



DR. LENKEI HEALTH CULTURE LOYALTY PROGRAMME TERMS AND CONDITIONS

I. INTRODUCTION OF THE LOYALTY PROGRAMME, BASIC CONCEPTS

1. The Dr. Lenkei Health Culture Loyalty Programme (hereinafter referred to as the "Loyalty Programme") is a long-term Loyalty Programme owned and operated by Dr. Lenkei s.r.o., registered office: 929 01, Veľké Dvorníky, Nový rad 145, Slovakia, Tax No. SK2022612900, No. ICO44160241 (hereinafter referred to as the "Company"), through its partners, in which Customers are entitled to discounts on their purchases in accordance with these Regulations.

2. **Basic Terms**

Customer: the person who joins the Loyalty Programme by completing the registration form and accepting these Rules.

Right Holder: the owner of the Loyalty Programme, the Company indicated above.

The operator of the computer background of the Loyalty Programme (hereinafter referred to as the "Loyalty Programme Operator"): Vitaminvest Kft.

Full data controller of the Loyalty Programme and copyright holder of the database (hereinafter referred to as the "Data Controller"): the members of Dr. Lenkei Health culture as joint data controllers.

Operators/Shops: the practical operators of the Loyalty Programme are the contractual partners of Dr. Lenkei Health Culture and the operators of its shops/stores. The Operators are involved in the practical operation of the Loyalty Programme, but they do not store any data, they only provide a data processing service in the sense that they forward the registration form to the Data Controller without knowing the data and without making a copy. These operators include the operator of the website www.drlenkei.com.

Operational Rules: the present document containing the terms and conditions of the Loyalty Programme. By accepting the declaration of the Loyalty Programme, the Customer accepts the provisions of these Operating Rules as binding on him/her. The Rightsholder reserves the right to unilaterally amend these Terms and Conditions from time to time, with simultaneous notice to the Purchasers. Amendments shall take effect as notified from time to time.

Points of acceptance: places where discounts are available. The range of these may change from time to time.

- Rightsholder informs Customers about these changes according to this regulation.
- The Central Customer Service (hereinafter referred to as "Customer Service") operated by the Rightsholder is available to the Purchasers for any questions regarding the Loyalty Programme, possible complaints or other issues.
- The Company's customer service is available as described in Chapter VI.

3. The Rights Holder will be informed of any changes affecting the Purchasers participating in the Loyalty Programme via the website www.drlenkei.com and via the email provided during registration.

II. JOINING THE LOYALTY PROGRAMME

1. **Any natural person can become a member of the Loyaty Programme, provided that he/she accepts the Rules of the Loyaty Programme, agrees to the processing of his/her data, is not under guardianship without capacity and fulfils the conditions for joining.** A person under 18 years of age may become a member with the written consent of his/her parent/guardian, provided that the consent of the guardian is at least in the form of a private document (signed in front of 2 witnesses) with full probative value. Legal entities and unincorporated business entities are not eligible for the Loyalty Programme.

2. **To register for the Loyalty Programme, please visit www.drlenkei.com.**

During the registration process on the website, the data is provided by the Customer, who, by registering, accepts these Regulations and is entitled to participate in the Loyalty Programme. Upon completion of the registration, the points will be collected and redeemed in the profile created by the Customer on the website. Discounts collected in the webshop can only be used in the webshop.

The starting date for connection is always the date of the first use of the registration. By registering, i.e. by completing the registration form and accepting the registration conditions, which are effective upon receipt of the Loyaty Programme by the Operator, the Customer enters into a contract with the Operator and the Rights Holder. By entering into the contract, both parties expressly accept the terms and conditions and rules set out in these Terms and Conditions as binding upon themselves.

3. **By completing the registration form, the Customer participating in the Loyaty Programme consents and expressly agrees to the processing of personal data by the Data Controller, the Loyaty Programme Operator, the Operators and the mail order service participating in the Loyaty Programme, and expressly agrees that the Data Controller may transfer the data to the extent necessary for the operation of the Loyaty Programme to the Rightholder, the Loyaty Programme Operator and the mail order service participating in the Loyaty Programme, in compliance with the data protection legislation in force in Hungary.** In addition to the present consent, in cases where the processing is required by law or where the Data Controller is contractually obliged to process the data, the Data Controller, the Right Holder or the operator of the Loyaty Programme shall process the data in accordance with the law or the contract.

Customer gives his/her consent and acknowledges that his/her personal data, provided on the registration form be used for the duration of the Loyalty Programme to the extent strictly necessary for the operation of the Loyalty Programme, in accordance with the present Terms and Conditions. By joining the Loyalty Programme, the Customer gives his/her consent concurrently with the completion of the registration process.

For more preliminary information, please refer to the Privacy Policy, which is permanently available at <https://www.drlenkei.com/privacy-policy>

The Customer may access the data thus obtained at any time, as per the Data Protection Act and may request its rectification, erasure or blocking. However, a request for the deletion of data shall also be deemed a request for cancellation of the in the Loyalty Programme, as per II/6 below.

