

TERMS AND CONDITIONS OF THE PROMOTIONAL CAMPAIGN

“Back to School”

(hereinafter: the “Terms and Conditions”)

I. GENERAL PROVISIONS

1. The subject matter of these Terms and Conditions is to define the rules of the promotional campaign “Back to School” (hereinafter referred to as 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 a share capital of PLN 167,137.60 (hereinafter referred to as the “**Organiser**”).
3. Every Participant of the Promotion should familiarise themselves with 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 7 September 2026 from 8:00:00 until 14 September 2026 until 23:59:59.
4. The Promotion consists in the fact that a Participant who fulfils the conditions of participation in the Promotion and who, during the period of the Promotion, makes a purchase in the Organiser’s online shop at: <https://opakowania.inpost.pl/pl-pl> (the “Shop”) of any products which do not require individually calculated pricing (hereinafter: the “Agreement”), shall receive a discount of 12% (twelve percent) on the value of the purchased products.

The discount will be applied on condition that the Participant enters, in the field marked “Add promotional code”, the individual promotional code provided to the Participant by the Organiser in an e-mail message. The promotional code is assigned to the Participant and may not be used by another person.

The discount is subject to the condition that a single purchase is made with a value of at least PLN 100 (one hundred zloty) gross, excluding delivery costs.

5. Participation in the Promotion is possible for a Participant who jointly fulfils the following conditions:
 - holds an active account in the Shop;
 - has made at least one purchase in the Shop within the 45 days preceding the day on which the Promotion begins;
 - accepts the content of these Terms and Conditions;
 - concludes the Agreement during the period of the Promotion;
 - makes a purchase with a value of at least PLN 100 (one hundred zloty) gross, excluding delivery costs;
 - enters, when placing the order, the individual promotional code received from the Organiser in an e-mail message.

The Promotion is addressed exclusively to Participants who made a purchase in the Shop within the 45 days preceding the start of the Promotion and who received from the Organiser an individual promotional code entitling them to benefit from the Promotion.

6. The terms of this Promotion may not 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 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 notification should include a note that the complaint concerns this Promotion and, in addition, the first name and surname or the business 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 a precise 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 it or of sending it to the Organiser by electronic mail. At the Organiser’s request, the Participant should demonstrate the circumstances proving that the above deadlines have been observed.
3. Having received 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 on which the complaint is delivered to the Organiser. The response to the complaint shall be provided in writing by post or by electronic mail, depending on the manner in which the complaint was submitted.
4. Once the complaints procedure has been exhausted, the Customer is entitled to pursue any claims which have not been upheld before a common court of law.
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 voivodeship inspector of the Trade Inspection Authority with a request to initiate mediation proceedings for an

amicable settlement of the dispute. Information concerning the mediation procedure is available at the offices and on the websites of the individual Voivodeship Inspectorates of the Trade Inspection Authority;

- b. applying to the permanent consumer arbitration court operating at the voivodeship inspector of the Trade Inspection Authority with a request to settle a dispute arising from the concluded agreement. A list of the 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. applying for free legal assistance to the municipal (district) consumer ombudsman or to a social organisation whose statutory tasks include consumer protection, such as 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, of social organisations whose statutory tasks include consumer protection, of the Voivodeship Inspectorates of the Trade Inspection Authority and of 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 where both parties to the dispute agree to it.

III. FINAL PROVISIONS

1. The Terms and Conditions enter into force on 7 September 2026.
2. The Organiser reserves the right to amend the Terms and Conditions, as well as to terminate 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 provisions of law or in their interpretation, the issuing of a ruling or decision by an authorised body, the need to counteract abuse, or a technical or organisational change which 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 an amendment enters into force shall be governed by the version of the Terms and Conditions in force on the date on which the Agreement was concluded.
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 a Participant 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 in these Terms and Conditions, the provisions of the Civil Code and other generally applicable provisions of law 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/regulamin-promocji>

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 a share capital of PLN 167,137.60, e-mail: gdpr@packhelp.com, telephone: +48 579 777 611

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

The Controller processes data for the purpose of enabling 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 with the Controller an agreement concerning the 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. In that case, the basis for the processing will be Article 6(1)(b) GDPR.

The Controller does not take decisions in relation to you which are based solely on automated processing, including profiling.

3. Recipients of the data

The Controller may disclose your personal data to its subcontractors (entities whose services it uses in the processing of data), 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 disclose personal data to other entities where such an obligation arises from provisions of law.

The Controller does not transfer personal data to third countries, with the exception of making data available to the Controller's subcontractors (entities which process data on its behalf) that provide the Controller with IT services; the Controller uses exclusively entities which ensure that their operations comply with the GDPR.

4. Data retention period

Personal data collected for the purpose of enabling you to take part in the Promotion is retained by the Controller for a maximum period of 3 years from the end of the Promotion or until the limitation of claims which 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 which may be connected with the Agreement.

5. Rights of 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 processing;
5. the right to 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.

Given that 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 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 required

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

[Translator's note: the text of the source document ends at this point – the final sentence is incomplete in the original.]