

Privacy Policy & Terms Of Use

www.raiko.com

General and Basic Information:

1. The website, operating at www.raiko.com, is run by RRS Sp. z o.o. Spółka Komandytowo - Akcyjna with its registered office in 77-400 Złotów ul. Reymonta 2. KRS 0000484929 District Court Poznań Nowe Miasto i Wilda IX Wydz. Commercial Register of the National Court Register, Share Capital 230,000.00 PLN, Paid-up Capital 142,250.00 PLN (Hereinafter referred to as the Administrator)
2. Products, services, prices, and other commercial information about our products and services and Partner offers are only a request for inquiries within the meaning of art. 71 of the Civil Code and does not constitute an offer within the meaning of art. 66 Civil Code. The presented catalogs of products and services do not constitute a commercial offer within the meaning of the Civil Code, and all information provided on the website is for informational purposes only and may change at any time.
3. Any purchase via the online store www.raiko.com and Partner services, ie through the Openbenefit discount platform, may only be made by an adult. The basic prerequisite for completing your purchases is to correctly fill in the form on the site and perform all the necessary steps in accordance with the instructions.
4. The Administrator is not responsible for the Privacy Policy of Affiliated Partner Services, such as the Openbenefit Discount Platform, operated by the Administrator's Partners and other entities. The user is required to read the respective Privacy Policy and / or the Terms and Conditions of the site and, if applicable, the Terms and Conditions of the respective affiliate programs, loyalty programs, store rules, and other applicable regulations.
5. By sending an order, order, query, subscribing to the Newsletter, registering on the site, etc. The user declares that he has read the Privacy Policy and Terms of Service, and accepts its provisions.
6. RRS Sp. z o.o. S.K.A. Reserves the right to change prices without prior notice to the Service User, the Openbenefit Discount Platform Store, and other affiliates, provided that changes in prices do not apply to accepted orders being made. The price given for each item and / or service is binding at the time of order confirmation by the store's service and / or contract signing by the parties. Where the price stated on the order confirmation is different from the price in the online store, the customer has the right to cancel the contract.
7. The Administrator reserves the right to exclude in whole or in part the functionality of the service depending on the location of the User..

Privacy policy

In order to assure Users of this Service that the protection of the privacy of Users of the Website is of particular importance to us and to provide Users with information about the personal data collected by the Service, the purpose of their collection and use of cookies, we present this privacy policy.

We provide privacy protection at least to the standards set out in applicable laws, in particular the Electronic Services Act of 18 July 2002 (Journal of Laws of 2013.1422, as amended), the Act of 29 August 1997 R. On the protection of personal data (Journal of Laws, No. 2015.2135, as amended), as well as the Act of 16 July 2004 - Telecommunications Law (Journal of Laws 2014.243, as amended).

1. Objectives of the adopted privacy policy and use of cookies on the website.

- 1.1. This Privacy Policy and use of cookies governs the processing of personal data about the collection and use of user information on the website at www.raiko.com and its subdomains and other local domains, ie www.raiko.sk www.raiko.lt and others. Domestic own domains associated with the root domain; (Hereinafter referred to as the "Service").

It was created and accepted by RRS RAIKO Marketing RRS Sp. With o.o. Spółka Komandytowo Akcyjna with its registered office in Gdańsk. Poland, which entity is the administrator of personal data, within the meaning of the Act on the protection of personal data (hereinafter referred to as the Administrator)

- 1.2. The User's personal data are processed to the extent necessary for the purposes of:

- 1.2.1. providing appropriate service and project management and dedicated service areas, ie Raiko Oxygen Partner Project, Raiko Openbenefit Discount Platform and other RAIKO marketing activities;
- 1.2.2. to conclude a contract for the provision of electronic and / or off-premises services, the design of its content, modification and termination;
- 1.2.3. execution of the orders submitted by the User for products included in the assortment of the Service, including contact with the User necessary for the performance of the order,
- 1.2.4. handling the User's complaint,
- 1.2.5. of the return of benefits in the event of withdrawal;
- 1.2.6. Statistical;



- 1.2.7. contact and response to questions asked by the User;
- 1.2.8. distributing advertising and informational materials of its own and Affiliates associated with particular offers (in the case of consent in the appropriate registration form and / or in the case of subscribing to the Newsletter;
- 1.2.9. other specified in the respective regulations, in accordance with the consent of the user in the respective registration form;

