

GENERAL TERMS

1. Terms for acquiring EKONOMY Card

1.1. Any natural person who has a permanent address in Bulgaria and who is at least 18 years old may obtain an EKONOMY Card.

1.2. The General Terms valid for the use of EKONOMY cards are available at every EKO petrol station in Bulgaria, they are also available in an electronic version on the website of EKO BULGARIA EAD: www.eko.bg.

1.3. The person receives an EKONOMY Card under the following terms:

a) a completed Request with personal data submitted to the cash desk at an EKO petrol station on the territory of the Republic of Bulgaria. The Request is available both on paper at each EKO petrol station in Bulgaria and in electronic version on the website of EKO BULGARIA EAD: www.eko.bg.

b) availability of personal data filled in correctly, legibly and in capital letters.

c) signed Notice in relation to processing of personal data.

1.4. Each individual may receive an EKONOMY card at the cash desk at EKO petrol stations in Bulgaria in compliance with the terms under item 1.3. The completed request may contain a wish to receive a second card. The second card shall be received at the same time as the first EKONOMY card on site at the petrol station, and no fee is paid for it either.

2. Terms of use of EKONOMY Card

2.1. EKONOMY card is issued by EKO Bulgaria EAD, UIC: 130948987, with seat and management address: Sofia 1756, Izgrev Region, 3 Lachezar Stanchev Str., Litex Tower, 9th floor, represented by Andreas Triantopoulos.

2.2. EKONOMY card entitles the cardholder to use discounts when purchasing fuel only at EKO petrol stations on the territory of the Republic of Bulgaria. EKONOMY card entitles the cardholder also to use discounts and special prices when purchasing other products and services, available at EKO petrol stations on the territory of the Republic of Bulgaria. The specific discounts that the cardholder may use at the time of purchase are announced at the EKO petrol stations on the territory of the Republic of Bulgaria and on the website of EKO Bulgaria EAD: www.eko.bg. EKO Bulgaria EAD may change at any time unilaterally, at its discretion, the type and amount of the provided discounts, without the need for prior specific notification to each cardholder separately. The changes of the provided discounts shall come into force with regard to all active EKONOMY cards from the moment of their publication on the website of Eko Bulgaria EAD: www.eko.bg.

2.3. EKO Bulgaria EAD may inform the cardholder about the terms for using EKONOMY card and about any change in them at the e-mail address or mobile phone indicated by him/her in the Request.

2.4. The cardholder has the right to refuse to receive information. The refusal shall be made by calling the Customer Service Center or by sending an e-mail to: office@eko.bg.

2.5. In order to use discounts, the cardholder shall present an active card at the cash desk at an EKO petrol station in Bulgaria when paying for the purchase. The discounts are available for cash or debit/credit card payments. It is not allowed to use a combination of two or more cards issued by EKO Bulgaria EAD or its partners and valid for purchases at EKO petrol stations for one payment. For the avoidance of doubt, the EKONOMY card cannot be used in combination with EKO Partners, EKO Debit, WAG, DKV, UTA and similar cards.

2.6. The discounts for fuel will be provided as a reduction of the price of one full liter of fuel on the day of purchase (including VAT) and will be deducted from the total amount due for all purchased fuel, which is reflected in the fiscal receipt. For purchased amount of fuel, less than one full liter, no discount is charged.

2.7. The EKONOMY card is not a bank card, it is not means of payment and cannot be sold or rented to third parties.

2.8. The cardholder has the right to provide the EKONOMY card held by him/her for use by third parties. EKO Bulgaria EAD shall not be liable in case the cardholder suffers damages as a result of providing his/her card for use to a third party.

2.9. Each person using the card agrees to the General Terms valid for the use of EKONOMY cards.

2.10. The cardholder has the right to refuse to use EKONOMY card. The refusal shall be made in writing by sending an e-mail to: office@eko.bg. The e-mail shall indicate the address of the EKO petrol station in Bulgaria, where the cardholder wishes to return the EKONOMY card he/she owns. The refusal shall be confirmed by an e-mail from EKO.

2.11. The cardholder has the right to make complaints about the use of the card he/she owns. Complaints are accepted in writing at EKO petrol stations in Bulgaria and shall be accompanied by the relevant fiscal receipts and other available evidence.

2.12. EKO Bulgaria EAD has the right to unilaterally change these General Terms. The changes shall come into force after the current text of the General Terms is announced on the website of EKO Bulgaria EAD: www.eko.bg.

