

DROPS REWARDS PROGRAM

Terms and conditions

www.eshopwedrop.gr

Applicable Beginning with 1st of July 2026

Field Code Changed

Deleted: _____

The Program

The DROPS REWARDS PROGRAM (the „Program“) is a loyalty reward program designed, operated and owned by ESWD („ESWD“, the “Company”, “us”, “our” or “we”), by which ESWD offers rewards/benefits to ESWD Customers enrolling in the Program and respecting the terms and conditions set forth herein (the „Program T&C“). The terms used herein in capital letters shall have the meaning assigned to them under this document, or under the Online General terms and conditions and specific On-line sale services terms available at www.eshopwedrop.gr (“ESWD T&C”).

Where can the Program be accessed? Duration of the Program

The Program is accessible through www.eshopwedrop.gr (the “Website”) and/or to any other related sites and applications referred to on the Website. The Program allows Customers enrolling into the Program according to these Program T&C to benefit from certain advantages, mainly based on their activity as ESWD Customers (completing orders for Services for Parcels, according to the ESWD T&C).

The Program shall be available for the duration decided by ESWD.

ESWD can unilaterally decide to terminate/suspend/stop the Program at any time, without justification or being obliged to pay any indemnification/penalty/damages for such termination/suspension/stop. ESWD shall announce its decision.

ESWD can unilaterally decide to amend these Program T&C and/or any aspect related thereto, without justification or being obliged to pay any indemnification/penalty/damages for such amendment. ESWD shall announce its decision.

Enrolment / registration in the Program

Membership is free and no initial purchase/order is required in order to become a Member. To become a valid Member, any interested Registered User (as defined below) (must complete the enrolment process by: (i) confirming their consent to join the Program, and (ii) providing complete and accurate information (the “Mandatory Info”), and (iii) indicating their acceptance of the Program T&C (by ticking the relevant box). After completion, the respective user will receive a confirmation of the registration.

Registered User means any user (either a natural person of at least 18 years old, or a legal entity organized and existing according to the laws of its home country) who registers/has registered with the Website under an Account (as this term is defined under the ESWD T&C) and successfully completes/has completed the users identification procedure (i.e. the Know Your Customer procedure) as per the ESWD T&C.

Participation to the Program is on facultative basis and does not affect an existing Registered User's/Customer's right to place orders for Services according to the ESWD T&C, even if it he/she is not a Member participating to the Program.

Once enrolled in the Program according to the described steps, the Registered Customer becomes a Member of the Program.

Once the enrolment procedure is completed, the Member receives the Blue status (please refer to the terms below) and is eligible to accumulate Reward Drops and Status Drops in accordance with the terms herein.

A Member cannot accumulate Reward Drops and/or Status Drops in the absence of Completed Tasks (please refer to terms below) performed by that Member as evidenced in their own Account. For the avoidance of doubt, the quality of Member registered in the Program is not sufficient for the collection/award of Reward Drops/Status Drops, respectively for fruitification of Reward Drops/Status Drops, but Services need to be ordered and be completed by the Member according to the ESWD T&C. Therefore, once enrolled in the Program, the Account of that Member (Registered User) shall begin to evidence also the Program membership elements.

By ticking the I Accept button (or similar) with respect to these Program T&C, upon enrolment in the Program and throughout the duration of the Program (if such action is required from the Member), the Member confirms that he/she accepts the Program T&C in entirety and undertakes to be bound by their provisions during the period he/she is a Member. In case the Registered User does not agree with any of the provisions of the Program T&C (either upon enrolment, or later on upon updates performed to the Program T&C), we insist for the Registered User not to tick the box and thus not to enrol in the Program, respectively to withdraw from the Program (in case he/she is already a Member and the Program T&C are amended by ESWD).

Special promotion

If a Member enrolls in the Program at a later stage (than the moment when he/she becomes a Registered User as per the ESWD T&C), ESWD undertakes to acknowledge and lodge in the Member's Account a number of Reward Drops and Status Drops corresponding to the number of Completed Tasks evidenced in that Registered User's Account for a period of 6 (six) months prior to that Member's enrolment in the Program. The number of Reward Drops and Status Drops shall be computed based on the formula: for 1 (one) Completed Task, the Member gets 1 (one) Rewards Drop and 1 (one) Status Drop, irrespective of the number of Completed Tasks in the 6-month period prior to the registration in the Program.

