



# eTAURON Service Terms and Conditions

## § 1

### GENERAL PROVISIONS

1. These Terms and Conditions govern the provision of Charging Services at charging stations to the User by the Charging Service Provider, i.e. TAURON Nowe Technologie Spółka Akcyjna, based in Wrocław, Plac Powstańców Śląskich 20 (53-314 Wrocław), entered in the Register of Entrepreneurs kept by the District Court for Wrocław-Fabryczna in Wrocław, 6th Commercial Division of the National Court Register under KRS No. 0000141756, NIP (Tax Identification Number): 8991076556, REGON (Business Identification Number): 930810615, with a share capital of PLN 9,535,649.00, fully paid-up (hereinafter referred to as TNT S.A.).
2. These Terms and Conditions govern the User's use of the Charging Service by means of the eTAURON Application, an RFID Medium or the eTAURON website with an ad-hoc payment option (the Website).
3. The Charging Service is available exclusively at charging stations specified in the eTAURON Application or on the Website at <https://zaplac.etauron.tauron.pl/>
4. Further details of the Service may be obtained by contacting [support@etauron.tauron.pl](mailto:support@etauron.tauron.pl) or by calling the helpline at +48 571 665 666.
5. These Terms and Conditions also constitute the terms and conditions for the provision of electronic services as defined in Article 8(1) of the Act of 18 July 2002 on the Provision of Electronic Services (consolidated text: Journal of Laws of 2024, item 1513, as amended), insofar as they relate to services provided electronically.
6. The controller of personal data is TNT S.A., based in Wrocław. Information on personal data processing is provided in the Privacy Policy section located at the bottom of the website at eTAURON | TAURON.
7. These Terms and Conditions are provided to each User free of charge prior to the conclusion of the Agreement in the eTAURON Application or prior to the commencement of the Charging Service via the Website. Upon request, the User may also access, reproduce and store the content of these Terms and Conditions via the eTAURON Application and the Website.
8. The User may use the Charging Service only after having read and accepted these Terms and Conditions and the Privacy Policy. The User's failure to accept these Terms and Conditions or the Privacy Policy shall constitute a waiver of the right to use the Charging Service. Where the User is not a Consumer, the User shall be deemed, at the latest upon commencement of use of the Charging Service, to have read and accepted these Terms and Conditions and the Privacy Policy without reservation.
9. The User is required to comply with the Agreement, these Terms and Conditions, and any instructions displayed on the charging infrastructure, the Website and the eTAURON Application.



## § 2

### DEFINITIONS

Unless otherwise defined in these Terms and Conditions, the following terms shall have the meanings set out below:

1. **eTAURON Application** – the mobile application or web application (eTAURON | TAURON) operating under the name eTAURON, enabling Users to use the Charging Services;
2. **Website** – the website of TNT S.A., based in Wrocław, available at <https://zaplac.etauron.tauron.pl/>, enabling the User to use the Charging Service;
3. **Individual Tariff** – a tariff established by the Operator for a selected group of Users or a selected group of Charging Stations, under which prices may differ from those set out in the Public Tariff.
4. **Public Tariff** – a schedule of prices applicable to the use of the Charging Service at a given Charging Station, broken down by days of the week and applicable time periods for each Charging Station. The price levels referred to above are determined by the Operator or the Administrator of the eTAURON System. The Public Tariff also includes information on the availability of a given Charging Station on specific days of the week and during specific hours. The Public Tariff is made available in the eTAURON Application and on the Website;
5. **Dynamic Price** – a charge for the Charging Service that may change at specified time intervals (e.g. hourly), depending on market conditions, network load or other factors. The price applicable at a given time is displayed at [www.zaplac.etauron.tauron.pl](http://www.zaplac.etauron.tauron.pl);
6. **Fixed Price** – a charge for the Charging Service specified in the Tariff which remains unchanged over time, regardless of the time of day or network load. The Fixed Price applies at all times and is published at [www.zaplac.etauron.tauron.pl](http://www.zaplac.etauron.tauron.pl);
7. **Charging Service Provider** (hereinafter referred to as the Provider) – the entity responsible for the provision of the Charging Service, including the operation of the charging process, access to the Charging Station infrastructure and the publication on its Website of pricing information and the applicable service terms;
8. **Electronic Communication Channels** – means of distance communication used to contact the User, including in particular email messages, telephone contact and messages generated via the push notification function of the eTAURON Application;
9. **Consumer** – a natural person who enters into a legal transaction with a trader that is not directly related to that person's business or professional activity;
10. **User Account** – an account assigned to each User, enabling, inter alia, the verification of Charging Station locations and availability, initiation and monitoring of the charging process, receipt of detailed information on Charging Sessions, payment and invoice information, and modification of personal data;
11. **RFID Medium** – a tool enabling the User to use the Charging Service, based on RFID (Radio Frequency Identification);
12. **Charging Station Operator** (hereinafter referred to as the Operator) – the entity in charge of the construction, management, operational safety, operation, maintenance and repair of a publicly accessible Charging Station;