3. Activation, validation and blocking of the EKONOMY card

3.1. The EKONOMY card is active immediately upon receipt and is valid for three years after the last use of the card. EKO Bulgaria EAD has the right to unilaterally reduce or increase the period of validity of the card, without limitations, including in the time, by announcing the new period in the General Terms on the website of EKO Bulgaria EAD: www.eko.bg.

3.2. The EKONOMY card is validated within one month after its receipt under the following terms: a) the cardholder will receive a validation notice at the e-mail address or the mobile phone specified in the Request. b) within one month after receiving the validation notice, the cardholder shall reply to it with a return message sent by e-mail to office@eko.bg or by SMS with text EKONOMY to short number 1917. c) if the cardholder does not reply to the validation notice within the specified terms, the respective EKONOMY card will be deactivated ex officio. d) if it is established that the cardholder has not filled in his/her personal data in the Request according to the requirements of item 1.3 (b) and (c), that he/she has not personally signed the Notice in connection with the processing of personal data under 1.3 (b) or that he/she has not filled in his/her e-mail address or mobile phone for contact, the card will be blocked. e) if it is established that the personal data provided under item 1.3 is not correct, complete or legible, a representative of EKO Bulgaria EAD will contact the individual for its confirmation. f) if the cardholder cannot be found to confirm the personal data or does not assist in eliminating its inaccuracies, the card held by him/her will be blocked.

3.3. In case the cardholder does not comply with the General Terms, EKO has the right to block the card held by him/her immediately and without notice.

4. Personal data

4.1. For the purposes of providing EKONOMY card, EKO Bulgaria EAD, as identified in item 2.1 above, and in its capacity of personal data controller, processes the following data of the applicant, as provided by the latter when completing the Request: a) name and surname; b) address for correspondence; c) gender; d) date of birth; e) e-mail; f) mobile phone; g) handwritten signature. (collectively referred to as "Personal Data"). The necessary Personal Data for the purpose of issuing an EKONOMY card are the ones marked with the symbol * in the Request, as well as the signature of the applicant. The provision of the remaining Personal Data contained in the Request with Personal Data is at applicant's decision.

4.2. In the signed Notice in connection with the processing of personal data under item 1.3, letter (c) above, which is an integral part of the Request, the applicant is acquainted with information regarding the collection and processing of his/her Personal Data for the purposes and under the terms referred to in these General Terms, including by automatic means, by EKO Bulgaria EAD in its capacity as personal data controller.

4.3 The collected Personal Data shall be processed for the following purposes and within the following terms: a) to issue and administrate the requested EKONOMY card; b) to confirm or change the Personal Data of the cardholder. For the purposes of letters (a) and (b) of this item 4.3 the maximum period for processing is: up to 6 years after the date of deactivation of the card for any of the reasons under these General Terms, including, but not limited to, the expiration of its period of validity. c) direct marketing by sending products, promotional terms, campaigns, newsletters and other advertisements related to the activity of EKO Bulgaria; d) to research the opinion of the cardholder by sending an invitation to participate in various marketing researches. For the purposes of letters (c) and (d) of this item 4.3 the maximum

period for processing is: up to 10 years after the submission of the Request. The paper copies of the Requests shall be stored by EKO Bulgaria EAD within 2 (two) years after their submission to a cash desk of EKO petrol station.

4.4. Grounds for the processing of Personal Data a) the processing of the Personal Data for the purpose of issuing and administering the requested EKONOMY card and/or confirming or changing the Personal Data of the cardholder is necessary for the fulfilment of the obligations of EKO Bulgaria EAD in connection with the provision of the trading conditions for using EKONOMY card, as well as the legal obligation of the company to keep the Personal Data up to date; b) the processing of Personal Data for the purposes of direct marketing and research of the opinion of the cardholder is based on the legitimate interest of EKO Bulgaria EAD to advertise its goods and services and to maintain their high quality.

4.5. Provision of Personal Data to third parties by assigning its processing (a) if the Request is submitted at a cash desk of EKO petrol station, the Personal Data will be processed by the partner of EKO Bulgaria EAD, managing the respective petrol station, in compliance with all legal requirements in this regard. (b) EKO Bulgaria EAD may assign to marketing agencies one or all of the above activities for the processing of Personal Data by ensuring their protection and lawful processing. (c) EKO Bulgaria EAD may assign storage of the paper copy of the Request to an external archive. In addition, EKO Bulgaria EAD may transfer the data of the request to other service providers when this is necessary for achieving the above objectives (e.g. providers of software and hardware solutions, etc.). For each transfer of data its protection and legal processing will be ensured.

4.6. Each cardholder has the right to object to the processing of his/her Personal Data for the purposes of direct marketing and/or participation in marketing researches at any time by sending his/her objection in an application in one of the ways under item 4.9 below.