By clicking / selecting the option (choose one of the versions) available before ordering or eg before registering on the site "I agree to send me marketing information, including the transmission of commercial information by electronic means", the personal data of the User will be processed by the Service also in To provide information about products, offer, store, promotions, free newsletters containing information about the Administrator and Partner Offers. Providing personal information is voluntary. Informujemy, że w Serwisie mogą znajdować się odesłania – linki umożliwiające w przypadku ich kliknięcia dotarcie do innych stron internetowych zarządzanych przez innych administratorów. Administrator niniejszego Serwisu nie ma wpływu na prowadzoną przez tych administratorów politykę prywatności ani politykę wykorzystywania plików cookies i nie ponosi za nie odpowiedzialności. Dlatego też apelujemy o zapoznanie się przez Użytkownika z polityką prywatności tych serwisów i wykorzystywania plików cookies.

2. Data collected about users on the site, including personal data of how they are used, user rights.

By visiting our Website, your user data may be shared by you in two ways: passively and actively. Passive data is information that is automatically saved by the service, ie anonymous information about the user's visit time, IP address, URL, type of browser (system logs), number of visits, device data, browser language, operating system type, etc. Are analyzed for the purpose of point 1.2 using the platform solutions and services provided by the external vendor's administrator, ie Openbenefit.pl. This tool works based on the so-called. Cookies and does not share any personally identifiable information. The privacy policy can be found under the "Download" tab at www.raiko.com

The service may also collect geolocated data from the user to verify the location (continent, country, location) of the user making the order, visit, registration. If ordering to or from your location is not possible, you will not be able to place an order and you will receive the appropriate message in the message that appears when you try to place an order.

The data collected as described above is stored for an indefinite period of time only to assist in the administration of the Service, allowing for its efficient operation and user-friendly solutions. We assure you that this information is not disclosed to anyone other than those authorized to administer the Service.

2.1. Data collected by the Service is also data provided by the User actively.

- 2.1.1. In order to make any orders, contact, send inquiry from contact forms, etc. The user can, once without the need to pre-register and log in, fill in the appropriate form by filling it in with the required details, which may depend on the form may be name, surname, company name, Delivery address / address / email address / phone number / credit card number / debit card number / and more. The above mentioned data is processed only for the time necessary for order fulfillment and is not provided by the Administrator to third parties, except for those who are required to perform the order, ie the carrier / freight forwarder / relevant advisor of the client, agent, By the person's administrator. Once the order is processed, the data is deleted.
- 2.1.2. In order to place an order, an order or a query, you can also register with the Service by clicking on the "Register" option in the appropriate part of the site, ie Raiko Shop, Openbenefit Platform and any other available in the upper right hand corner of the homepage. Then the data given during registration of the User's account, ie address / delivery address / email address / telephone number and other information given by you during registration and / or within Edit data after login. You will also need to enter your login and password. In any case, login does not have to contain your name or name. Then the data provided by the User will be retained by the Service and will not be required when submitting another order after logging in. Data will be processed for the time necessary, in any case not longer than until the objection is raised by the User.

* For some services provided by Raiko, such as the Openbenefit Platform and / or support for Raiko Oxygen prepaid cards. The required registration or login data may vary depending on the security systems offered by the Partner, the Bank, the Openbenefit Provider. Especially in terms of logins instead of login and password, such as customer number or card number, NAC secure logon number and / or other secure login or authentication passwords may be required. How to register and log in to special services is defined in secure WelcomePackage Envelopes containing a service invitation with a login and password and / or another number for the first login. Details are described in the respective regulations of each Project. Ie. Openbenefit rules of use.