13. **Fee** – the charge payable for charging, the amount of which is determined in accordance with the Public Tariff or the Individual Tariff and depends on the relevant Charging Station, Fleet Profile and the type and duration of charging. The amount of the Fee may also be influenced by additional factors determined by the Operator;
14. **Parking Fee** – a charge payable for leaving a Vehicle within the Charging Station area, as specified in the Public Tariff or the Individual Tariff;
15. **Vehicle** – a personal mobility device (bicycle, board or electric scooter) or an electric or hybrid car which, in accordance with the Charging Station operating instructions and these Terms and Conditions, may be connected to a Charging Station for charging purposes and is equipped with the appropriate charging functionality;
16. **Privacy Policy** – the document governing the protection of privacy and the processing of Users' personal data;
17. **Fleet Profile** – a system functionality enabling the sharing of payments among a group of Users, under the terms specified in the eTAURON Application;
18. **Technical Interruption** – a break in the provision of the Service due to the need to carry out repair, maintenance or modernisation works, or an interruption in access to the Application that prevents or restricts the use of the Service;
19. **Charging Service Provider Network** – the power and telecommunications infrastructure enabling the charging of electric vehicle batteries at Charging Stations forming part of the Charging Service Provider's network, including both proprietary Charging Stations and partner Charging Stations managed by TNT S.A.;
20. **Force Majeure** – an event beyond the reasonable control of TNT S.A. and the User, which could not reasonably have been foreseen with the diligence required in professional relations and which could not be prevented or overcome despite the exercise of due care;
21. **Charging Station** (hereinafter referred to as the Station) – a structure comprising at least one normal-power charging point or one high-power charging point, either integrated with a building structure or as a free-standing structure in which at least one normal-power charging point or at least one high-power charging point is installed, equipped with software used for the provision of Charging Services and including associated parking spaces;
22. **Agreement** – a contractual obligation between TNT S.A. and the User for the provision of vehicle charging services, concluded for an indefinite term, subject to these Terms and Conditions, which is entered into upon the User's valid registration via the eTAURON Application or the Website and acceptance of these Terms and Conditions entitling the User to use the Charging Service, or a contractual obligation between TNT S.A. and the User for the provision of vehicle charging services, concluded for the duration of a single Charging Service, subject to these Terms and Conditions, which is entered into upon acceptance of these Terms and Conditions, entitling the User to use the Charging Service via the Website;
23. **Mobile Device** – a device enabling the download and installation of the eTAURON Application, equipped with location services and an Internet connection;
24. **Charging Service** – a comprehensive service comprising the supply of electricity involving the charging of an electric or hybrid vehicle battery using charging station infrastructure. The Charging Service is provided on the basis of an agreement for the provision of the Charging Service;



25. **Ad Hoc Charging Service** – a one-off Charging Service carried out by the User without the need for registration via the Website;
26. **User** – a natural person, a legal person or a business unit without legal personality but having legal capacity under applicable law who either registers via the eTAURON Application and is granted access to a User Account enabling the use of the Charging Service through the eTAURON Application, or uses the Charging Service via the Website.