Providing data is voluntary. **In the case of registration in the online store, the Customer is obliged to inform the Operator via a direct message from the Contact menu on www.drlenkei.com if there are any changes to his/her data. The Rightholder, the Loyalty Programme Operator and the Operator shall not be liable in any form for failure to change the data**

4. **You can only register with real data. The Data Controller and the Loyaty Programme Operator and the Operator may verify the authenticity of the data, in the framework of which any of them may ask the Customer to prove the authenticity of the data by presenting any photo identification document(s).** If any of the persons entitled to verify any data is found to be untrue, the Loyalty Programme Operator will be informed of this fact and the Operator may suspend the rights of the Customer with immediate effect, upon notification by email. This fact is expressly accepted by the Customer. If the Customer cannot be contacted at the e-mail address and telephone number provided by him/her and does not notify any changes to his/her data, the Loyalty Programme Operator will automatically exclude him/her from the Loyalty Programme and in this case the discounts obtained during the Loyalty Programme will be terminated. In such a case, it will be necessary to rejoin the Loyalty Programme.
5. Participation in the Loyaty Programme may be terminated by the Customer upon written request. The Rights Holder and/or the Loyalty Programme Operator may terminate participation in the Loyalty Programme at any time with immediate effect if either of them becomes aware that the Customer is in breach of the Terms and Conditions in any way, **including continued compliance** with the membership conditions, and is in breach of contract.
6. The Customer expressly accepts and acknowledges that the provision of an e-mail address is a condition for joining the Loyaty Programme. If the Customer withdraws his/her consent to the sending of e-mails during his/her membership of the Loyaty Programme, by withdrawing his/her consent he/she indicates his/her intention to withdraw from the Loyaty Programme and his/her membership status will automatically terminate as of the date of withdrawal without any further legal declaration.

III. COLLECTING POINTS

Customers participating in the Loyaty Programme are entitled to the following discounts:

- The customer will receive 1 point for every 1EUR spent, which can be freely redeemed on any purchase, at a redemption rate of 20 points = 1 EUR.
- The Rights Holder reserves the right to offer extra point accumulation and crediting opportunities to customers on a promotional basis. Such promotions will be notified by the Rightsholder and/or the Operator to the Buyers participating in the Loyaty Programme on the website or via e-mail.
- The Rightholder reserves the right not to grant points credit for the purchase of products that have already been purchased at a discounted (promotional) price

IV. DISCOUNTS

- When redeeming points, 20 points are equivalent to 1 EUR.
- The rightholder may also advertise other discounts on a national, regional or local basis on a promotional basis. Such promotions shall be notified by the Rightsholder and/or the Operator to the Customers participating in the Loyalty Programme on its website or via the website or by e-mail.
- The Rightholder reserves the right not to allow the redemption of points for the purchase of products that have already been purchased at a discounted (promotional) price.

V. TERMINATION OF DISCOUNTS AND CANCELLATION OF BALANCE

1. A Merchant's points balance will remain valid for 24 months after the last point credit or redemption. After 24 months of inactivity, the point balance will be cancelled.
2. In the event that 22 months have elapsed since the Customer's last point accumulation or redemption activity, the Customer will receive a warning letter to the e-mail address provided by the Customer at the time of registration, informing the Company that the expiry date of the accumulated points is approaching.
3. A Customer who does not use his/her points balance after the warnings will have his/her balance cancelled 24 months after the last points credit or redemption.

VI. OPERATION OF THE CUSTOMER SERVICE

1. For information on membership in the Loyaty Programme, the Customer Service can be contacted by telephone (during working hours on working days) or by letter. In the interest of the Customer, the Customer Service may ask the person inquiring or requesting to withdraw from the Programme questions about the identity of the Customer, or request credible proof of his/her identity.
Contact details of the Customer Service: telephone +36 20 555 3181, +36 20 239 6168, e-mail: megrendeles@drlenkei.hu, ugyfelszolgalat@drlenkei.hu.
2. If the Customer Service agent considers it necessary, he or she may request confirmation of the request in writing. In this case, only written communications will be valid.
3. Any claim may only be made by the Customer or the Customer's authorised representative (with written authorisation).
4. If the customer service agent cannot verify the identity of the Customer, he/she has the right to refuse the request. The Operator may make audio recordings of telephone enquiries.

VII. TERMINATION OF THE LOYALTY PROGRAMME

4. Given the fact that the Beneficiary and the Operator unilaterally grant discounts to Buyers under the Loyalty Programme, the Beneficiary is entitled to unilaterally change the features and conditions of the Loyalty Programme at any time, but the change cannot be retroactive.
5. The Beneficiary reserves the right to terminate the operation of the Loyaty Programme at any time, provided that it informs the public thereof on its website and by e-mail 30 days prior to the termination of the Loyaty Programme. After the expiry of the 30-day period, the Customer will lose the right to receive any discount without the possibility of claiming any compensation.

This policy shall enter into force on 12 November 2024 and shall remain in force until revoked or amended!

Budapest, 12 november 2024



Dr. Gábor Lenkei Right Holder