

TERMS AND CONDITIONS OF THE PROMOTIONAL CAMPAIGN

“-20% ON NEW ARRIVALS”

(hereinafter: the “Regulations”)

I. GENERAL PROVISIONS

1. The subject of these Regulations is to define the rules of the promotional campaign “-20% ON NEW ARRIVALS” (hereinafter: the “**Promotion**”).
2. The Organiser is Packhelp Spółka Akcyjna, with its registered office in Warsaw at ul. Kolejowa 5/7, 01-217 Warsaw, entered in the register of entrepreneurs of the National Court Register kept by the District Court for the Capital City of Warsaw, 13th Commercial Division of the National Court Register, under number KRS 0000831872, holding tax identification number NIP 1231308129 and statistical number REGON 362932312, with a share capital of 167.137,60 zł (hereinafter: the “**Organiser**”).
3. Each Participant of the Promotion should familiarise themselves with the content of these Regulations, which set out the rules and conditions for participation in the Promotion. Participation in the Promotion is voluntary. Taking part in the Promotion means that the Participant accepts the terms of the Promotion set out in these Regulations. The Promotion runs from 24.08.2026 from 8:00:00 until 07.09.2026 until 23:59:59.
4. The Promotion consists in the following: a Participant who makes a purchase during the Promotion period from the Organiser on the website at: <https://opakowania.inpost.pl/pl-pl>, after adding to the basket products from the “New arrivals” category, receives a discount of 20% (twenty percent) on the entire order (the “**Agreement**”). The discount is applied automatically.
5. Participation in the Promotion is possible for a Participant who jointly meets the following conditions:
 - 5.1. accepts the content of these Regulations;
 - 5.2. concludes the Agreement during the Promotion period.
6. The terms of this Promotion cannot be combined with other promotional campaigns announced by the Organiser.

II. COMPLAINTS PROCEDURE

1. Complaints regarding the course of the Promotion may be submitted in writing to the address: Packhelp S.A., with its registered office in Warsaw, ul. Kolejowa 5/7, 01-217 Warsaw, or electronically by sending a message to the e-mail address: kontakt@instore.com. A complaint should include a note that it concerns this Promotion, as well as the first and last name or the name of the Participant submitting the complaint, their address or electronic address (depending on the chosen method of contact with the Organiser), and a precise description and indication of the reason for the complaint.
2. Complaints may be submitted during the Promotion period and within 30 days of its end. The date of submission of a complaint is the date of posting or of sending the complaint electronically to the Organiser. At the Organiser's request, the

Participant should demonstrate the circumstances proving that the above deadlines were met.

3. Upon receiving a complaint in accordance with points II.1 and II.2, the Organiser responds to it within 14 (fourteen) calendar days from the date the complaint is delivered to the Organiser. The response to the complaint will be provided in writing by post or by e-mail, depending on how the complaint was submitted.
4. After exhausting the complaints procedure, the Customer has the right to pursue unrecognised claims before a common court.
5. The Participant may make use of out-of-court methods of handling complaints and pursuing claims, including, among others:
 - a) applying to the voivodeship inspector of the Trade Inspection (Inspekcja Handlowa) with a request to initiate mediation proceedings for the amicable settlement of the dispute. Information on the mediation procedure is available at the offices and on the websites of the individual Voivodeship Inspectorates of the Trade Inspection;
 - b) applying to the permanent consumer arbitration court operating at the voivodeship inspector of the Trade Inspection with a request to settle a dispute arising from the concluded agreement. A list of permanent consumer arbitration courts is available on the website of the Office of Competition and Consumer Protection: www.uokik.gov.pl/wazne_adresy.php;
 - c) requesting free legal assistance from the municipal (district) consumer ombudsman or a social organisation whose statutory tasks include consumer protection, including the Consumer Federation (www.federacja-konsumentow.org.pl).

Detailed information on out-of-court methods of handling complaints and pursuing claims, as well as the rules of access to these procedures, is available at the offices and on the websites of the district (municipal) consumer ombudsmen, social organisations whose statutory tasks include consumer protection, the Voivodeship Inspectorates of the Trade Inspection, and the Office of Competition and Consumer Protection.

