

# Loyalty Programme Terms & Conditions

The zooplus Loyalty Programme is our way of thanking you for your loyalty as a zooplus customer. The following terms and conditions apply for the general structure and rules of the zooplus Loyalty Programme including collecting zooPoints and redeeming them for rewards.

## 1. Participation

All zooplus.co.uk customers are qualified to participate.

## 2. zooPoints

### 2.1 General

The calculations for the zooplus Loyalty Programme are based on zooPoints, which are posted to a customer's zooplus account. The zooPoints can only be used for the purposes described in these terms and conditions. Points from other rewards programmes (ex: from other companies) cannot be converted to zooPoints. zooplus accounts, and credit for zooPoints are non-transferable and have no cash value. The current balance of a customer's zooplus account is available at the zooplus website under "my zooplus" and can be viewed by that customer at any time.

### 2.2 Earning zooPoints

The acquisition of zooPoints takes place automatically with every order starting on July 10, 2007, as soon as the payment for the order is booked in the zooplus system. For every fully-paid order at zooplus, the customer's zooplus account will be credited with zooPoints. For every pound of the order value, the customer will receive 1 zooPoint. For certain special offers, customers can earn additional zooPoints, in amounts described in the zooplus website.

### 2.3 Exclusion from zooPoints Credit

A zooPoint credit cannot be earned for products with a selling price of £0 (ex: trial packages, zooplus Rewards, free gifts), redeemed coupons and other discounts, or rebates or re-deliveries. In other specific cases, a zooPoint credit may also not be possible. Only a maximum of 10,000 zooPoints per calendar year can be credited to your account. After reaching this amount, no further zooPoints will be credited to your account until the next calendar year. zooplus reserves the right not to credit zooPoints for contract offers that appear to be submitted for the purpose of commercial resale of the goods.

### 2.4 zooPoints Credit Procedures

zooPoints are automatically credited to a customer's zooplus account when the customer's order has been paid in full, and the payment has been completely booked in zooplus' system. The credit is awarded to the customer account over which the order was placed. If a customer orders via multiple customer accounts, the zooPoints will be credited to these individual accounts respective to the orders. It is not possible to transfer zooPoints from one customer account to another.

### 2.5 Expiration of zooPoints

If zooPoints are not redeemed for a Reward within 12 months from the time they were credited to your account, they will expire at the end of the quarter. The date and amount of the expiration will be clearly indicated in your account. zooPoints will also expire if the customer account is blocked on legitimate grounds. Special promotion points may have a shorter expiry date.

## **3. Redeeming zooPoints for Rewards**

### **3.1 General**

Every participant can redeem his or her zooPoints for reward items as soon as he or she has earned an adequate credit. Rewards items and the zooPoints credits necessary to acquire them will be displayed in the Rewards Shop. zooPoints Rewards can only be redeemed together with a normal order (minimum order value £10, excluding delivery fees).

### **3.2 Conditions for Redeeming zooPoints**

The rewards items can only be redeemed via the customer's personal account at my zooplus. The availability of the rewards may vary by date and season, and specific rewards may not be available at certain times. For particular rewards, the terms and conditions may be modified; however, modifications or amendments will be disclosed.

### **3.3 Dispatch of Rewards**

The cost of shipping for rewards items is based on the current shipping costs at zooplus. Please click [here](#) to learn more about the cost of shipping at zooplus. The zooplus reward item can be added to the shopping basket by clicking on the shopping basket symbol. The customer can then add regular products to the order at their regular prices.

In the case that a rewards item is damaged or incorrect when the customer receives it, he or she is kindly requested to contact our customer service department via our contact form, or per telephone Monday to Friday from 8am to 5pm and Saturday from 8am to 2pm at the following number: 01865 951 301

## **4. Miscellaneous**

### **4.1 Programme Termination**

zooplus reserves the right to end the Loyalty Programme at any time or to replace it with another programme.

### **4.2 Changes**

zooplus reserves the right to change or amend the terms and conditions, rewards items, or other written participation conditions and explanations at any time. Changes or amendments of these terms and conditions will be notified via publication on this website.

## **Data Protection Policy**

### **zooplus Loyalty Programme Data Protection**

#### **Who is responsible for the processing of your data and who can I contact concerning data protection?**

zooplus SE, Sonnenstrasse 15, D-80331 Munich, Germany, represented by the members of the Management Board Geoffroy Lefebvre and Andreas Maueröder, is responsible for the data protection on this website. You can contact us by email [service@zooplus.co.uk](mailto:service@zooplus.co.uk). You can also get in touch with our Data Protection Officer Mr Philipp Herrmann, HWDData GmbH, Leonrodstrasse 54, 80636 Munich, Germany, email: [ph@hwddata.de](mailto:ph@hwddata.de).

#### **Which data is processed within the scope of the zooplus Loyalty Programme?**

We only process your email address, last name and the status of your bonus account (including your order history).

**What is my data used for (purpose of processing) and on what basis (legal basis) does this happen?**

The data is processed exclusively in the provision of the zooplus Loyalty Programme and to provide regular information about the respective account balance. Further processing does not take place. The processing is based on Art. 6 para. 1 lit. b) DS-GVO, as the Loyalty Programme is regarded as a cost-free feature of the contract with zooplus.

**Will my data be shared?**

No, we do not pass the data on to third parties.

**Will my data be transmitted to a third country or an international organisation?**

No, a transfer to a third country is also excluded.

**Does automated decision-making take place or are there any other profile building processes?**

No. We do not use such automation. We also do not create any profiles, nor do we link the data with other data.

**How long will my data be stored?**

We save your data only for the duration of the existence of a customer "my zooplus" account. Should you wish to delete your data in the zooplus Loyalty Programme, you can do so at any time using the contact details mentioned above.

**What rights do I have in regard to zooplus SE?**

You have the right to request confirmation from zooplus at any time as to whether we process personal data concerning you and the right to information about this personal data. Your right to rectification, deletion and restriction of data processing, as well as the right to object at any time to the processing of personal data, or to revoke consent to personal data processing at any time or to demand the transfer of data. All requests for information, revocations or objections to data processing should be directed by email to our data protection officer or to the above-mentioned contact details. You also have the right to complain to a regulatory body in case of privacy breaches.

Status of Loyalty Programme Terms and Conditions: 22.05.2023