Program Section of the Account

From completion of the enrolment in the Program, the Member's Account evidences, at any moment, the following info: (i) status of the Member in the Program; (ii) number of accumulated Reward Drops; (iii) number of granted Status Drops; (iv) statement on the use of Reward Drops; (v) available Codes and validity thereof; (vi) available vouchers/other benefits and conditions/validity thereof, (vi) other elements of the Program, if the case.

Rules of the Program / Award of Reward Drops and of Status Drops

Reward Drops and Status Drops for Completed Tasks

The Program rewards the Members with points called "Reward Drops" and "Status Drops", for the Services ordered and completed according to ESWD T&C, more specifically, for each Parcel for which the Services are successfully completed as per the ESWD T&C.

Each Member is entitled to be awarded Reward Drops and Status Drops (in the quantity determined as per the rules herein) depending on the number of Parcels for which the Member ordered Services and in respect of which such Services have been completed as per the ESWD T&C – each Parcel for which the Services have been completed as per the ESWD T&C is considered, for the purposes of the Program T&C, a "Completed Task".

For clarification purposes, the moment that triggers the award of the relevant number of Reward Drops and of Status Drops (number to be determined as per the rules below) in that Member's Account is the moment when that Member receives from ESWD the e-mail notification containing: (a) the message of the successful completion of the Services (i.e. the successful delivery of the Parcel indicated in the Member's Order (Customer's Order) for Services, including payment thereof) and (b) the request for that Member (Customer)'s feedback on the provision of the Services regarding that Parcel.

Reward Drops

Reward Drops shall count for determining the value that can be converted by a Member (according to the rules herein) into Codes (as defined below) or into other Member benefits (as unilaterally decided by ESWD, e.g. in case of specific campaigns run by ESWD/an ESWD entity), taking into account also the maxim number of Drops that can be converted, as per the rules of the Rewards Program and/or of any campaign run by ESWD/an ESWD entity; the number of Reward Drops shall entirely depend on the number of Completed Tasks generated by the Member in accordance with the terms herein. For the avoidance of doubt, only the Reward Drops, and not the Status Drops, can be converted into Codes/other benefits; also, the conversion of Reward Drops into Codes/other benefits shall not affect the number of Status Drops held by the Member before the conversion.

Status Drops

Status Drops shall count for determining the status to be received by the Member in the Program, based on the Completed Tasks generated by that Member in a calendar year, starting from the 1st of January, until 31st of December of each year. The total number of Status Drops attributed to the Member in a calendar year (in accordance with the terms herein) shall determine the status of that Member for both that year (from the moment when that status is achieved) and for the immediately following year; starting from the 1st January of the following year, the Status Drops shall go back to 0 (zero) and the Member shall re-start from the level of 0 (zero) Status Drops for the qualification for the next year. Nevertheless, the balance of the Reward Drops in that Member's Account will not be affected by the re-start of the balance of the Status Drops and the accumulated Reward Drops will be carried-forward in the same amount, will be still visible in that Member's Account and ready for conversion (as per the rules herein). The validity term of the Codes already issued to the Member (until the re-start of the Status Drops count) shall not be affected.

By way of exemplification, should a Member reach the Gold status on 8th of November 2020, the Member shall start enjoying the benefits of the Gold status as of 8th of November 2020 and the Member shall have the Gold status also for the year 2021; as of 1st of January 2021, the Status Drops level shall go to 0 and that Member shall start the qualification period for 2022; the number of Reward Drops accumulated in 2020 shall be carried forward in 2021 and eligible to being converted into Codes, while the validity term of the Codes issued in 2020 (if any) shall not be altered (e.g. the Member could still use a Code whose validity term has not expired). The eligibility for conversion into other benefits shall be decided and provided for under the relevant (campaign) program/rules.