4.7. Upon receipt of an application for objection under item 4.6, EKO Bulgaria EAD will not process the Personal Data of the objecting person for the purposes under item 4.3, letters (c) and (d) from the date of its receipt and will not restrict in any way and in any way the terms for using EKONOMY card. In order to ensure compliance with this obligation, EKO Bulgaria EAD will create a database of persons who have filed objections under item 4.6.

4.8. In addition to the right of objection above, each cardholder, in his/her capacity as a subject of Personal Data, has the following rights in connection with his/her Personal Data processed by EKO Bulgaria EAD: a) to access; (b) to rectification or erasure; (c) to restrict the processing of the data.

4.9. The rights under items 4.6 and 4.8 may be exercised by the cardholders in one of the following ways: a) via e-mail to: office@eko.bg; b) via letter addressed to: EKO Bulgaria EAD, UIC 130948987, address: Litex Tower, 9 Lachezar Stanchev Str., 3rd floor, Izgrev Region, Sofia 1756; c) in any other way indicated by EKO Bulgaria EAD in the respective direct marketing message - e.g. opt-out link provided in an email.

4.10. Each cardholder also has the right to file a complaint to the Commission for Personal Data Protection for unlawful personal data processing at the e-mail address: kzld@cpdp.bg.

5. Lost, stolen and damaged cards

In case the card is damaged, destroyed, lost or stolen and the cardholder wishes to renew it, the individual needs to fill in a new Request with personal data according to the conditions of item 1.3. The renewal of a damaged, destroyed, lost or stolen EKONOMY card is free of charge for the cardholder.

6. Customer Service Center

In cases of questions, complaints, rectification of data and others, the cardholder can send an e-mail to office@eko.bg.

7. Other terms

7.1. The invalidity of any of the provisions of the General Terms does not lead to the invalidity of the other provisions.

7.2. The provisions of the Bulgarian legislation shall apply to the cases not settled by these terms.

7.3. Each dispute shall be resolved amicably. If the parties do not reach agreement, the dispute shall be resolved by a Bulgarian court.

7.4. These General Terms are valid for all EKONOMY cards already issued.

7.5. These General Terms were last updated on 06.11.2020. Please note that your personal data provided in this Request will be processed by EKO Bulgaria EAD, UIC 130948987, with address: Litex Tower, 9 Lachezar Stanchev Str., 3rd floor, Izgrev Region, Sofia 1756, represented by Andreas Triantopoulos, in its capacity of personal data controller for the purposes of: a) issuing and administering the requested EKONOMY card and for confirmation or change of the personal data of the cardholder. For these purposes, the data will be processed on the basis of fulfilment of the obligations of EKO Bulgaria towards the cardholders. The term of this processing is up to 6 years after the date of deactivation of the EKONOMY card for any of the reasons under the General Terms for its issuance and use, including but not limited to the expiration of its period of validity. The paper copy of the Request shall be stored for up to 2 years from its submission to EKO Bulgaria. b) direct marketing through sending products, product announcements, promotional conditions, campaigns, newsletters and other advertisements related to the activity of EKO Bulgaria, as well as research of the cardholder's opinion through sending invitations for participation in various marketing researches. For these purposes, the processing is based on the legitimate interest of EKO Bulgaria to advertise its goods and services and to ensure their high quality. The term of this processing is 10 (ten) years from the date of submission of this Request. If you have submitted your Request at a cash desk of an EKO Bulgaria petrol station, your data will be processed by our partner, managing the respective petrol station, in compliance with all legal requirements in this regard. EKO Bulgaria may assign to marketing agencies one or all

of the above activities for the processing of your personal data, and it may assign the storage of the paper copy of the Request to an external archive as well as, ensuring its protection and legal processing. You have the right to object to the processing of your personal data for the purposes of the direct marketing and/or marketing research of your opinion at any time by sending your objection in one of the following ways: • via e-mail to: office@eko.bg; • via letter addressed to: EKO Bulgaria EAD, UIC 130948987, address: Litex Tower, 9 Lachezar Stanchev Str., 3rd floor, Izgrev Region, Sofia 1756; • in any other way indicated by EKO in the relevant direct marketing message - e.g. opt-out link provided in email. If you submit such an objection to direct marketing and/or marketing researches, we will no longer process your personal data for these purposes. However, in order to ensure this, your data will be included in a database of cardholders who have submitted objections. You may exercise your right to access, rectification or erasure of your personal data and your right to restrict the processing by sending applications to the above contacts. You also have the right to file a complaint with the Commission for Personal Data Protection for illegal processing of personal data at: kzld@cpdp.bg

CARD REQUEST - PDF