



Promotional Glovo Terms & Conditions

Glovo Promotions

These Promotional Terms and Conditions to Users (“Terms”) apply to the provision of Promotions provided by GlovoApp23 and all of its subsidiaries (collectively referred to as “GLOVO”).

Glovo may offer special conditions and Promotion by time to time to all Platform Users: Partners, Courier Mandatary and Customer (hereafter “Users” or “You”). This document contains information on how to participate in forms part of these promotions. By participating, Users agree to be bound by these terms and conditions.

Users must comply with this Promotional Glovo Terms & Conditions if accept to participate in the Promotion, additionally, to be valid any amount, coupon, gift, raffle, and or others in accordance with the Promotion.

First.- General Conditions

Glovo will establish the period applicable to the specific Promotion, city and/or any other condition on the due Appendix applicable to the region.

All Appendixes shall constitute an integral part of this Promotional Glovo Terms & Conditions

All Promotions by Glovo have a voluntary nature and in order to participate needs to be accepted by You as well as follow all precedent conditions mentioned on this document and its specific Appendix applicable.

Second.- Cancellation of the Order

In the event of a cancellation of the order, by any reason, the Promotional point and/or code will not remain valid. The cancellation of the order may be made by Glovo at any time, and without any reason, also the promotional code will not remain valid for the User.



Third.- Cancellation

Glovo reserves the right to discontinue a Promotion at any time and without prior notice.

Glovo reserves the right to cancel the Promotion Codes offered in the event of fraudulent use or in violation of its rules of use and the Platform Terms and Conditions of Use, such as when a User uses the Promotional Code not earmarked for itself and/or through the irregular transfer of codes, among other situations that may harm Glovo or other users of the Platform.

Furthermore, Glovo may impose sanctions on infringing Users, due to their conduct and possibly defrauded values to the detriment of the Company or its harmed users, in addition to applicable legal action.

Fourth.- Jurisdiction

These Promotional Glovo Terms & Conditions and any Dispute shall be governed by and construed in accordance with Glovo country applicable mentioned on the specific Appendix of the Promotion. Any proceedings brought by You against us in respect of a dispute must be brought in the applicable Court.

The original Spanish version of these Promotional Glovo Terms & Conditions has been translated into other languages. The translated version is a courtesy and office translation only and no rights can be derived from the translated version. In the event of a dispute about the contents or interpretation of these terms and conditions or inconsistency or discrepancy between the Spanish version and any other language version of these Terms & Conditions, the Spanish language version to the extent permitted by law shall apply, prevail and be conclusive.

Fifth.- Applicable Documents

This Promotional Glovo Terms & Conditions are subject to Data Privacy and Cookies policy published on www.glovoapp.com, and also any applicable document specific to Customer, Partner and/or Courier Mandatary.

Sixth.- Limitation of Liability

Glovo shall not be liable for any loss, damage or injury suffered or sustained (even if



caused by negligence) as a result of accepting and/or using the Promotion, except for any liability which cannot be excluded by law.

Glovo accepts no responsibility for late, lost or misdirected email or other communications. Glovo assumes no responsibility for any failure to receive a claim or for inaccurate information or for any loss, damage or injury as a result of technical or telecommunications problems, including security breaches. If such problems arise, then Glovo may modify, cancel, terminate or suspend the promotion at any time.

All these clauses constitute standard conditions to participate in the Promotion unless agreed in a different sense by specific Appendix.



Appendix 1

This Appendix applies to a specific region mentioned below and is applicable to Glovo Users participating in the following conditions of Promotion. In addition, Glovo Appendix acts in line with the standards and policies that are set by Glovo's internal policies and guidelines. Glovo conducts its business dealings on the basis of compliance with applicable law and proper regard for ethical and local market business practices. As Glovo conducts business globally our Users are subject to the laws and regulations of many countries and different policies supplemented by local policies and procedures. Any local and/or regional Annex could be amended solely to ensure it is applicable to the local segment where Glovo is operating.

