

QG LOYALTY CARD
Terms & Conditions

1. DEFINITIONS

In these Terms & Conditions the following expressions have the respective meanings ascribed to them below:

Businesses means the enterprises of Quality Group and any other third parties participating in the Loyalty Scheme.

Cardholder means the person to whom the Loyalty Card is issued subject to the present Terms as amended from time to time.

Company means M.C.S. QUALITY IP LIMITED.

Loyalty Card shall mean collectively the Gold Q Loyalty Card and the Blue Q Loyalty Card issued in accordance with the present Terms as amended from time to time.

Loyalty Scheme shall mean the loyalty programme of Quality Group providing discounts and rewards to a Cardholder through the use of the Loyalty Card at the Businesses subject to the present Terms as amended from time to time.

Quality Group shall mean the Company, M.C.S. QUALITY HOLDINGS LIMITED and all of their affiliates.

Terms shall mean the following Terms & Conditions and any amendments thereof.

The following Terms are read and enforced together with Quality Group's Privacy Policy located at qualitygroupcyprus.com, which we encourage you to refer to.

2. INTRODUCTION

- 2.1. The Terms regulate the operation of the Loyalty Scheme carried out through the Loyalty Card. The Terms apply to the use of your Loyalty Card and govern the relationship between the Company ("we" or "us") and the Cardholder ("you").

- 2.2. The aim of the Loyalty Scheme is to reward Quality Group's customers with special discounts and/or offers in the Businesses as set out in the Terms.
- 2.3. The Terms are enclosed in your welcome pack and can be found on Quality Group's website at qualitygroupcyprus.com.

3. ELIGIBILITY AND REGISTRATION PROCEDURE

- 3.1. To be eligible for a Gold Q Loyalty Card you must be over 18 years of age and an employee of Quality Group.
- 3.2. To be eligible for a Blue Q Loyalty Card you must be over 18 years of age and a client or associate of Quality Group.
- 3.3. The Loyalty Card shall be issued to natural persons only, free of charge and with no obligation to buy.
- 3.4. The registration to the Loyalty Scheme is done through a hard copy form, included in your welcome pack and also available on request, which needs to be returned to Quality Group's head offices at Constantinou Paleologou 41, 6036, Larnaca, Cyprus once fully completed and signed.
- 3.5. A prerequisite of successful registration is to fill in all the required fields of the application form, giving your consent for the processing of your personal data and acceptance of the Terms. The Company reserves the right to refuse entry to the Loyalty Scheme without stating a justification. In the event the applicant submits false information to the Company, the applicant is liable to the Company for any damages suffered.
- 3.6. It is the Cardholder's responsibility to inform the Company of any changes to the personal details which were provided through the registration form by sending an email to qloyaltycard@qualitydevelopments.com.

4. CANCELLATION

- 4.1. Each Cardholder may request cancellation of the Loyalty Card by contacting Quality Group's head office at Constantinou Paleologou 41, 6036, Larnaca, Cyprus.
- 4.2. Gold Q Loyalty Cards shall be cancelled immediately upon the resignation or termination of employment of their holders. In such event the holders must return their Loyalty Card to the main offices of Quality Group at Constantinou Paleologou 41, 6036, Larnaca, Cyprus.
- 4.3. A Loyalty Card that has not been used for any transaction for more than three (3) years will be deactivated and shall be considered void.

- 4.4. In the event that the Company, becomes aware that the Cardholder is in possession of more than one Loyalty Card and/or that the Loyalty Card is being used in a fraudulent or unauthorised manner and/or in contravention of the present Terms, the Company reserves the right to immediately cancel the Loyalty Card in its absolute discretion. Quality Group shall directly block the Loyalty Card when unlawful use is ascertained.
- 4.5. The Company shall not be liable to the Cardholder for any direct or indirect, existing or future losses connected to the cancellation or revocation of the Loyalty Scheme and the Loyalty Card.

