use of the FALA Card or for damage resulting from incorrect use of the FALA Card;
g) is entitled to claim payment for the transport service provided in the event of insufficient funds in the User's Sub-account;
h) may provide the Organisers, Operators and Carriers (and, at their request, other entities) with information about the FALA System User if it is necessary to pursue their claims resulting from the Passenger's lack of a valid ticket or document entitling them to free/reduced-fare travel.

2. In matters not covered by the Regulations, the provisions of general law, including local law, shall apply.

3. InnoBaltica Sp. z o.o. reserves the right to amend the Regulations for important reasons.

4. Any amendment to the Regulations requires re-acceptance by the FALA System User. Without acceptance of the Regulations, it is not possible to use the FALA System.

Appendices to the Terms and Conditions

Appendix 1. Table of fees and limits in the FALA System

Appendix 2. Consents

Appendix 3. Information clause for Passengers and Users

Appendix 4. Power of attorney template

Appendix No. 5. Rules for dynamic travel, broken down by PTZ Organisers

Appendix No. 1. Table of fees and limits in the FALA System

Fees	
Description	**Amount**
Fee for setting up and maintaining a User Account in the FALA System	0 PLN
Fee for issuing the first card for a personalised Account	0 PLN
Fee for issuing another card for a personalised Account	30 PLN
Fee for issuing the first and subsequent cards for a non-personalised Account (bearer card)	PLN 0
Limits	
Description	**Value**
Minimum ePortmonetka top-up value	1 PLN
Maximum ePortmonetka top-up amount on a personalised account	1380 PLN
Maximum ePortmonetka top-up amount on a non-personalised account	600 PLN
Minimum balance in ePortmonetka required to purchase a ticket via the Reader	7 PLN
Maximum value of tickets that can be paid for in Falomat	100 PLN
Maximum number of tickets that can be purchased in Falomat	10 PCS.

Appendix No. 2. Consents

No.	Name of consent	Account type	Consent type	Context
1	FALA System Terms and Conditions	Personalised account Non-personalised account	Mandatory	User Account
2.	Information clause for the Passenger and User	Personalised Account Non-personalised account	Mandatory	User account
3.	Privacy policy	Personalised account Non-personalised account	Mandatory	User account FALA System Portal
4.	Consent to the processing of personal data for the purpose of receiving marketing information tailored to the User's profile	Personalised account Non-personalised account	Optional	User account

Appendix 3. Information clause for Passengers and Users

information clause for Passengers and Users

In connection with the provisions of Article 13 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 referred to as: GDPR) , we hereby inform you that:

Data controller

The controller of your data is InnoBaltica Sp. z o.o., ul. Lastadia 2, 80-880 Gdańsk, e-mail: innobaltica@innobaltica.pl

Data Protection Officer

For all matters relating to personal data protection, you may contact our Data Protection Officer at the following email address:iod@innobaltica.pl .

Purpose and legal basis for data processing

The purpose of processing your personal data is:

1. To use the services available in the FALA System Application, as well as to create a User Account.

2. To tailor, analyse and improve services, provide information about them and ensure the security of their provision. The legal basis is Article 6(1)(b) of the GDPR, i.e. the conclusion of a contract in the form of acceptance of the Terms and Conditions.

3. Conducting marketing and sales activities and enabling contact in connection with the services provided. The legal basis is Article 6(1)(a) of the GDPR, i.e. the Passenger's consent.

4. Processing related to complaint handling, document archiving, and financial and tax settlements. The legal basis is Article 6(1)(c) of the GDPR, in connection with the Transport Law Act, the Commercial Companies Code Act, the Tax Ordinance Act and other legal provisions .

5. Processing of personal data relating to encoded travel discount entitlements. The legal basis is Article 6(1)(a) and Article 9(2)(a) of the GDPR, i.e. the Passenger's consent.

Mandatory provision of certain data

The provision of data required by law is mandatory. In the case of voluntary provision of data other than that required by the above-mentioned acts, the basis for processing is Article 6(1)(a) of the GDPR, i.e. the Passenger's informed consent.

Data retention period

Your personal data will be processed for the period of your use of the FALA System Application services (the term of the agreement) to the extent necessary for the proper performance of the services. If you decide to stop using the FALA System Application, your data will be stored for a period of 5 years from the end of the calendar year in which the contract was terminated, to the extent necessary to fulfil the obligations arising from legal provisions and in connection with any claims or defence against claims.

