



CARPATREE LOYALTY PROGRAM

The loyalty program was created specifically for regular Carpatree brand customers and #carpatreeteam members. The program allows participants to collect points and then exchange them for specific rewards.

TERMS & CONDITIONS

GENERAL PROVISIONS

1. The organizer of the "Loyalty Program" action is Carpatree sp. z o.o., 24 Karpacka St., 43-300 Bielsko-Biala, NIP 547-222-12-25 represented by the President of the Board of Directors, Paweł Koszyk.
2. The campaign is directed to customers of the Carpatree brand.
3. The program is carried out in the online store of the Carpatree brand at <https://carpatree.com/>

TERMS AND CONDITIONS FOR PARTICIPATION

1. Any person who meets the terms and conditions of the program can take part in the action.
2. Participation in the loyalty program is free and voluntary.
3. The condition for taking part in the action is registration of a user account at <https://carpatree.com/>
4. By deleting the account, the user automatically resigns from participation in the action and this is tantamount to deleting all points accumulated on the account.

SCORING RULES

1. For registering an account, 500 points are awarded to the user.
2. Adding reviews to a product, results in the user being awarded 500 points.
3. Each zloty spent increases the user's point balance by 10.
4. Points for purchases are awarded on the actual price, not on the regular price.
5. All products on regular sale take part in the action.
6. Points, depending on current conditions, can be exchanged for: vouchers, discount codes, free shipping or specific products. Rewards may be limited in time and/or quantity.
7. The start of the loyalty program is considered to be 17.01.2023.

CHARACTERISTICS OF THE PROGRAM PARTICIPANT

1. Any person with a valid e-mail account and a valid storefront account can become a participant in the loyalty program.
2. By joining the program, the user confirms that he/she accepts the provisions of the regulations.
3. The points accumulated on the account cannot be transferred to another person (another account).

USER DATA

1. The administrator of the personal data provided by participants in connection with the Contest is the Organizer, whose full name and registered office are indicated above in the regulations. Personal data will be processed for purposes related to the implementation of the loyalty program.

2. Registration in the store is voluntary, but failure to register and failure to provide data or providing it in an incomplete form will result in the user not being granted participation in the action.
3. In accordance with the law, participants have the right to access their personal data, as well as to change or delete them.
4. Each Participant has the right to access, rectify, delete or limit the processing of his/her data. He or she may also object to the Organizer's processing of his or her data on the basis of Article 6(1)(f) of the RODO. He also has the right to data portability.
5. The legal basis for data processing is Article 6(1)(b) of Regulation (EU) 2016/679 EU of the European Parliament and of the Council (hereinafter referred to as "RODO"), as information necessary to perform the contract or to take action prior to its conclusion, in connection with the acceptance of the Regulations by the Participant.
6. The Participant's personal data will also be processed on the basis of Article 6(1)(c) of the RODO, in order to fulfill the Administrator's obligations under the law, including tax regulations, in order to keep accounts and make tax settlements on the prizes in the Contest; personal data will be processed for the period resulting from the commonly applicable laws on the basis of which the Administrator processes personal data, as well as the regulations on complaint proceedings in order to receive and consider complaints regarding the Contest, to send a response to the complaint - personal data will be processed until the completion of the complaint proceedings. The Participant's personal data will also be processed on the basis of Article 6(1)(f) of the RODO, for purposes arising from the legitimate interests pursued by the Administrator, such as the assertion of claims or the Administrator's defense; personal data will be processed until the statute of limitations for claims.
7. The Participant may contact the Organizer by writing to the registered office address of Carpatree sp. z o.o. or by sending an email to info@carpatree.com.
8. The Organizer is not responsible for the consequences of incorrect personal data provided by the participant.

FINAL PROVISIONS

1. The organizer reserves the right to make changes to the regulations, after informing the user about them in advance.
2. Any changes made to the regulations do not have retroactive effect.
3. All complaints concerning the way the action is carried out, Participants should submit in writing during the action.
4. A complaint submitted after the specified deadline has no legal effect.
5. A written complaint should contain the name, surname, exact address of the Participant and a detailed description and justification of the complaint. The complaint should be sent by registered mail to the Organizer's address with the annotation: "Carpatree Loyalty Program". Complaints will be considered in writing within 30 days.
6. Matters not covered by these Regulations shall be governed by the provisions of the Civil Code and other laws in force in the Republic of Poland.
7. Joining the Program is tantamount to acceptance by the Participant of the provisions of the Regulations in their entirety, with the obligation to comply with them, with confirmation that the Participant meets the conditions for participation in the Program, and with consent to the processing of his/her personal data as defined and in accordance with the Act on Personal Data Protection of August 29, 1997 (consolidated text: Journal of Laws of 2002, No. 101, item 926 as amended).