5. DISCOUNT

- 5.1. The Loyalty Card gives you the possibility, but no obligation, to buy specific products and/or engage the services of participating Businesses at a set discount.
- 5.2. Different discounts and Businesses are applicable to the Gold Q Loyalty Card and the Blue Q Loyalty Card holders. A list of the applicable Businesses and discounts is included in your welcome pack and can also be found on Quality Group's website at qualitygroupcyprus.com.
- 5.3. You must show your Loyalty Card before payment, to make use of the discount. The discount will be shown on the receipt. No discount shall be granted during sale periods, on special offers, pre-payments, guarantee payments and gift cards.
- 5.4. As far as hotels and tourist establishments are concerned, reservations must be made in advance and the Cardholder must disclose that use of the Loyalty Card is intended at the time of booking. Reservations will be made subject to availability.
- 5.5. The Company shall have the right to change the discount levels at its absolute discretion without the prior consent of the Cardholder. Such amendments shall be published on Quality Group's website at qualitygroupcyprus.com

6. PARTICIPATING BUSINESSES

- 6.1. Quality Group reserves the right to integrate a new Business or to remove an existing Business from the Loyalty Scheme at its absolute discretion without the consent of the Cardholder. The list of participating Businesses and any amendments thereof shall be published on Quality Group's website at qualitygroupcyprus.com.
- 6.2. Quality Group shall not be liable in the event any of the Businesses participating in the Loyalty Scheme discontinue their participation, and/or withdraw any of the products/services offered.

7. LOSS AND REPLACEMENT OF THE LOYALTY CARD

- 7.1. If you believe that your Loyalty Card has been lost or stolen and there has been unauthorised use it is your responsibility to inform Quality Group accordingly. Quality Group shall not be liable for misuse of a lost or stolen Loyalty Card or any unauthorised use of a Loyalty Card.
- 7.2. A replacement Loyalty Card can be issued on request when the Loyalty Card has been lost or damaged. The Company is entitled to charge a fee for the issuance of such replacement when the new Loyalty Card is picked up.
- 7.3. We may determine, at our sole discretion not to allow a replacement Loyalty Card where we reasonably believe that the Loyalty Card has been lost or stolen due to your wilful breach of the Terms or if there are reasonable grounds for suspecting that you have been engaged in fraudulent or other unlawful conduct.

8. OWNERSHIP AND USE OF THE LOYALTY CARD

- 8.1. The Loyalty Card is not redeemable for cash and cannot be used for payments of goods or services.
- 8.2. The Loyalty Card will remain the property of the Company. The Loyalty Card is strictly personal non-transferable and equipped with a unique number. The Cardholder may not lend out their Loyalty Card.

9. GENERAL DATA PROTECTION REGULATION

- 9.1. The Company or V.K.C.A Quality Ltd is the Controller of your personal data. The Company always collect and process personal data according to the provisions of Regulation (EC) 2016/679 and the Protection of natural persons with regard to the processing of personal data and on the free movement of such data Law 125(I)/2018 (Data Protection Law), as amended from time to time.
- 9.2. The applicant acknowledges that personal data will be provided to the Company through the application form, for the purpose of being provided with the Loyalty Card. The applicant consents to the processing of such personal data in order for the Company to be able to provide the Loyalty Cards. The applicant or the Cardholder has the right to withdraw the consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.
- 9.3. More information about the applicants' rights and on how the Company process personal data can be found on the Privacy Notice provided to you. If you wish to exercise any of your abovementioned rights or for any clarification, you can contact our Data Protection Officer at the email address: dp@qualitydevelopments.com

10. APPLICABLE LAW

- 10.1. The Terms are governed by the laws of the Republic of Cyprus, the courts of which shall have exclusive jurisdiction over any disputes arising hereunder or from use of the Loyalty Card or from participation in the Loyalty Scheme.

11. OTHER TERMS

- 11.1. Quality Group may amend, withdraw, suspend and/or interrupt the Loyalty Scheme or any part thereof at any time, in its sole discretion. These Terms and Conditions may be amended from time to time without notice and any changes will take effect immediately upon publication on Quality Group's website at qualitygroupcyprus.com and/or by any other reasonable means at the Company's reasonable discretion. By using the Loyalty Card, you are indicating your agreement to be bound by these Terms and Conditions as may be amended from time to time. The Company does not accept any liability in case a Cardholder fails to be informed about the changes that have occurred and have been publicly disclosed as described above.

I hereby confirm that I have read and agree to the Terms and Conditions set out above