The use of out-of-court methods of handling complaints and pursuing claims is voluntary and may take place when both parties to the dispute agree to it.

III. FINAL PROVISIONS

1. The Regulations enter into force on 24.08.2026.
2. The Organiser reserves the right to amend the Regulations as well as to end the Promotion early. In the case of an amendment to the Promotion Regulations where the amendment does not infringe or materially change the rights and obligations of the Participant, it may be introduced without notice and takes effect on the date of its announcement. In other cases, the Promotion Regulations may be amended for important reasons, which include, among others, a change in generally applicable laws or their interpretation, the issuance of a ruling or decision by an authorised body, the need to counteract abuse, or a technical or organisational change that does not affect the essence of the Promotion.

3. An amendment to the Regulations does not affect the acquired rights of Participants. Agreements concluded before the amendment enters into force are governed by the version of the Regulations in force on the date the Agreement was concluded.
4. In the case of a material amendment to the Promotion Regulations that adversely affects a Participant who is a Consumer, they may withdraw from participation in the Promotion within 14 days of the amendment entering into force without any negative consequences.
5. In matters not regulated by these Regulations, the provisions of the Civil Code and other generally applicable laws apply.
6. The content of these Regulations is made available free of charge at the Organiser's registered office and at: <https://opakowania.inpost.pl/pl-pl>

INFORMATION CLAUSE FOR PROMOTION PARTICIPANTS

1. Data Controller

The controller of personal data is Packhelp Spółka Akcyjna, with its registered office in Warsaw at ul. Kolejowa 5/7, 01-217 Warsaw, entered in the register of entrepreneurs of the National Court Register kept by the District Court for the Capital City of Warsaw, 13th Commercial Division of the National Court Register, under number KRS 0000831872, NIP 1231308129 and REGON 362932312, with a share capital of 167.137,60 zł, e-mail: gdpr@packhelp.com, telephone: +48 579 777 611

2. Purposes and legal bases for processing personal data

The controller processes data in order to enable you to take part in the Promotion. The basis for processing is your consent (Article 6(1)(a) GDPR).

If you conclude an agreement with the controller concerning services or products offered as part of the Promotion, the controller will also process your personal data in order to perform that agreement. The basis for processing will then be Article 6(1)(b) GDPR.

The controller does not make any decisions concerning you based solely on automated processing, including profiling.

3. Recipients of the data

The controller may share your personal data with its subcontractors (entities whose services it uses in processing), such as:

- 1) IT service providers;
- 2) entities providing accounting services;
- 3) entities providing marketing services;
- 4) entities cooperating in the organisation of the Promotion.

The controller is entitled to share personal data with other entities as well, if such an obligation arises from the law.

The controller does not transfer personal data to third countries, except for sharing data with the controller's subcontractors (entities that process data on its behalf) that provide

IT services to the controller; the controller uses only entities that ensure their operations comply with the GDPR.

4. Data retention period

Personal data collected in order to enable you to take part in the Promotion is stored by the controller for a maximum period of 3 years from the end of the Promotion or until the limitation period of claims that may be related to the Promotion.

Data obtained in order to perform the agreement is processed by the controller for a period of 3 years from the day the agreement is performed or until the limitation period of claims that may be related to the Agreement.

5. Rights of data subjects

You have the following rights:

- 1) the right of access to personal data and the right to receive a copy thereof;
- 2) the right to rectification of personal data;
- 3) the right to erasure of personal data;
- 4) the right to request restriction of data processing;
- 5) the right to data portability;
- 6) the right to object to the processing of personal data;
- 7) the right to lodge a complaint with a supervisory authority.

Since the processing of data takes place on the basis of consent, you also have the right to withdraw your consent to the processing of personal data at any time. Withdrawal of consent does not affect the lawfulness of processing carried out on the basis of consent before its withdrawal.

In order to exercise the above rights, you may contact the controller.

6. Information on whether providing data is voluntary or required

Providing your data is voluntary; however, without providing it, it is impossible [the sentence is incomplete in the source document]