

1. General

1.1. Bolt Operations OÜ, address Vana-Lõuna tn 15, 10134, Tallinn, Estonia, registry code 14532901 (Bolt) is the organiser of the Campaign “Malaysia Driver Survey 2025” (Campaign).

1.2. The Campaign is organized in two forms:

- a. Participation in the Driver Survey 2025 through the Form
- b. Receipt of a one-time Incentive for the first 50 eligible Participants who complete the survey successfully

1.3. The Campaign will be held from 29 July 2025 to 19 August 2025 (GMT +8) (inclusive) (Term of the Campaign).

1.4. Only residents of Malaysia aged 18 or older (or have full legal capacity in the country of citizenship) (Participants) are eligible to receive the Incentive, provided they are among the first 50 Participants to complete and submit the form in accordance with the instructions.

1.4.1. Launch dates

Country	Start - End Date	Incentive Announcement
Malaysia	29 July 2025 - 19 August 2025	After the first 50 participants are identified

1.5. The procedure of the Campaign is established in current Terms and Conditions and in the conditions specified in the promotional and additional materials of the Campaign, which are mandatory for all Participants.

1.6. Prior registration for the Campaign is not required. Participation in the Campaign is defined when the Participant fills in the required fields in the relevant Form and submits it. Filling in and submitting the Campaign Form implies acceptance with the Terms and Conditions of the Campaign.

1.7. Employees of Bolt as well as their family members, are not eligible to participate.

1.8. This Campaign is not a lottery or any other form of gambling.

1.9. By submitting the Form, the Participant gives Bolt the right to use the data in a survey for research purposes at Bolt's sole discretion at any point in time without any compensation from Bolt to the Participant, unless the Participant is chosen as one of the first 50 participants that complete the survey in full and thus will be eligible for a one-time Incentive for their participation.

2. Incentive

2.1. The first 50 (fifty) eligible Participants who successfully complete and submit the Driver Survey 2025 Form during the Term of the Campaign will each receive a one-time RM20 credit (Incentive) directly into their Bolt driver account.

2.2. Eligibility will be determined based on the order in which completed submissions are received, as recorded in Bolt's system.

2.3. To qualify, the responses submitted in the Form must be clear, relevant, and provide meaningful input; submissions containing incomplete, irrelevant, or placeholder answers (such as single-word responses, punctuation marks, or nonsensical content) may be deemed ineligible at Bolt's sole discretion.

2.4. Each Incentive will be credited directly to the Participant's Bolt driver account. The credited amount will form part of the Participant's earnings balance and may be withdrawn in accordance

with Bolt's standard payout process. This amount is not subject to platform commission and will be available in full for withdrawal.

2.5. Bolt is not responsible for delays or failures in crediting the Incentive due to inaccurate or incomplete information provided by the Participant.

2.6. The Incentive will not be paid out or reimbursed in cash.

2.7. There are no hidden fees for the Participant related to getting the Incentive.

2.8. Participants who submit the survey multiple times will still be eligible for only one Incentive.

3. Prohibited activities

3.1. The Participant will not engage in any fraudulent, unethical or unlawful activity, any activity which is not transparent to Bolt, or any activity that intentionally or unintentionally misuses or circumvents the Campaign.

3.2. The Participant will not provide false or misleading information to Bolt (incl. age, legal capacity etc.).

3.3. The Participant will also not display or transmit any material (either directly or indirectly, for example through a referral link or any other media) that:

3.3.1. is inappropriate, unethical, threatening, abusive or invasive of another's privacy, or causes annoyance, inconvenience or needless anxiety;

3.3.2. is likely to harass, upset, embarrass, alarm or annoy any other person;

3.3.3. impersonates any person, or misrepresents Participants identity or affiliation with any person;

3.3.4. gives the impression that such material emanates from Bolt unless specifically given to Participant by Bolt for that purpose; or

3.3.5. is detrimental to Bolt's reputation.

4. Obligations

4.1. By participating in the Campaign, the Participants confirm that they have read and agree to the Terms and Conditions of the Campaign.

4.2. Should circumstances of force majeure appear, Bolt shall have the right to discontinue the Campaign without prior notice or any consequences. If possible, Bolt shall provide notice of such discontinuation through Bolt's website, in client communications, e-mails and/or social media channels.

4.3. Bolt reserves the right to make any decisions regarding the Campaign, including to unilaterally change and supplement the Terms and Conditions of the Campaign, without prior notice thereof. Bolt will publish such decisions regarding the Campaign via Bolt's website, in client communications, e-mails and/or social media channels.

4.4. Bolt has the right to remove the Participant from the Campaign without a prior notice should the Participant infringe the Terms and Conditions of the Campaign.

4.5. Bolt is not responsible for any faults caused by a third party which prevents the Participant from participating in the Campaign.

5. Privacy

5.1. In the Campaign, Bolt processes Participant personal data to determine the participation in the survey, as necessary to fulfil Campaign conditions and perform the contract between Bolt and the Participant. Additionally, Bolt may process your personal data for the purposes of analysing the Campaign results, based on our legitimate interest in improving future campaigns. Alternatively, in jurisdictions where consent is the only lawful basis for processing, we will rely on your consent.

5.2. The personal data processed includes only the personal data provided by the Participant in the Campaign Form, such as their full name and identification card number.

5.3. Bolt may share Participant's personal data with other entities within Bolt group, providers of online cloud storage services, and other essential IT services. In case Bolt receives a legal request from a public authority, it may also be obliged to share Participant's personal data with them.

5.4. Where Bolt shares Participant's data outside of the EU or EEA, such transfer of Participant's personal data will take place only under an adequacy decision adopted by the European Commission or upon appropriate safeguards such as standard contractual clauses. Safeguard details can be requested at privacy@bolt.eu.

5.5. The Participant has a right to request access to and rectification or erasure of personal data or restriction of processing of personal data or to object to processing as well as the right to data portability. Where a Participant's personal data is processed on the basis of a consent, the Participant has a right to withdraw it at any time, without affecting the lawfulness of processing based on consent before its withdrawal. In case of any unresolved privacy concerns, the Participant has the right to complain to a data protection authority.

5.6. You can use this form (<https://bolt.eu/en/privacy/data-subject/>) to submit requests regarding your personal data or contact our Data Protection Officer (DPO) at privacy@bolt.eu.

5.7. Bolt will retain the Participant's personal data collected during the Campaign only for as long as necessary to fulfil the purposes of the Campaign and comply with applicable legal obligations, but in no case longer than six (6) months from the end of the Campaign Term. After this period, Bolt will either delete or fully anonymise the personal data, ensuring that it can no longer be used to identify any individual. Anonymised and aggregated data may be retained and used by Bolt for internal analysis and research purposes, without further notice or compensation to Participants.

5.8. For more details on how Bolt processes personal data, check out our privacy notices at <https://bolt.eu/en/privacy/>.

6. Contact Bolt

6.1. All complaints, questions related to the organisation of the Campaign must be presented to Bolt via following e-mail giveaways@bolt.eu or by post at Bolt Operations OÜ, Vana-Lõuna tn 15, Tallinn, 10134 during the Term of the Campaign. Bolt will not process complaints regarding the Campaign which will be sent after the Term of the Campaign.