Status of a Member in the Program

The status of a Member in the Program can be, at a certain moment, any of the following:

Blue – when the Member accumulated, in their own Account, Status Drops in the range 0 – 11 per calendar year;

Silver – when the Member accumulated, in their own Account, Status Drops in the range 12 – 99 per calendar year;

Gold – when the Member accumulated, in their own Account, Status Drops in the range 99 – 299 per calendar year;

Platinum – when the Member accumulated, in their own Account, Status Drops equal to or more than 300 per calendar year.

ESWD reserves the right to amend at any moment the thresholds indicated above, upon prior announcement, with the updated values to be presented on the Website and to prevail.

The Member's status shall be evidenced in their own Account.

Award/grant of Reward Drops and Status Drops

The number of Reward Drops and Status Drops granted to a Member shall be determined based on the following rules:

- For Blue status, until the Silver status is reached (i.e. during the period in which the Member has 11 or up to 11 Status Drops in their own Account), for each Completed Task the Member shall be awarded with 1 (one) Reward Drop and 1 (one) Status Drop;
- When the Silver status is reached, the Member is awarded with 2 (two) Reward Drops and 2 (two) Status Drops for each future Completed Task (up to the moment when the status reaches back to Blue or to the higher status, depending on the case, in accordance with the terms herein);
- When the Gold status is reached, the Member is awarded with 3 (three) Reward Drops and 3 (three) Status Drops for each future Completed Task (up to the moment when the status reaches back to Blue, Silver or to the higher status, depending on the case, in accordance with the terms herein);
- When the Platinum status is reached, the Member is awarded with 4 (four) Reward Drops and 4 (four) Status Drops for each future Completed Task (up to the moment when the status reaches back to Blue, Silver or Gold, depending on the case, in accordance with the terms herein).

ESWD reserves the right to amend at any moment the number of Reward Drops and Status Drops to be granted for each status, upon prior announcement, with the updated numbers to be presented on the Website and to prevail.

The Reward Drops and the Status Drops cannot be cumulated.

From time to time, ESWD may grant Reward Drops/Status Drops/benefits to select Members (e.g. for the Member's birthday) or may run programs/campaigns where Drops could be used for specific benefits, e.g. for fidelization purposes.

Benefits

1. The Reward Drops and the Status Drops entitle the Member to certain standard benefits, as follows:

(a) The Member is entitled to use the Reward Drops accumulated in their Account according to the Program T&C, by converting them into discounts/promo codes (collectively called "Codes"), as per the rules (e.g. the maximum number of Drops per Code/voucher/benefit) indicated from time to time on the relevant Website. The Codes can be used by the Member only for purchases of Services according to ESWD T&C and only during the validity term of the Code and provided that their Account is active upon use of the Codes.

(b) Reward Drops can be converted into Codes based on a conversion formula $1 \text{ Drop} = x \text{ Euro /value in local currency}$, as such value (conversion formula) shall be expressly indicated on the Website. ESWD reserves the right to amend at any moment the value (conversion formula), upon prior announcement, with the updated value (conversion formula) to be presented on the Website and to prevail.

(c) Each Member is entitled to convert into Codes any number of Reward Drops he/she has into their Account (all or part of them), anytime during the period in which their Account is valid and in force, provided, however, that the limits/conditions/thresholds indicated on the relevant Website are equally observed. Member can use the Codes allocated to them only for purchases of Services on the Website and only for the validity term of the Code indicated upon conversion. Member would need to perform the conversion of the Drops into Codes by accessing the relevant section of their Account and taking the steps indicated therein (e.g. manifesting his/her will to conversion, accepting the updated Program T&C). The number of available Reward Drops in their Account shall diminish with the number of Reward Drops that were converted into Codes.

(d) Upon each conversion of Reward Drops into Codes, the respective Member shall be required to confirm the number of Reward Drops indicated for conversion and the value thereof and the validity term of the Code.

(e) The Codes generated as per the rules herein to the benefit of a Member shall be visible in that Member's Account and the Member shall be entitled to use them, during the validity term thereof, only when paying for the Services ordered on the Website. The value of the Code used in such a ordering process shall diminish the total amount that the Member must pay for the Services, as per ESWD T&C, so as the Member shall be obliged to pay only the balance (if any) between the total Price (as defined under the ESWD T&C) and the value of the Code used. For the avoidance of doubt, in case the value of the total Price is lower than the value of the Code used by the Member in that operation, the negative balance shall not be credited in that Member's Account and the entire value of the Code shall be used in the payment operation.

