

1. General

1.1. **Bolt Operations OÜ**, address **Vana-Lõuna tn 15, 10134, Tallinn, Estonia**, registry code 14532901 (Bolt) is the organiser of the Marketing Campaign “**Bolt Rewind 2023**” (Campaign).

1.1.1. Bolt Rides PL sp. z o.o., address Prosta 67, 00-838 Warsaw, registry code 0000981464 is the organiser of the Campaign in Poland

1.1.2. Bolt Services AZ LLC, address AZ1025, Baku City Khatai District, 55 Khojali avenue (In original: AZ1025, Bakı Şəhəri Xətai Rayonu, Xocalı, ev.55), registry code 1503463041 is the organiser of the Campaign in Azerbaijan

1.2. The Campaign is organized in two forms:

a. Idea submission through the Form

b. Participation in the Giveaway

1.3. The Campaign will be held from December 18, 2023 to January 14, 2024 (GMT +3) (inclusive) (**Term of the Campaign**).

1.4. Only residents of Azerbaijan, Belgium, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Latvia, Lithuania, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Ukraine, Austria, Georgia, Hungary, Ghana, Kenya, Nigeria, South Africa, Tanzania and Paraguay aged 18 or older (or have full legal capacity in the country of citizenship) who have a personal Bolt App account for ride hailing (Participants) are eligible to compete for the Prize and have the possibility to be chosen as a Winner.

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 be chosen as a Winner.

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

1.9. By submitting the original idea in the Form, the Participant gives Bolt the right to implement, adapt, combine it with other ideas at Bolt's sole discretion at any point in time without any compensation or royalties from Bolt to the Participant, unless the Participant is chosen as the Winner and thus will be eligible for a one-time Prize.

2. Prize

2.1. The Participant who offers the best idea of improving the city will be chosen by Bolt's internal jury at its sole discretion as the Winner of the Campaign and will receive a promo code, as described further in section

2.2 below, for ride hailing services in the Bolt App (the Prize), and have his/her winning idea implemented by Bolt in its exact or adapted form, in a location of Bolt's choosing.

2.2. The Prize is a promo code offering discounts for Bolt ride-hailing rides, valid for 24 months from the time the code is sent to the Winner. The promo can only be used in the country it is issued for. The promo code offers a set of discounts off the full price of a set number of rides. If the price of the ride is lower than the discount, the discount is applied to the full ride price, and the unused discount cannot be transferred to another ride or by any other means. If the ride price is higher than the discount, the discount is applied to the full price, and the remaining cost of the ride is covered by the rider via their preferred payment method. The total value of the Prize promo code and the applicable discounts per country is as follows (Form entries from countries not included in the following list do not qualify for the Prize):