Data recipients

1. The recipients of your personal data are entities authorised to disclose data to them under the law. These include the following ticket issuers:

1) Gdańsk Municipal Transport Authority,

2) Gdynia Municipal Transport Authority,

3) Słupsk Municipal Infrastructure Authority,

4) Municipal Transport Company in Chojnice Sp. z o.o.,

5) Municipal Transport Authority in Lębork Sp. z o.o.,

6) Municipal Transport Company in Wejherowo Sp. z o.o.,

7) Gryf Bus Transport Ltd. Sp. k.,

8) PKS Gdynia Ltd.,

9) POLREGIO Ltd.,

10) PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o.

2. Personal data will be made available primarily to the Administrator's employees in accordance with their rights and authorisations, in order to ensure the proper handling of data processing operations and within the necessary time and scope.

3. The Administrator's employees have been trained in the applicable laws on personal data protection, as well as in the data protection rules applicable at the Administrator. They have also been obliged to maintain the confidentiality of all personal data and the methods of securing it.

4. Personal data may also be made available to persons authorised by the Administrator, entities providing IT services, postal operators or couriers, the entity producing the FALA Card, other entities providing services under the indicated transport contract and providing other services to the Administrator.

Rights of individuals

1. You have the right to request access to your personal data, obtain a copy of it, rectify it, delete it or restrict its processing, as well as the right to transfer the data and the right to lodge a complaint with the President of the Personal Data Protection Office (ul. Stawki 2, 00-193 Warsaw, e-mail:kancelaria@uodo.gov.pl).

2. In addition, you have the right to give or withdraw your consent to the processing of personal data for marketing purposes and encoded travel discount entitlements. You can withdraw your consent by sending a request to our e-mail address or postal address. The consequence of withdrawing your consent will be that we will no longer be able to process this data.

3. Some of the above rights may be restricted by the provisions of Chapter III of the GDPR.

Joint data control

4. The main content of the agreements and information related to joint data control in jointly handled complaint processes can be found at: https://systemfala.pl/help/dokumenty/klauzula-informacyjna-dla-pasazera

Appendix 4. Power of attorney template

INNOBALTICA

fala

PEŁNOMOCNICTWO

Ja, niżej podpisana/podpisany:
Imię i nazwisko Użytkownika:
.....
Adres:
.....
Numer dokumentu tożsamości / NIP (jeśli dotyczy):
.....

niniejszym udzielam pełnomocnictwa:

Imię i nazwisko Pełnomocnika:
.....
Adres:
.....
Numer dokumentu tożsamości / NIP (jeśli dotyczy):
.....

do działania w moim imieniu w zakresie:

- dokonywania wszelkich czynności związanych z **założeniem Konta Użytkownika w Systemie FALA**;
- zarządzania kontem, w tym jego konfiguracji, aktualizacji danych oraz wnioskowania o zmiany uprawnień;
- odbierania informacji technicznych i organizacyjnych dotyczących funkcjonowania konta w Systemie FALA;
- składania wymaganych oświadczeń i podpisywania dokumentów niezbędnych do realizacji powyższych czynności;
- kontaktowania się z operatorem systemu oraz innymi podmiotami odpowiedzialnymi za jego obsługę techniczną i organizacyjną.

Pełnomocnictwo udzielone jest jednorazowo na okres 30 dni od daty podpisu przez Użytkownika i może być odwołane w każdym czasie w formie pisemnej.

.....
(Data i podpis Użytkownika)

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Appendix 5. Rules for dynamic travel, broken down by PTZ Organisers

PTZ Organiser	Entry registration required (Check-in)	Check-out required (Check-out)	Consequences of failure to register departure (Check-out)	Comments
Gdańsk	YES	NO	Sun	Entry registration activates a single-journey ticket. No need to register exit.
Gdynia	YES	NO	Sun	Checking in activates a single-journey ticket. No need to register exit.
Słupsk	YES	NO	Sun	Checking in activates a single-journey ticket. No need to register exit.
Chojnice	YES	YES	The fare for all zones is charged.	Registration of entry activates the ticket for all zones. After registering exit, the fare for the journey is calculated.
Lębork	YES	YES	Calculation of the fare for a ticket valid for all zones.	Registering your entry activates the ticket for all zones. After registering your exit, the fare for the journey is calculated.
Puck	YES	NO	N/A	Registering your entry activates a single-journey ticket. No need to register exit.
Władysławowo	YES	NO	Sun	Checking in activates a single-journey ticket. No need to register your exit.
Pomeranian Province (PKP Fast City Rail in the Tri-City, POLREGIO)	NO	NO	Sun	Tickets are not sold on a walk-in and exit (Check-in/Check-out) basis. Tickets can be purchased at Falomat.