

PROMOTIONAL CAMPAIGN TERMS AND CONDITIONS
"FLASH SALE: -15% ON SELECTED PACKING ACCESSORIES"
(hereinafter: the "Terms and Conditions")

I. GENERAL PROVISIONS

1. These Terms and Conditions set out the rules of the promotional campaign "FLASH SALE: -15% ON SELECTED PACKING ACCESSORIES" (hereinafter the "**Promotion**").
2. The Organiser is Packhelp Spółka Akcyjna, with its registered office in Warsaw at ul. Kolejowa 5/7, 01-217 Warsaw, Poland, entered in the Register of Entrepreneurs of the National Court Register maintained 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 a share capital of PLN 173,710.40 (hereinafter the "**Organiser**").
3. Each Participant in the Promotion should read these Terms and Conditions, which set out the rules and conditions for participating in the Promotion. Participation in the Promotion is voluntary. Taking part in the Promotion constitutes the Participant's acceptance of the terms of the Promotion set out in these Terms and Conditions. The Promotion runs from 8:00:00 on 29.09.2026 until 23:59:59 on 30.09.2026.
4. Under the Promotion, a Participant who, during the Promotion period, purchases from the Organiser via the website at <https://opakowania.inpost.pl/pl-pl> packing accessories marked as taking part in the Promotion (hereinafter the "**Agreement**") will receive a 15% (fifteen percent) discount on those accessories. The discount will be applied automatically.
5. Participation in the Promotion is open to any Participant who meets all of the following conditions:
 - 5.1. accepts these Terms and Conditions;
 - 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 concerning the course of the Promotion may be submitted by post to: Packhelp S.A., with its registered office in Warsaw, ul. Kolejowa 5/7, 01-217 Warsaw, Poland, or electronically by sending a message to the e-mail address: kontakt@instore.com. The complaint should state that it concerns this Promotion and should also include the first and last name or business name of the Participant submitting the complaint, their postal or e-mail address (depending on the chosen method of contact with the Organiser), and a detailed description of and the reason for the complaint.
2. Complaints may be submitted during the Promotion and within 30 days of its end. The date of submission of a complaint is the date on which it is posted or sent by e-mail to the Organiser. At the Organiser's request, the Participant should demonstrate that the above deadlines have been met.
3. Upon receipt of a complaint in accordance with points II.1 and II.2, the Organiser will respond to it within 14 (fourteen) calendar days of the date the complaint is delivered to the Organiser. The response to the complaint will be given in writing by post or e-mail, depending on how the complaint was submitted. The date on which the complaint is considered is the date on which the response is posted or sent by e-mail to the Participant.
4. Once the complaints procedure has been exhausted, the Customer has the right to pursue any claims that were not upheld before a common court.
5. The Participant may use out-of-court complaint handling and redress procedures, including, among others:
 - a) applying to the Provincial 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 Provincial Inspectorates of the Trade Inspection;
- b) applying to a permanent consumer arbitration court operating at the Provincial Inspector of the Trade Inspection with a request to resolve 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 (UOKiK): www.uokik.gov.pl/wazne_adresy.php;
 - c) seeking free legal assistance from a municipal (district) consumer ombudsman or a social organisation whose statutory tasks include consumer protection, such as the Consumer Federation (Federacja Konsumentów) (www.federacja-konsumentow.org.pl).

Detailed information on out-of-court complaint handling and redress procedures, as well as the rules for accessing these procedures, is available at the offices and on the websites of district (municipal) consumer ombudsmen, social organisations whose statutory tasks include consumer protection, the Provincial Inspectorates of the Trade Inspection and the Office of Competition and Consumer Protection.

Use of out-of-court complaint handling and redress procedures is voluntary and may take place only if both parties to the dispute agree to it.

III. FINAL PROVISIONS

1. These Terms and Conditions enter into force on 29.09.2026.
2. The Organiser reserves the right to amend the Terms and Conditions and to end the Promotion early. Where an amendment to the Terms and Conditions of the Promotion does not infringe or materially change the rights and obligations of the Participant, it may be introduced without prior notice and takes effect on the date of its announcement. In other cases, the Terms and Conditions of the Promotion may be amended for important reasons, including, among others, a change in generally applicable laws or their interpretation, the issuance of a ruling or decision by a competent authority, the need to prevent 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 rights already acquired by Participants. Agreements concluded before the amendment enters into force are governed by the version of the Terms and Conditions in force on the date the Agreement was concluded.
4. In the event of a material amendment to the Terms and Conditions of the Promotion that adversely affects a Participant who is a consumer, that Participant may withdraw from the Promotion within 14 days of the amendment entering into force without any negative consequences.
5. Matters not regulated in these Terms and Conditions are governed by the provisions of the Polish Civil Code and other generally applicable laws.
6. These Terms and Conditions are available free of charge at the Organiser's registered office and at: <https://opakowania.inpost.pl/pl-pl/regulamin-promocji>.

INFORMATION CLAUSE FOR PROMOTION PARTICIPANTS

In accordance with the requirements 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: “GDPR”), we inform you that:

1. Controller of personal data

The joint controllers of your personal data are:

Packhelp S.A., with its registered office in Warsaw, ul. Kolejowa 5/7, 01-217 Warsaw, Poland, entered in the Register of Entrepreneurs of the National Court Register maintained by the District Court for the Capital City of Warsaw in Warsaw, 13th Commercial Division of the National Court Register, under KRS number: 0000831872 (hereinafter: “**Packhelp**”);

InPost sp. z o.o., with its registered office in Kraków at ul. Pana Tadeusza 4, 30-727 Kraków, Poland, entered in the Register of Entrepreneurs maintained by the District Court for Kraków-Śródmieście, 11th Commercial Division of the National Court Register, under KRS number 0000543759, NIP: 6793108059 (hereinafter: “**InPost**”)

hereinafter jointly referred to as the “**Controller**”.

Packhelp and InPost will jointly control the data within the meaning of Article 26 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 (General Data Protection Regulation).

The Controller can be contacted on matters relating to the processing of personal data by e-mail at: Packhelp e-mail: gdpr@packhelp.com and InPost e-mail: dane_osobowe@inpost.pl.

2. Purposes and legal bases for processing personal data

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

If you conclude an agreement with Packhelp concerning services or products offered as part of the Promotion, the Controller will also process your personal data for the purpose of performing that agreement. The legal basis for the processing will then be Article 6(1)(b) GDPR.

If you submit a complaint relating to the Promotion, the Controller will also process your personal data for the purpose of handling it. The legal basis for the processing will then be Article 6(1)(c) GDPR.

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

3. Data recipients

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 also entitled to share personal data with other entities 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 processing 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

The Controller stores personal data collected to enable you to take part in the Promotion for a maximum of 3 years from the end of the Promotion or until any claims that may be related to the Promotion become time-barred.

The Controller processes data obtained for the purpose of performing an agreement for a period of 3 years from the date of performance of the agreement or until any claims that may be related to the Agreement become time-barred.

The Controller processes data obtained for the purpose of handling a complaint for a period of 3 years from the date of receipt of the complaint or until the claims become time-barred.

5. Rights of data subjects

You have the following rights:

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

As the processing of data is based on 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.

To exercise the above rights, you may contact the Controller.

6. Information on whether providing data is voluntary or mandatory

Providing your data is voluntary; however, without it, it is not possible to take part in the Promotion or to handle a complaint.

7. Privacy policy

You can read the privacy policy at <https://opakowania.inpost.pl/pl-pl/polityka-prywatnosci>.