

The personal data submitted when applying for a Nordauto loyalty card, as well as the data on purchases made with the loyalty card, are protected and processed in accordance with the Personal Data Protection Act to collect, analyse and summarize the data shown in these terms and conditions, to make offers, conduct surveys and draw lots between customers who have made purchases with a loyalty card. The data controller is Nordauto Grupp OÜ, registry code 11985111, Kadaka tee 72a, 12618 Tallinn.

1. Conditions for issuing a Nordauto loyalty card:

- 1.1. Applications for a Nordauto loyalty card can be submitted at a Nordauto office or on Nordauto's website www.nordauto.ee/en/nordauto-customer-card/
- 1.2. Every customer can have one valid Nordauto loyalty card at a time.
- 1.3. The card is issued to the customer who fills in the mandatory fields of the Nordauto loyalty card application. The card applicant confirms the accuracy of the information provided in the application.
- 1.4. There is a right to reject the application if the mandatory fields of the application are not filled in or the customer already has a valid Nordauto loyalty card.
- 1.5. In order to receive the card, the applicant must pay the cost of the card at a Nordauto dealership.
- 1.6. Upon approval of the application, the data provided in the application shall be entered into a protected database and a Nordauto loyalty card shall be issued.

2. Conditions for using the Nordauto loyalty card:

- 2.1. The card is personal and it is forbidden to give it to another person for use.
- 2.2. The card is not a payment card.
- 2.3. The cardholder must present a personal card to the customer service representative before making a purchase in order to receive a discount at a Nordauto dealership. The purchase amount will not be credited to the Nordauto loyalty card in retrospect.
- 2.4. In order to verify the identity of the cardholder, the service provider has the right to ask the cardholder to submit an identity document. If it turns out that the card has been given for use to another person, the customer service representative has the right to take away the card from the person who submitted it.
- 2.5. The Nordauto loyalty card gives the cardholder a discount on all normal-priced services and spare parts prices offered by Nordauto. The loyalty card discount does not apply to promotional or other special offers. The cost of the loyalty card is € 6.90.

3. Other conditions:

- 3.1. The cardholder is obliged to report the loss or theft of the Nordauto loyalty card to the Nordauto dealership.
- 3.2. In case of loss or theft of a Nordauto loyalty card, you must purchase a new card and pay the cost of the card according to the price list.
- 3.3. Nordauto has the right to unilaterally change the terms and conditions of the loyalty card and the price list.
- 3.4. The current version of the terms and conditions of the loyalty card, as well as other information related to the Nordauto loyalty card is available on the Internet address www.nordauto.ee. In the event of any discrepancy between the text on

paper and the text on the Internet address, the text on the Internet address shall always prevail. If the cardholder does not wish to continue using the card in accordance with the amended terms and conditions, he/she has the right to submit an application to cancel the card and return the card to the Nordauto dealership.

3.5. Nordauto processes loyalty card data for the purpose of managing customer accounts and in accordance with the laws in force in Estonia, for offering products and services to card users, conducting surveys or draws, etc. Card users are provided with information about campaign offers, products, services and discounts and other information or inquiries related to the card via telephone numbers provided in the application, e-mail addresses or home addresses located in Estonia.

3.6. By submitting the card application, the card applicant/user has confirmed his/her consent to the processing of his/her personal data (incl. personal data submitted by him/her and data on purchases made by him/her with Nordauto loyalty card) for the purposes specified in the terms and conditions.

3.7. In order to refrain from the use of the Nordauto loyalty card, the cardholder submits a written application to the Nordauto information desk.

3.8. Upon submission of the respective application and returning the card to the Nordauto information desk, the card will be blocked immediately.

3.9. In order to ensure the security of the personal data of Nordauto loyalty card users, the card applicant must submit an identity document in order to receive a Nordauto loyalty card, as well as when submitting applications for changing personal data or refraining from the use of the card.

3.10. Please contact us by phone 600 3659 on working days from 9 am to 6 pm in case of loss or theft of the card, additional information and questions related to the Nordauto loyalty card.