

# RULES AND GENERAL TERMS AND CONDITIONS OF THE PRIZE GAME "Refresh your data"

## GENERAL PROVISIONS

These rules and general conditions apply to the "Refresh your data" prize game and determine the method of its implementation and are published on the Terme Tuhelj website.

Authentic interpretation of these rules is determined solely by the organizer.

### 1. Article: ORGANIZER OF THE PRIZE GAME

The organizer of the prize game "Refresh your data" (hereinafter "prize game") is the company Terme Tuhelj d.o.o., Ljudevita Gaja 4, HR – 49215 Tuheljske Toplice (hereinafter "Terme Tuhelj" or "organizer").

### 2. Article: PURPOSE OF THE PRIZE GAME

The purpose of the prize game is to refresh personal data in the Terme Tuhelj contact database.

### 3. Article: DURATION OF THE PRIZE GAME

The prize game runs from 24. 5. 2021 to 24. 6. 2021. The draw of winners will take place on the 29. 6. 2021 in the premises of Terme Tuhelj.

### 4. Article: PARTICIPATION CONDITIONS OF THE PRIZE GAME

All adult citizens of the European Union who meet the conditions for participation in the prize game can participate in the prize game. If the conditions for participation in the prize game are met, participants have the same opportunities to receive prizes.

Purchases or visiting Terme Tuhelj are not a condition for participating in the prize game.

One person can participate in the prize game only once.

The prize game can be accessed by any individual who was entered until and including 23. 6. 2021 in the organizer's contacts database and received an invitation to the "Refresh your data" campaign in the form of a newsletter.

Persons employed by the organizer of the prize game are not allowed to participate in the prize game.

### 5. Article: MANNER AND COURSE OF PARTICIPATION

In the prize game, the participant participates by opening a link to the website where he/she registers, fills in personal data, consents for notification as well as the status of membership in the Terme Tuhelj "Wellcard Club" benefits club.

#### **6. Article: SELECTION OF WINNERS AND DRAW**

The draw is not public and takes place in the premises of Terme Tuhelj d.o.o., Ljudevita Gaja 4, HR – 49215 Tuheljske Toplice. The Commission consists of three members. The draw is random and is performed with an automatic draw program. On 29. 6. 2021, the organizer will draw between those contacts who are eligible to participate in the prize game in accordance with these rules. The list of winners will be signed by the commission and published in the minutes of the prize game "Refresh your data". The minutes will be prepared in one copy and will be kept at the organizer's headquarters for one year from the date of the record.

#### **7. Article: PRIZE FUND**

The organizer will give the following prizes:

**3x Weekend package for 2 people in Terme Tuhelj, prize validity until 24. 12. 2021**

**3x free entrance to Sauna world, validity of the prize until 24. 12. 2021**

**3x free entrance to Water planet, prize validity until 24. 12. 2021**

**3x Terme Tuhelj Bathrobe**

The organizer will give away a total of twelve (12) prizes in the prize game. One participant in the prize game can receive only one prize. The prize cannot be exchanged, nor can its monetary value be claimed. The prize is not transferable to third parties.

#### **8. Article: NOTIFICATION AND RECEIPT OF PRIZES**

The list of all winners will be published on the Terme Tuhelj website. Winners will be notified of their prize by e-mail no later than seven (7) working days after the end of the draw. The lucky winners of the Weekend Package for 2 people will be invited to provide their tax number to the organizer within seven (7) working days for the purpose of registering and paying an advance income tax.

The winner who does not comply with the above deadline is not entitled to the prize. The prize will be sent to the winner at the address provided when registering on the website.

The organizer does not assume any costs incurred by accepting the prize.

If a winner who does not meet the conditions for participation in the prize game, or does not meet the conditions for receiving the prize, has been drawn, or if the performer has detected irregularities in the participant's participation procedure, the prize will not be awarded.

#### **PERSONAL DATA PROTECTION**

By participating in the prize game, the participant allows the organizer, as the controller of the personal data collection, to collect and process his personal data for the purpose of:

- Performance of the prize game in accordance with these general terms and conditions.
- Informing the winners in accordance with these conditions.

- Announcements of winners in accordance with these general terms and conditions.

The controller will protect the obtained data in accordance with the applicable legislation in the field of personal data protection and in accordance with its internal acts adopted based on the applicable laws. Under no circumstances will the controller pass on or disclose the obtained data to third parties.

The participant has the right to request correction, deletion of personal data or restriction of processing. The participant may object to the processing of personal data and be granted the right to data portability. With regard to the processing of personal data, or in case of suspected violation of the rights of the participant, or in case of suspected violation of the provisions of the EU General Data Protection Regulation and the Personal Data Protection Act, the participant has the right to file a complaint with the supervisory authority.

All questions regarding the prize game should be addressed to the e-mail address [marketing@terme-tuhelj.hr](mailto:marketing@terme-tuhelj.hr).

## RESPONSIBILITY OF THE ORGANIZER

Participants in the prize game participate at their own risk.

The organizer is not responsible for any damage resulting from the prizes. The organizer is not liable for any unwanted consequences that the participant and/or any third party would suffer as a result of participating in the prize game or as a result of using the prize. The organizer does not assume any responsibility in case of delays, losses or damage to postal items or e-mails (especially those related to sending and receiving prizes), which may occur independently of the organizer.

The organizer is not liable in case of incorrect operation of the Internet, telephone lines or other devices that allow the prize game. Also, the organizer is not responsible for any technical errors related to the operation of the network.

The organizer is not liable for the infection of computers with viruses or for the intrusion of a third party into the computer of the participants of the game and for the consequences of connecting the participants to the network via the website. The organizer is not liable for any damage caused to the participant, his computer equipment, smartphone, or data stored on these devices, as well as for personal and professional consequences that may result from this for participants. In the event of an early termination of the prize game for reasons beyond the organizer's control (force majeure, etc.), the organizer reserves the right to award prizes among those who participated in the prize game until the moment of suspension, or to not complete or cancel the prize game without any obligation to the participants.

The participants shall be informed about this by e-mail and by publication on the website. In these cases, the organizer is not responsible for any damage.

## EXCLUSION FROM THE PRIZE GAME

In case of violation of the stated rules of the prize game, the organizer reserves the right to exclude violators from the prize game without prior notice.

Persons who use illegal devices (e.g. hacker tools, viruses, Trojans, etc.) or otherwise benefit from manipulation (e.g. one natural person with several registered profiles) will also be excluded.

## SETTLEMENT OF DISPUTES

All complaints regarding the prize game are resolved by the Organizer. The organizer undertakes to solve the justified complaints as soon as possible and to inform the complainant about it. The court in Celje is competent for all possible disputes related to this prize game that cannot be resolved amicably.

## FINAL PROVISIONS

The rules of the prize game come into force on the 23. 5. 2021. In the duration of the prize game, the rules are available on the Terme Tuhelj website. The organizer of the prize game reserves the right to change and supplement these conditions and undertakes to publish the amended conditions on the Terme Tuhelj website whenever they are changed or supplemented.

In Tuheljske Toplice, on 23. 5. 2021  
Organizer Terme Tuhelj