- a. Azerbaijan: ₼ 2,000 total promo code value, offering up to ₼2 off 1,000 rides
 - b. Austria, Belgium, Cyprus, Finland, France, Netherlands: €1,000 total promo code value, offering up to €10 off 100 rides
 - c. Croatia, Estonia, Germany, Latvia, Lithuania, Malta, Portugal, Slovakia, Spain: €1,000 total promo code value, offering up to €5 off 200 rides
 - d. Czech Republic: Kč 25,000 total promo code value, offering up to Kč 100 off 250 rides
 - e. Georgia: ₾ 3,000 in Georgia total promo code value, offering up to ₾ 5 off 600 rides
 - f. Ghana: GH¢ 13,000 total promo code value, offering up to GH¢ 13 off 1,000 rides
 - g. Hungary: Ft 400,000 total promo code value, offering up to Ft 2,500 off 160 rides
 - h. Kenya: KSh 160,000 total promo code value, offering up to KSh 200 off 800 rides
 - i. Nigeria: ₦ 850,000 total promo code value, offering up to ₦ 1,700 off 500 rides
 - j. Norway: kr 12,000 total promo code value, offering up to kr 100 off 120 rides
 - k. Paraguay: ₧ 8,000,000 total promo code value, offering up to ₧ 10,000 off 800 rides
 - l. Poland: zł 5,000 total promo code value, offering up to zł 10 off 500 rides
 - m. Romania: lei 5,000 total promo code value, offering up to lei 10 off 500 rides
 - n. South Africa: R 20,000 total promo code value, offering up to R 40 off 500 rides
 - o. Sweden: kr 12,000 total promo code value, offering up to kr 100 off 120 rides
 - p. Tanzania: TSh 3,000,000 total promo code value, offering up to TSh 2,000 off 1,500 rides
 - q. Ukraine: ₴ 40,000 total promo code value, offering up to ₴ 50 off 800 rides
- 2.3. The Prize can only be given out to the Winner via the email submitted in the Form, after the Winner has responded to Bolt's reach-out within 30 (thirty) calendar days, and confirmed the country they'd like to have the Prize promo code issued for.
- 2.4. The Prize will not be paid out or reimbursed in cash. The Prize is not replaceable or exchangeable in any way and Bolt shall not reimburse any expenses related to giving the Prize.
- 2.5. There are no hidden fees for the Winner related to getting the Prize.
- 2.6. It is not possible for a single Participant to win multiple times. Bolt reserves the right to choose more than one Winner in the Campaign.

3. Choosing a Winner

- 3.1. The Winner will be chosen by Bolt's internal jury at its sole discretion. Any Participant having submitted an idea in the Form can be contacted by Bolt prior to selecting a winner to clarify any details relating to the idea or implementing it.
- 3.2. The Winner will be contacted by Bolt's representative via email stated in the Form by March 31, 2024 (GMT +3), and afterwards announced via Bolt's social media and other communication channel/s.
- 3.2.1. Bolt shall not be liable for any Participant's notification that is lost, intercepted or not received by a potential Winner for any reason. If the Winner cannot be reached and/or fails to respond to confirm email address within 30 (thirty) calendar days from when the initial email is sent, the Winner will be considered to have forfeited the Prize. Bolt is still allowed to proceed with implementing the Winner's idea. In the event the Prize is forfeited Bolt reserves the right to select another Winner.
- 3.3. Bolt reserves the right to publish the first name of the Winner and their idea on Bolt's blog, Bolt's website, in client, PR communications, e-mails and/or social media channels without additional confirmation from the Winner other than submitting this information via the Form.

4. Prohibited activities

- 4.1. 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.

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

4.3. 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:

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

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

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

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

4.3.5. is detrimental to Bolt's reputation.

5. Obligations

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

5.2. 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.

5.3. 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.

5.4. 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.

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

6. Privacy

6.1. In the Campaign, Bolt processes Participant personal data to determine and announce the Winner fulfilling Campaign conditions pertaining to GDPR Art. 6.1 (b).

6.2. The personal data processed includes only the personal data provided by the Participant in the Campaign Form, such as their name, city & country, and contact details.

6.3. 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.

6.4. Where Bolt shares Participants data outside of the EU or EEA, such transfer of Participants 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.

6.5. 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.

6.6. For any queries related to Bolt's processing practices, the Participant may contact Bolt by post at Bolt Operations OÜ, Vana-Lõuna tn 15, Tallinn 10134. The Participant may contact Bolt's Data Protection Officer electronically at privacy@bolt.eu.

6.7. Bolt will use the Participant's personal data provided for the Campaign until the Winner is announced, but not later than for 5 months.

6.8. When the Winner is announced, Bolt may publish their name and the idea on Bolt's websites of Bolt, in PR communications, emails and social media channels, for the purpose of promotion of the Campaign results.

6.9. Should the Participant be using third person's personal data while participating in the Campaign, then this Participant has to ensure that the Participant has the appropriate legal basis for sharing this data with Bolt under the applicable privacy law.

7. Contact Bolt

7.1. 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.