

“Life In Your City” Marketing Campaign Terms and Conditions for Riders

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 “Life In Your City” (**Campaign**).
- 1.2. The Campaign will be held from 07.07.2026 to 21.07.2026 (GMT +3) (inclusive) (**Term of the Campaign**).
- 1.3. Only residents of Czech Republic, Estonia, Finland, France, Germany, Ghana, Kenya, Latvia, Lithuania, Netherlands, Nigeria, Norway, Poland, Portugal, Romania, South Africa and Tanzania aged 18 or older (or have full legal capacity in the country of citizenship) (**Participants**) are eligible to participate.
- 1.4. 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.
- 1.5. Prior registration for the Campaign is not required. Participation in the Campaign is defined when the Participant fills in the required fields in the campaign form available (**Form**) and submits it. Filling in and submitting the Form implies acceptance with the Terms and Conditions of the Campaign.

List of campaign forms (**Form**):

- Czech - <https://rideswithbolt.eu.typeform.com/lifeinczech>
- Estonia - <https://rideswithbolt.eu.typeform.com/lifeinestonia>
- Finland - <https://rideswithbolt.eu.typeform.com/lifeinfinland>
- France - <https://rideswithbolt.eu.typeform.com/lifeinfrance>
- Germany - <https://rideswithbolt.eu.typeform.com/lifeingermany>
- Ghana - <https://rideswithbolt.eu.typeform.com/lifeinghana>
- Kenya - <https://rideswithbolt.eu.typeform.com/lifeinkenya>
- Latvia - <https://rideswithbolt.eu.typeform.com/lifeinlatvia>
- Lithuania - <https://rideswithbolt.eu.typeform.com/lifeinlietuva>;
<https://rideswithbolt.eu.typeform.com/lifeinlithuania>
- Netherlands - <https://rideswithbolt.eu.typeform.com/lifeinholland>
- Nigeria - <https://rideswithbolt.eu.typeform.com/lifeinnigeria>
- Norway - <https://rideswithbolt.eu.typeform.com/lifeinnorway>
- Poland - <https://rideswithbolt.eu.typeform.com/lifeinpoland>
- Portugal - <https://rideswithbolt.eu.typeform.com/lifeinportugal>
- Romania - <https://rideswithbolt.eu.typeform.com/lifeinromania>;
<https://rideswithbolt.eu.typeform.com/lifeinromaniaen>
- South Africa - <https://rideswithbolt.eu.typeform.com/lifesouthafrica>
- Tanzania - <https://rideswithbolt.eu.typeform.com/lifeintanzania>

- 1.6. These Terms and Conditions shall be governed by the laws of the Republic of Estonia. Any disputes arising out of or in connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of Estonia.
- 1.7. This Campaign is not a lottery or any other form of gambling.

2. Submission of the photo and use by Bolt

- 2.1. By submitting a photo through the Form, the Participant grants Bolt and its group companies a worldwide, royalty-free, transferable and sublicensable right to use, reproduce, publish, display, distribute, edit (incl. AI), modify, adapt, combine with other materials, create derivative works from the photo, use the photo without providing attribution to the Participant and otherwise exploit the submitted photo in any media or

format now known or later developed, for advertising, promotional and other brand-related purposes for the use in the Campaign.

- 2.2.** Bolt may decide whether to use the photo in the Campaign at its sole discretion. Unless expressly stated otherwise in these Terms and Conditions, no compensation shall be paid for the submitted photo. Bolt may, at its sole discretion, grant ride credit promo codes to Participants whose photos are selected for use in the Campaign as defined in the table below. Conversion rates are indicative as the date of the publication of these T&Cs and may vary due to currency fluctuations. Bolt will contact such Participants whose photos were selected via email submitted in the Form.

Country / Region	Currency	Value (Equivalent to €100)
Estonia, Finland, France, Germany, Latvia, Lithuania, Netherlands, Portugal	EUR (Euro)	100 EUR
Czech Republic	CZK (Czech Koruna)	2,500 CZK
Ghana	GHS (Ghanaian Cedi)	1,500 GHS
Kenya	KES (Kenyan Shilling)	15,000 KES
Nigeria	NGN (Nigerian Naira)	158,000 NGN
Norway	NOK (Norwegian Krone)	1,150 NOK
Poland	PLN (Polish Złoty)	450 PLN
Romania	RON (Romanian Leu)	550 RON
South Africa	ZAR (South African Rand)	2000 ZAR
Tanzania	TZS (Tanzanian Shilling)	300,000 TZS

- 2.3.** A promo code offering discounts for Bolt rides, valid for 12 months from the time the code is sent to the selected Participant. 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.
- 2.4.** The promo code will not be paid out or reimbursed in cash. The promo code is not replaceable or exchangeable in any way and Bolt shall not reimburse any expenses related to giving the promo code.
- 2.5.** By submitting a photo, the Participant confirms and warrants that:
- 2.5.1.** they have obtained all necessary rights, licences and permissions to submit the photo and grant the above rights to Bolt, including from any individuals appearing in the photo;

- 2.5.2. the photo does not infringe any third-party intellectual property, privacy, publicity or other rights; and
 - 2.5.3. to the maximum extent permitted by applicable law, they waive any moral rights in the photo.
- 2.6. The Participant agrees to indemnify and hold harmless Bolt, its group companies, directors, employees and partners from and against any claims, damages, losses, liabilities, costs or expenses (including reasonable legal fees) arising out of or in connection with any third-party claim that the submitted photo infringes any intellectual property, privacy, publicity or other rights, or otherwise violates applicable law.

3. Obligations

- 3.1. By participating in the Campaign, the Participants confirm that they have read and agree to the Terms and Conditions of the Campaign.
- 3.2. 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.
- 3.3. 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.
- 3.4. 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.
- 3.5. Bolt is not responsible for any faults caused by a third party which prevents the Participant from participating in the Campaign.

4. Privacy

- 4.1. In the Campaign, Bolt processes Participant personal data to administer and manage participation in the Campaign, including selecting winners and awarding compensation, fulfilling Campaign conditions pursuant to GDPR Art. 6(1)(b).
- 4.2. The personal data processed includes only the personal data provided by the Participant including email, name, phone number and photo.
- 4.3. For the purposes of the Campaign, Bolt will only utilize personal data already processed by Bolt pursuant to its privacy notices available at <https://bolt.eu/en/privacy/>.
- 4.4. Processing of personal data under this Campaign will not result into automated individual decision-making as defined by Article 22 of the GDPR.
- 4.5. In the course of the Campaign, Bolt will share Participant's personal data with third parties. Such third parties include 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.
- 4.6. 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. Details of these safeguards can be requested at privacy@bolt.eu.
- 4.7. 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.
- 4.8. In case of any unresolved privacy concerns, the Participant has the right to complain to a data protection authority. To exercise their privacy rights, the Participant can utilize the form available at <https://bolt.eu/en/privacy/data-subject/>.

- 4.9. 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.
- 4.10. Bolt will use the Participant's personal data required for the purposes of the Campaign up to 3 (three) years after the end of the Campaign. The Participant's personal data will continue to be processed and retained for other purposes as indicated in our privacy notices at <https://bolt.eu/en/privacy/>
- 4.11. 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.

5. Contact Bolt

- 5.1. All complaints, questions related to the organisation of the Campaign must be presented to Bolt via following e-mail bettercities@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.