(f) Unless otherwise expressly provided under the rules issued by ESWD (e.g. under ESWD special campaigns) the Codes/vouchers/benefits issued/awarded as per the Program T&C herein/ cannot be traded, transferred, assigned, exchanged bartered, purchased or given by gift or otherwise sold, and cannot be converted into cash/other goods. For the avoidance of doubt, such prohibited transfers include transfers upon operation of law upon the death of a Member. Such operations are prohibited irrespective of the moment when such operation would be envisaged (e.g. request of the Member, termination/closing of the Member's Account, withdrawal/exit of the Member from the Program, etc.) and irrespective of the Member's status upon such moment. Moreover, the Member cannot use the Codes/discounts/vouchers/benefits issued/granted to another Member. Member's acting contrary to the above constitutes a breach (non-observance) of the Program T&C.

(g) When reaching the Gold status, the Member is awarded by ESWD an electronic ESWD voucher of EUR 5 or equivalent value in different currencies (or other value as may be indicated from time to time as published on the Website) and the Member shall be entitled to use the voucher (for purchases) on the platforms/websites indicated by ESWD and during the validity term of the voucher indicated on the voucher; for effectively using the voucher, the Member must claim its use at the email address visible on the voucher. For effectively using the voucher, the Member would also need to comply with the terms and conditions of the platform/vendor/website indicated on the voucher and ESWD denies any liability and responsibility with respect to such third party's terms and conditions.

(h) When reaching the Platinum status, the Member is awarded by ESWD with an electronic ESWD voucher of EUR 10 equivalent value in different currencies (or other value as may be indicated from time to time as published on the Website) and the Member shall be entitled to use the voucher (for purchases) on the platforms/websites indicated by ESWD and during the validity term of the voucher indicated on the voucher; for effectively using the voucher, the Member must claim its use at the email address visible on the voucher. For effectively using the voucher, the Member would also need to comply with the terms and conditions of the platform/vendor/website indicated on the voucher and ESWD denies any liability and responsibility with respect to such third party's terms and conditions.

(i) ESWD reserves the right to unilaterally amend/increase the benefits/value of benefits/types of benefits of the Program, throughout the duration of the Program, without owing justification or the payment of any indemnification/penalty/damages for such action. Any such amendment shall be announced by ESWD.

(j) The Member cannot claim, at any moment, to effectively cash in the amount/corresponding value of the Code/voucher/discount/benefit/Reward Drop/Status Drop.

The Code/vouchers/discounts/benefits awarded to the Member as per the Program can be used by the Member only during the term and under the conditions indicated by ESWD in the voucher/Member's Account/e-mail sent to the Member with respect to that Code/voucher/discount/benefit.

II. Special loyalty campaigns

ESWD is free to decide to run, directly or through/jointly with relevant ESWD affiliate-promoter of a loyalty campaign, various campaigns addressed to Members, in appreciation of their loyalty, including to set the rules thereof: e.g. entitled participating Members, qualification, participation criteria, conversion rules, other relevant terms. Under such campaigns, for example, most loyal Members could become entitled to express intention to convert part of their Drops into other benefits as decided by the organizer (e.g. ESWD, directly or through/jointly with relevant ESWD affiliate-promoter of a loyalty campaign).

The relevant rules and conditions of such campaigns (e.g. qualifying Members, mechanisms for expression of interest, mandatory actions to be carried out, rules for Drops/other contribution conversion, benefits of conversion, minimum and maximum Drops numbers/value for conversion, timeframes, other specific conditions, etc.) shall be established unilaterally by ESWD (directly or through/jointly with relevant ESWD affiliate-promoter of the loyalty campaign) and communicated to Members, when applicable.

The terms and conditions of such campaigns shall, as a rule, prevail over these Program T&C, unless otherwise provided.