This document is an integral part of Promotional Glovo Terms & Conditions. In this act, you accept and declares knowledge to comply with the legislation applicable to Your country, in accordance with the indicated below:

Per Glovo country:

- a. Company name: Partner Polska Sp. z o.o. spółka z ograniczoną odpowiedzialnością
- b. Applicable cities: All cities in which Glovo is present in the country.
- c. Tax Identification Number (NIF): (PL) 7252012779

Applicable to:

Couriers Mandatories: yes
Partners: no
Customers: no

Name of the Campaign: Gloyalty - Loyalty Program for courier user

Condition of the Promotion: Glovo and Motivizer offering Gloyalty - Loyalty Program for courier users.



All active couriers in Poland are going to receive a user and password to login to the Motivizer platform. Couriers are free to register to the website and take part in the Loyalty Program.

When logging in to the Motiver tool, couriers shall sign up to the terms and conditions of the platform as well privacy and cookies policy.

Glovo disclaims responsibility on the conditions accepted by the couriers on the Motivizer platform and any negotiation on the use of this platform.

When signing up to the Motivizer website, couriers will be able to accumulate points inside the in the following situations:

One time points:

- Get 5 points when they do their first check in.
- Get 10 points when they deliver their first order.
- Get 25 points when they deliver their 50th order.

Weekly points:

- Get **0.5 points** every time they deliver an order

Monthly points:

- Get **25 points** when having a successful referral*.

* Successful referral: when the referee reaches the number of points previously defined on the referral promotion.

Couriers will be able to see the total number of points they were able to accumulate on 3 different platforms:

- Weekly Newsletter: under the Gloyalty block of the Monday's Newsletter.
- Inside the user profile tab of the Motivizer website.
- On a monthly email to be shared by Glovo stating the breakdown of points and the total points.

One point is equal to 0,1 PLN.

Period: Starting from April 01st, 2020, on.

General rules for joining Gloyalty - Glovo & Motivizer:



Any fraud act will eliminate the courier-user from the Loyalty Program.
Orders cancelled will not receive any points on the Loyalty Program.

Data Privacy

This policy applies to those Couriers in Poland who will benefit from the Gloyalty - Loyalty Program for courier.

The data controller is Partner Polska Sp. z o.o. spółka z ograniczoną odpowiedzialnością, (7252012779) Piotrkowska 276, 90-361 Łódź, Poland.

The data processed is the one provided directly by the Couriers in order to participate in the Gloyalty - Loyalty Program for courier (i.e. name and surname, email, courierID). GLOVO will process the data with the purpose of sending them the user and the password to login into the Motivizer platform. Glovo will be also collecting the data about the use of the program and the products or services acquired with the Glovo credits.

The legal basis for the processing of data is the consent provided by the data subjects. The data will be kept for the time necessary for the execution of the campaign. Glovo will transfer the data of the Couriers to Motivizer, processors making available the infrastructure to participate in the promotion, on the legal basis of the consent provided by the data subject. Glovo has established a contract with Motivizer in order to comply with local and european regulations and in order to protect Courier's rights.

The Courier will be able to withdraw the consent at any time by contacting Glovo through official channels available and will receive a confirmation from Glovo. The consent withdrawn will not affect the activities performed previous to the mentioned withdrawal.

No automated decision or profiling will be made by Glovo with the data provided by the Courier when consenting to participate in the promotion.

When logging into the Motivizer webpage, Couriers shall sign up to the terms and conditions of the platform as well as privacy and cookies policy.

Couriers can exercise their rights to access, rectify, restrict, erase, object and withdraw their consent by sending an email to legal@glovoapp.com. Couriers can also contact directly the data protection authority for any concern related to the present policy.

These provisions apply only to Couriers who participate in the Gloyalty - Loyalty Program for courier in addition to the general privacy policy already accepted by them and available on the couriers section of www.glovoapp.com.