

TERMS AND CONDITIONS OF THE PROMOTIONAL CAMPAIGN
“FLASH SALE”
(hereinafter: the „Terms and Conditions“)

I. GENERAL PROVISIONS

1. The subject of these Terms and Conditions is to define the rules of the “FLASH SALE” promotional campaign (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 KRS number 0000831872, holding tax identification number NIP 1231308129 and statistical number REGON 362932312, with share capital of 167,137.60 PLN (hereinafter the „Organiser”).
3. Every Participant of the Promotion should read the content of these Terms and Conditions, which establish the rules and conditions of participation in the Promotion. Participation in the Promotion is voluntary. Taking part in the Promotion means that the Participant consents to the terms of the Promotion set out in these Terms and Conditions. The Promotion runs from 27.08.2026 from 8:00:00 until 28.08.2026 until 23:59:59.
4. The Promotion consists in the fact that a Participant who has made a purchase during the period of the Promotion from the Organiser on the website at: <https://opakowania.inpost.pl/pl-pl>, after adding to the basket products from the “Promotions” category with a value of not less than 150.00 PLN (one hundred and fifty zlotys) gross, will receive a discount of 12% (twelve per cent) on the entire order (the „Agreement”). The discount will be applied after entering the code “**PAKUJEMY**” in the field marked “Add promotional code”.
5. Participation in the Promotion is possible for a Participant who jointly fulfils the following conditions:
 - 5.1. accepts the content of these Terms and Conditions;
 - 5.2. concludes the Agreement during the period of the Promotion.
6. The terms of this Promotion cannot be combined with other promotional campaigns announced by the Organiser.

II. COMPLAINTS PROCEDURE

1. Complaints concerning the course of the Promotion may be submitted by letter 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. The complaint should include a note that the complaint concerns this Promotion, and in addition the first name and surname or the name of the Participant submitting the complaint, their address or electronic address (depending on the chosen method of contact with the Organiser), as well as an exact description and indication of the reason for the complaint.
2. Complaints may be submitted during the period of the Promotion and within 30 days of its end. The date of submission of a complaint is the date of posting or of sending the complaint to the Organiser by electronic mail. At the Organiser’s request, the Participant should demonstrate the circumstances proving that the above deadlines have been met.
3. After receiving a complaint in accordance with points II. 1 and II. 2, the Organiser shall respond to it within 14 (fourteen) calendar days from the date the complaint is delivered to the Organiser. The response to the complaint will be given in writing by post or by electronic mail, depending on the manner in which the complaint was submitted.
4. After the complaints procedure has been exhausted, the Customer is entitled to pursue claims that have not been upheld before a common court.
5. The Participant has the possibility of using out-of-court methods of handling complaints and pursuing claims, including among others:
 - a) applying to the provincial inspector of the Trade Inspection with a request to initiate mediation proceedings for an amicable settlement of the dispute. Information concerning the mediation procedure can be found at the seats and on the websites of the individual Provincial Inspectorates of the Trade Inspection;
 - b) applying to the permanent consumer arbitration court operating at the provincial inspector of the Trade Inspection with a request to settle a dispute arising from the concluded agreement. A list of permanent consumer arbitration courts can be found on the website of the Office of Competition and Consumer Protection: www.uokik.gov.pl/wazne_adresy.php;
 - c) applying for free legal aid to the municipal (district) consumer ombudsman or to a social organisation whose statutory tasks include consumer protection, among others 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 seats and on the websites of district (municipal) consumer ombudsmen, of social organisations whose statutory tasks include consumer protection, of the Provincial Inspectorates of the Trade Inspection and of the Office of Competition and Consumer Protection. The use of out-of-court methods of handling complaints and pursuing claims is voluntary in nature and may take place when both parties to the dispute agree to it.

III. FINAL PROVISIONS

1. The Terms and Conditions enter into force on 27.08.2026.
2. The Organiser reserves the right to amend the Terms and Conditions, as well as to end the Promotion earlier. In the event of an amendment to the Terms and Conditions of the Promotion, where the amendment does not infringe or materially change the rights and obligations of the Participant, it may be introduced without prior notice and applies as of the date of its announcement. In other cases, the Terms and Conditions of the Promotion 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 necessity to counteract abuse, or a technical or organisational change that does not affect the essence of the Promotion.

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

INFORMATION CLAUSE FOR PARTICIPANTS OF THE PROMOTION

1. Controller of personal data

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 KRS number 0000831872, holding tax identification number NIP 1231308129 and statistical number REGON 362932312, with share capital of 167,137.60 PLN, e-mail: gdpr@packhelp.com, telephone: +48 579 777 611

2. Purposes of and legal bases for the processing of personal data

The Controller processes data in order to enable you to take part in the Promotion. The basis for the processing is the consent given by you (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 for the purpose of performing such an agreement. The basis for the processing will then be Article 6(1)(b) GDPR.

The Controller does not take decisions in relation to you which would be 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 the processing), such as:

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

The Controller is also entitled to share personal data with other entities if such an obligation results from provisions of law.

The Controller does not transfer personal data to third countries, with the exception of sharing data with the Controller's subcontractors (entities that process data on its behalf) which supply IT services to the Controller; the Controller uses exclusively entities that ensure that 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 of claims that may be connected with the Promotion.

Data obtained for the purpose of performing an agreement is processed by the Controller for a period of 3 years from the date of performance of the agreement or until the limitation of claims that may be connected with the Agreement.

5. Rights of the data subjects

You are entitled to 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 the processing of data;
- 5) the right to the portability of personal data;
- 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 the processing which was 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 the provision of data is voluntary or necessary

The provision of your data is voluntary, however without providing it it is impossible [...]