During such campaigns, ESWD (directly or through/jointly with the relevant ESWD affiliate-promoter of a loyalty campaign) may communicate with to the Member the events/steps associated with the respective campaign. Also, information regarding the Reward Drops and Status Drops, in light of the campaign roll-out, shall be visible at all times to the Member, in his/her Member's Account (Drops program of the Dashboard) on the Website.

Other provisions

In performance of its obligations as provider of the Program, ESWD shall communicate to the Member (directly or through/jointly with relevant ESWD affiliate-promoter of a loyalty campaign) all events involving the Reward Drops/Status Drops (e.g. award of Reward and Status Drops, value of Reward Drops, status, balance of Reward and Status Drops until reaching the higher status, benefits/vouchers/discounts, deadlines, etc.) and in general about the Program/other Drops-related campaigns, by e-mail (at the e-mail address associated with that Member's Account (if any)) and/or directly in their Account.

Information such as: accumulated Reward Drops and Status Drops, balance of Reward Drops, balance of Status Drops needed for higher status, awarded vouchers (including value thereof), the use/consumption of the Codes/benefits/vouchers (and value thereof), the statements regarding past conversions into Codes, into other benefits, etc. are visible to the Member in his/her Member's Account on the Website.

Once filled in, the Mandatory Info can only be updated by the Member, to reflect accurate situation at a certain moment; without affecting the Member's data privacy rights, should there be inaccurate/incomplete/missing Mandatory Info in the Account, ESWD is entitled (without owing any fees/indemnification/costs/penalties to the Member) to immediately eliminate the Member from the Program, delete/cancel its benefits/status in the Program and cut the access of the Member from the Program.

The Member is solely and fully responsible for the accuracy of the information entered into their Account, both upon enrolment with the Program and throughout the period of the Program (in accordance with the Program T&C). ESWD will not be responsible for any communication not received by a Member or any other failure of communication/non-observance by ESWD of its duties herein, due to the inaccuracy of the information then on file from such Member.

Any Member can withdraw at any time from the Program, without owing damages/fees/penalties/indemnification to ESWD for the withdrawal itself.

If ESWD determines that a Member has abused any of the Program's privileges, fails to comply with any of the Program T&C/any of the rules of a campaign, or makes any misrepresentation to ESWD, then ESWD may, in its sole discretion, take such actions as it deems appropriate, including without limitation, suspending such Member's privileges under the Program, revoking any or all of the Reward Drops and/or Status Drops and/or vouchers and/or benefits in such Member's Account, and/or revoking the Member's membership in the Program (eliminating the Member from the Program/a specific campaign), in any case, with or without advance notice to the Member and without liability from ESWD's part or without owing any amounts/indemnification to the respective Member.

The Member's participation to the Program shall automatically suspend/terminate upon the suspension/termination of that Member's Account, in accordance with the ESWD T&C. In case of termination of the membership, no matter the reason for termination, no amounts shall be due by ESWD and no obligations shall remain outstanding for ESWD to finalize in its relation to that Member; for the avoidance of doubt, all Reward Drops and Status Drops shall be annulled and ESWD shall not be obliged to ensure enforcement/execution of the granted and not used benefits (e.g. Codes, vouchers, etc.), nor shall it be obliged to ensure their enforcement/execution by third parties (e.g. issuers of vouchers).

Also, the Member's participation to the Program may end (in addition to the cases already regulated in these Program T&C), in any of the following cases:

- Upon the Member's deletion of their own Account (or request to ESWD for deletion of their own Member's Account);
- Upon the Member's express request to withdraw from the Program, by sending an e-mail in this respect to GR@eshopwedrop.com;
- Upon the unilateral decision of ESWD to terminate the Program/eliminate the Member from the Program, due to (i) ESWD discretionary decision of ending the Program; (ii) ESWD's decision to eliminate the Member from the Program, due to Member's non-observance of any Program T&C or to any other fault / fraudulent action of that Member;
- Upon the mutual agreement of the Member and ESWD.

For the avoidance of doubt, ESWD shall have no liability towards any Member or owe any amounts/indemnification, to any Member, in any case where the Member's participation in the Program/Member's Account ends/suspends as per the above/the Program is cancelled/stopped by ESWD.

