



## Regulations of the mentor.pl website



This document constitutes **the Regulations** (hereinafter referred to as: "Regulations"), defining the type and scope of services provided by electronic means, the rules of using the **mentor.pl** website (hereinafter also referred to as: the Website).

### § I

#### Definitions and basic information concerning the portal

1. **The Operator of the Website** is Mentor S.A. with its registered office in Toruń at Szosa Chełmińska 177-181, entered into the Register of Entrepreneurs kept by the District Court in Toruń, 7<sup>th</sup> Commercial Division of the National Court Register, under KRS number 0000031423, NIP 956-00-03-240, with the share capital of 784.628,00 PLN (paid in full) (**hereinafter referred to as: Operator of the Website, Operator or Mentor**).
2. **The Operator** has the electronic address [mentor@mentor.pl](mailto:mentor@mentor.pl).
3. **The Operator** holds the insurance distributor's business permit issued by the Minister of Finance on 31 May 1994, No. 475.
4. **The Service Provider** is the operator of the Website enabling its users to obtain information contained on the Website.
5. **A Service User** is a person using access to the Website who is a natural person with full legal capacity, a legal person or an organisational unit without legal status. A natural person without full legal capacity may also be a User of the Website if they obtain the consent of their legal representative.
6. **A Shareholder** is a Customer holding Mentor's shares.
7. **A Client** is the entity for whom Mentor provides insurance distribution services.
8. The Regulations shall govern the obligations and responsibilities of the Operator as the entity managing the Site and the rights and obligations of the Service Users relating to the provision of information concerning the Operator or additional functionalities provided by Mentor.
9. The law applicable to these Regulations shall be the Polish law.
10. The language used in relations between Mentor and the User is Polish or English.
11. The content made available in the portal is created and verified by the Operator.
12. The Regulations are made available to the Users free of charge in the Portal in a form that enables their familiarisation, downloading, reproduction and recording of their content, including printing.
13. The Portal available in the English language does not contain the "Career" functionality. Information and functionalities concerning cooperation with Mentor S.A. are available exclusively in the Polish language version of the Portal.
14. The commencement of the use of the Portal, including in particular its basic functionality, is equal to acceptance of the Regulations.

## § II

### Type and scope of services provided by electronic means

1. Through its Website Mentor provides information on its insurance distribution activity, its offer, information on the structure and organisation of Mentor, persons authorised to represent Mentor, its management staff, contact details and financial data of Mentor.
2. The Website provides information intended for shareholders enabling them to exercise their rights arising from the ownership of Mentor shares.
3. Mentor announces in the Website information on the competitions held. The rules of participation in the contest are defined each time in the Rules of the contest, which are available in the Website.
4. Via the Website the Service User may submit a complaint within the scope not related to the insurance protection granted.
5. Through the Website the Service User may submit requests to Mentor relating to the processing of his/her personal data by Mentor.
6. By using the Website, the Service User becomes solely a beneficiary of the services provided through it.
7. The Service Provider provides the Service User with access to the functionalities available in the Website without the necessity of making and accepting any additional declarations of will and knowledge.

## § III

### Conditions for providing services on the Site

1. For proper display of pages and use of services provided by Mentor it is necessary that the Service User meets the following technical requirements:
  - connection to the public Internet network,
  - correctly configured, in its latest version, one of the following web browsers recommended by Mentor: Google Chrome, Firefox, Opera, Edge,
  - JavaScript and Cookies support enabled.
2. Mentor shall not be held responsible for problems resulting from the failure of the Service User to fulfil the technical requirements referred to in paragraph 1 of this section.
3. Mentor warrants that it will use reasonable care to ensure the protection of all information provided by the Service User.

## § IV

### Rules of responsibility

1. In the case of using the Services contrary to the Regulations or valid legal regulations, Mentor is entitled to process the personal data of the Service User to the extent necessary to establish his/her responsibility. Mentor shall notify the Service User of the unauthorised activities with a request to cease them immediately and of the processing of personal data for the aforementioned purpose.
2. It is unacceptable for the Service User to provide content that is unlawful, incites racial, religious or ethnic hatred, or promotes violence, as well as content generally considered immoral, offensive and content that is false or may mislead, content that contains viruses or content that may cause disruption or damage to computer systems. If Mentor receives credible information of the unlawful nature of the data provided by the Service User, Mentor may prevent access to such data. Mentor shall not be liable to the Service User for any damage caused as a result of preventing access to data of an unlawful content. In the event

that the Service User provides the content and data referred to above, Mentor has the right to claim damages directly from the Service User.

3. In the event that the Service requires the provision of specific data by the Service User, the Service User undertakes to provide true, accurate, complete and not misleading data.
4. The Service User is entirely responsible for any consequences resulting from incorrect completion of the forms on the Website by the Service User, in particular through the provision of incorrect or inaccurate data.
5. Mentor is not responsible for incorrect completion of application forms by the Service User and, in particular, is not responsible towards third parties, whose data has been included in the application form without their knowledge and consent.
6. Mentor will not be held responsible for the lack of access to the Website due to security reasons or any other reasons beyond Mentor's control.
7. Mentor has the right to temporarily suspend access to the Website for a period of time necessary to remedy the threats or irregularities that have occurred.
8. Mentor accepts no responsibility for the temporary suspension of access to the Website.
9. Mentor shall not be liable for any use by the User of the Website contrary to the provisions of the Regulations.

## **§ V Complaints**

1. The Service User may lodge a complaint within the scope not connected with the insurance coverage granted through the Website, using the following contact channels:
  - in writing - by registered mail (date of postmark is decisive) to the registered address of Mentor S.A.: ul. Szosa Chełmińska 177-181, 87-100 Toruń,
  - orally or in writing during a visit to the building "A" of Mentor S.A. located in Toruń ul. Szosa Chełmińska 177-181,.
2. A properly lodged complaint should include at least the identification of the Service User (name, surname, postal address, email address) and a brief description of the problem giving rise to the complaint.
3. Time for consideration of the complaint is 30 days from the date of its submission / receipt by Mentor.
4. The complainant shall be notified of the Mentor's decision on matter of the complaint:
  - in writing in paper form or
  - by another durable medium of information or
  - by electronic mail (e-mail) at the request of the complainant and to the e-mail address provided by them.
5. If the complaint requires supplementation, Mentor requests the Service Provider to provide details of the service provided.
6. In the event of the complaint not being resolved within 30 days from the date of its receipt, Mentor shall inform the Service Provider thereof, stating the reason for the extension of the time limit and the planned time of response.

## **§ VI Protection of intellectual property rights**

All the information contained in the Website and the manner of providing the service is subject to protection arising from intellectual property law, including in the scope regulated by the Act of 4 February 1994 on

copyright and related rights, the Act of 27 July 2001 on protection of databases, the Act of 30 June 2000 on industrial property law and the Act of 16 April 1993 on combating unfair competition.

## **§ VII**

### **VII Final provisions**

1. These Regulations are available to each Service User on the mentor.pl website.
2. The Service Provider has the right to unilaterally amend the provisions of the Regulations.
3. Changes to these Regulations shall enter into force upon their posting on the Website and shall apply to the provision of services following their publication.
4. The use by the Service Provider of the services provided by Mentor after the introduction of changes to the Regulations is equal to acceptance of these changes.
5. These Regulations shall be in force from 26 March 2021.