- 2.1.3. The service enables you to contact the site administrator and the relevant individual Service departments, contact the Customer Service, Hotline via the contact form / telephone / email: info@raiko.com
Contacting one of the above. You can enter your e-mail address, login / nick as long as you are a registered user and your phone number and any other data. These data are used only for the purpose specified in ppk 1.2.7. / contact, ie the answer to the question asked by the User.
- 2.1.4. The service allows you to subscribe to the newsletter / add to the subscriber database by clicking the "subscribe newsletter" option available in the options www.raiko.com. The user subscribing to the newsletter or requesting to add to the subscription gives data such as email address / possibly phone. The above data is only used to send you our newsletter or newsletter.
- 2.1.5. At any time, the User has the right to inspect the data processed by the Administrator, the right to request their change, and to delete them. To do this, send an e-mail to marketing@raiko.com and / or info@raiko.com and / or send a registered letter to: RRS Sp. With o.o. S.K.A. 80-298 Gdańsk ul. Radar 165.
- 2.1.6. Personal data collected for a client account, the User can at any time, independently and freely edit and delete them. Deleting or editing data is done by clicking on the "Your Account" option, then selecting the option "edit data" or "delete data" accordingly. Optional service at any given time.
- 2.1.7. You may also contact the Administrator with the request to delete the client account. To do this, send an e-mail to marketing@raiko.com and / or info@raiko.com and / or send a registered letter to: RRS Sp. With o.o. S.K.A. 80-298 Gdańsk ul. Radar 165.
You will be prompted to remove your account for verification by entering your account login and password.
- 2.1.8. You may cancel your newsletter or subscribe at any time. This can be done manually by modifying the client account settings. To do so, go to the "Your Account" tab, then "Newsletter" / "Subscription" and select the option option. You may also opt-out by sending an e-mail to marketing@raiko.com and / or info@raiko.com and / or sending a registered letter to RRS Sp. With o.o. S.K.A. 80-298 Gdańsk ul. Radar 165.
A registered user will be asked to cancel a newsletter or subscription for verification by providing a login and password to the account.

3. Cookies and how to use them

- 3.1 When using the Website, the user's terminal shall store small files, in particular text files, which contain information to store login information, recently selected products, products in the User's Basket (hereinafter "cookies"). Cookies also allow you to collect the statistical data referred to in 1.2. Also in the "Cookie Policy" document available for download from www.raiko.com
- 3.2 Cookies do not contain any personally identifying information, which means that they can not be identified on the basis of their identity. Files used by the Service are not in any way harmful to you or your device and do not interfere with its software or settings.
- 3.3 Types of cookies:



We may use different types of cookies in the Service. To explain the function of the files used, we inform you that: session files are temporary files that are stored on your device until you log out of the Service, exit the Service, including by completely closing the browser.

- 3.4 Please note that generally browsers in the default settings have the option to save cookies. If you do not agree to save these files to your end device, you should change the settings of the web browser you are using. Preventing cookies from being written may be:
- niezapisywaniu plików cookies na urządzeniu końcowym;
 - każdorazowym informowaniu użytkownika o zapisaniu danego pliku cookie na urządzeniu;
 - usuwaniu plików po skorzystaniu z Serwisu.

- 3.5 In order to use the User-specific option, you should consult the cookies management information found most often in the "Settings" of the browser or in the "Help" tab. @ Raiko.com any questions and doubts, and the service consultants will provide all the information you need.

Please be aware, however, that in cases where files are necessary for the operation of the Website, limiting their use may hinder the use of the Service.

Your browser's browser settings for saving cookies and giving consent by clicking "I accept" in the window appearing after entering the Service means you agree to have these files stored on your terminal.

4. Security

Your personal data is stored in a database that has been used for technical and organizational measures to protect the data processed in accordance with the requirements of the law governing the protection of personal data, in particular in the Act of 18 July 2002 on the provision of electronic services (Dz. , The Act of 29 August 1997 on the Protection of Personal Data (Journal of Laws, No. 2015.2135, as amended), Act of 16 July 2004 - Telecommunications Law (Journal of Laws of 2004, no. U.2014.243 as amended), as well as the Ordinance of the Minister of Internal Affairs and Administration of 29 April 2004 on the processing of personal data and the technical and organizational conditions to be met by the equipment and information systems used to process personal data (Journal of Laws of 2002, No. 100, item 1024).

The service uses the technologies and procedures for the protection of personal data, ensuring the proper protection of the users' privacy.

Access to the database is limited to persons authorized by the data controller.

If you choose to set up a client account for security reasons, you should also follow the password and login instructions that provide the appropriate level of difficulty. In particular, we recommend using a string consisting of strings and numbers, and case sensitive.

Users using the Service using a third party terminal should log out of the account and delete the browsing history.

5. Changes to Privacy Policy

Changes to this privacy policy will only be made to enhance privacy policy standards or to align policies to legal requirements.

6. Contact the administrator and report irregularities

To report any irregularities, comments, privacy policy requests, please contact us at: info@raiko.com or by filling in the contact form available on the site. We assure you that each application will be processed by us and we will reply to the email address you provided in your application.