These Program T&C are in addition to any other Terms and Conditions applicable to the relationship between ESWD and the Member (e.g. the ESWD T&C), and shall be read together

with such other Terms and Conditions as one and the same instrument; provided, that if there is a conflict between any terms set forth in these terms, the Program T&C, the ESWD T&C and the information on the Website referring to the Program, the information sent on e-mail to the Member with regard to the Program, such conflict shall be resolved as follows: first, the information sent by e-mail/other personal communication shall prevail, thereafter the information on the Website regarding to the Program, then these Program T&C, thereafter the ESWD T&C and finally any other relevant terms.

For the avoidance of doubt, in the event of any action, proceeding or other dispute arising from or relating to any terms of these Program T&C, such dispute shall be settled in accordance with the provisions and procedures provided herein below.

Waiver

ESWD constantly makes every reasonable effort to ensure that the information herein is correct. ESWD is not responsible for any errors or omissions in printed copies of these Program T&C or on the Website.

Any waiver by ESWD of the strict observance, performance or compliance by a Member with any of these Program T&C contained herein, either expressly granted or by course of conduct, shall be effective only in the specific instance and shall not be deemed to be a waiver of any rights or remedies of ESWD as a result of any other failure to observe, perform or comply with the Program T&C. No delay or omission by ESWD in exercising any right or remedy hereunder shall operate as waiver thereof or of any other right or remedy.

In the event that any provision in these Program T&C is determined to be invalid, illegal, or unenforceable, such determination shall not affect the validity and enforceability of any other remaining provisions of these Program T&C.

Contact

ESWD is available to respond to questions on these Program T&C to any of its Members, by contact at the e-mail address: GR@eshopwedrop.com.

Governing law

These Program T&C shall be governed by and construed in accordance with the laws of England and Wales.

Jurisdiction

The Member / ESWD shall endeavor to amicably settle any dispute arising out of these Program T&C. Any dispute which cannot be resolved amicably shall be submitted to the exclusive jurisdiction of the English courts.

Special terms of data privacy in respect of the Drops Rewards Program

Privacy policy related to the processing of personal data on www.EshopWedrop.gr website (the "Website")

These special terms complement and supplement the Privacy policy related to the processing of personal data on www.EshopWedrop.gr website, available at link: <https://www.eshopwedrop.gr/privacy-policy-en> (the "Privacy Policy") and refer to the processing of personal data belonging to the Customers (Registered Users) that are at the same time Members of the Drops Rewards Program, i.e. the loyalty program provided in accordance with the terms and conditions available on the Website (the "Drops Program"). Such data subjects shall be hereinafter referred to as the "Data subjects" and/or "you" and/or "your".

Thus, as regards the Drops Program, the following terms shall also apply with respect to the processing of your personal data (for the avoidance of doubt, the terms used herein in capital letters shall have the meaning assigned to them under this document, or under the Privacy Policy).

Controller and processor:

Controller of your personal data remains EshopWedrop LTD (a company incorporated in the United Kingdom, Registration number 08429573, business address at 3 Motor Walk, CO45SP, Colchester, Essex, UK), the owner of the Eshopwedrop franchise business, as well as of the Eshopwedrop platform (the "Franchisor").

The Franchisor is also operating as direct franchisee the Website and providing to you the Services traded through the Website (the "E-Shop") in accordance with the relevant terms and conditions (the "ESWD T&C"), using the ESWD platform, while in respect of the Privacy Policy the franchisee is acting as Processor of your personal data, under the strict instructions of the Controller.

Data subjects: The Registered Users/Customers that join the Drops Program, in accordance with the applicable terms and conditions available on the Website.

Personal data and how (with what purpose) we process the additional personal data: Upon joining the Drops Program, the potential Member is first asked to identify as an Registered User, by entering their username and password used for accessing their account on the Website (in case such does not exist, the user is directed to go through the procedure for setting up their own Account and completing identification procedure); after that step(s), the potential Member is invited, part of the enrolment into the Drops Program, to provide the following additional personal data (the "New Data"):

- Gender;
- Date of birth;
- The number of times that User/Customer usually does cross-border shopping /per year.

When they finalize the enrolment process (thus becoming a Member of the Drops Program), the ESWD platform associates this additional info in that Member's Account on the Website, where the Member shall have them available and may update them to keep them accurate in accordance with the ESWD T&C and with the terms and conditions of the Drops Program. Moreover, if the New Data contravenes the existing data in the Account on the Website, the latest introduced (New Data) will prevail.

We've initiated the Drops Program to reward their Members based on their activity in ordering our Services and keeping loyalty for our brand. It is therefore expected for contractual relationship between us, as provider of the Services, and the Members of the Drops Program constantly using our Services and/or increasing Services completion, to become tighter; thus, rewarding loyalty and shaping our business considering the needs of the Members of our Drops Program is paramount for our successful collaboration. We thus aim at constantly improving the E-shop, expanding the franchise network and addressing real needs of our customers. In such effort, we must seldom rely on the results generated by the volume of our completed Services, as well as on better knowing the needs and characteristics of the Services ordering process and outcome in which our customers are involved.

Therefore, statistics of, objective charts and evaluations based on: the volumes, destination/origin locations, types and frequency of Services ordering, age and gender are important elements supporting our business goals.

We therefore may process this New Data obtained directly from Members when joining the Drops Program and during taking part to it, for the improvement of our business based on a constant customer-oriented approach (when we process the New Data for making statistics and Services offer design based on segment of customers) – in terms of legal grounds for personal data processing, we base our processing on our legitimate interest. *

As regards the personal data of the Member, already in their own Account on the Website, we shall process it in connection with the Drops Program for the following purpose, compatible and consistent with the purposes for which this data were initially collected / processed as per the Privacy Policy:

- implementing the Drops Program according to the terms of the Drops Program, i.e. (i) completing/carrying out the formalities related to the award/allocation of Reward Drops and Status Drops, and/or keeping the Member's Account accurate with respect to the status and the Reward Drops, the Status Drops and the rest of the benefits of the Program; (ii) carrying out correspondence with the Member regarding the accumulation of Reward Drops/Status Drops/other events regarding the implementation of the Drops Program and/or the access of the Member to higher status/current status and benefits at a given moment; (iii) allocation of vouchers and/or promo codes; (iv) computation of value of the Reward Drops and/or implementation of Reward Drops conversion and/or effective award of discounts, including information on the balance of Reward Drops available for conversion; (v) updating Reward Drops

and Status Drops statement of the Member; (vi) general correspondence regarding general tips of the Reward Drops and Status Drops, recommendations e.g. for accumulation of Reward Drops and Status Drops; (vii) honouring and valuing loyalty by awarding benefits for a Member's birthday; - in terms of legal grounds of personal data processing, we base our processing on the performance of the contractual obligations assumed under the Drops Program;

- undertaking formalities for the suspension/termination of the Member's account in the Drops Program - in terms of legal grounds of personal data processing, we base our processing on the performance of the contractual obligations assumed under the Drops Program;

- audit and reporting (e.g. annual financial audit, reporting and other fiscal obligations) – in terms of legal grounds of personal data processing, we base our processing on our legal obligations and our legitimate interest of improving the franchise business model under which we operate;

- protecting our rights in the court of law / arbitration court in case of disputes with the Member - in terms of legal grounds of personal data processing, we base our processing on our legitimate interest of protecting/enforcing our rights and defending claims;

- procedures and/or investigations carried out by official authorities in ESWD platform and/or the conduct/behaviour of the Members - in terms of legal grounds of personal data processing, we base our processing on our legal obligations.

*In case the New Data is already used by the controller for sending commercial communication based on customer segmentation profiling in accordance with the Privacy Policy, the terms therein relating to their processing shall continue to apply, based on the consent of the data subject - in terms of legal grounds for personal data processing, we base our processing on the data subject's consent.

The rest of the provisions of the Privacy Policy, relating to Recipients of the data, Data retention, Transfer of data to third countries, Data subjects rights, complaints mechanism, contact details and competent authorities, shall apply mutatis mutandis to the personal data processing (operations) related to the Drops Program.

These Special terms shall be incorporated and make part of the Privacy Policy as of the Drops Program launch and implementation.