### § 3

#### TERMS OF SERVICE

1. In order to use certain Services provided by electronic means via the eTAURON Application and the Website, the User shall meet the following minimum technical requirements:
  - a. a device with Internet access and, where the Service is used via the eTAURON Application, a device enabling the installation of the eTAURON Application or access to an internet browser and correct display of the panel or application interface, as well as an active email account;
  - b. an active mobile telephone number.
2. The mobile application may be downloaded via the online App Store (for the iOS operating system) or Google Play (for the Android operating system). The eTAURON mobile application is compatible with iOS and Android systems no more than two versions older than the most recent officially released version of the relevant operating system.
3. Upon installation of the eTAURON mobile application, TNT S.A. grants the User, in accordance with these Terms and Conditions, a non-transferable, non-exclusive, revocable and worldwide licence to use the application for the User's own personal and non-commercial purposes, solely within the scope of the application's functionalities and without the right to grant sub-licences. The licence is granted for the period during which the User holds a User Account. Unless expressly stated otherwise, any subsequent versions, updates or functional enhancements of the application shall be subject to this licence. Within the scope of the licence, the User may use the application by downloading, installing, running and displaying it insofar as necessary to use it according to its intended purpose. Upon termination, expiry or other cessation of the agreement governing the use of the mobile application, the licence shall automatically expire. The application is made available on an "as is" basis, and the User shall have no right to request any modification of the application.
4. The use of the eTAURON Application is free of charge, subject to any data transmission costs incurred under agreements concluded by the User with telecommunications operators, Internet service providers or other entities providing data transmission services.
5. The use of the eTAURON Application and the Services in a manner contrary to these Terms and Conditions, applicable law, good morals or generally accepted principles of social conduct is prohibited.
6. TNT S.A. does not present or make available offers submitted in electronic form within the eTAURON Application.
7. TNT S.A. reserves all rights to the Services and the eTAURON Application not expressly granted to the User under the Agreement. In particular, the Agreement does not permit the User to:



- a. reproduce, distribute, lend, sell or otherwise make available, whether directly or indirectly, the eTAURON Application, whether for consideration or free of charge, without the involvement of TNT S.A.;
- b. modify, reverse engineer or otherwise interfere with the software of the eTAURON System;
- c. use or develop any intellectual property owned by TNT S.A. for the purpose of creating the User's own products or services;
- d. use any intellectual property owned by TNT S.A. for unlawful purposes or in a manner detrimental to TNT S.A.

Any conduct meeting any of the above criteria shall be deemed a material breach of the Agreement.

8. The User's conduct referred to in § 3(7) shall entitle the Service Provider to terminate the Agreement with immediate effect by delivering a statement of termination by email, in accordance with § 5(2). Technical changes introduced by TNT S.A. to the eTAURON Application which prevent the use of the application's basic functionalities shall entitle the User to terminate the Agreement with immediate effect.

## **§ 4**

### **REGISTRATION FOR THE SERVICE AND CONCLUSION OF THE CHARGING SERVICE AGREEMENT**

1. The use of the Charging Service is available via the eTAURON Application or an RFID card to Users who have registered an account.
2. The use of the Charging Service is also available via the Website, and access to the Service is possible for Users without the need for registration.
3. When creating an Account via the eTAURON Application, the User shall follow the registration procedure made available within the eTAURON Application. In order to create an Account through registration in the eTAURON Application, the User is required to have an active email account.
4. The Service is available exclusively to adult natural persons having full legal capacity, as well as to legal persons and business units without legal personality that have legal capacity under applicable law.
5. The steps required for registration include: a. completion by the User of the registration form in the eTAURON Application; b. acceptance by the User of the Terms and Conditions governing the provision of Charging Services by TNT S.A.; c. acceptance by the User of the Privacy Policy; d. acceptance by the User of the payment terms of the non-cash payment operator; e. confirmation by the User of the email message sent by TNT S.A. confirming correct registration (this does not apply to Users who log into the eTAURON Application through an account registered with other domains made available in the Application, such as Google, Facebook or Apple ID).
6. The functionality of the eTAURON Application enables logging in via an account registered with selected third-party domains indicated in the Application. Logging into the Application using an account created in another domain and accepting the Terms and Conditions shall simultaneously result in the creation of an Account in the eTAURON Application.
7. The functionality of the eTAURON Application includes, in particular, the creation of a private profile and a fleet profile, the ability to start and end a charging session and the display of the applicable fee per billing unit prior to commencement of charging. Within the User Account, a web-based panel is available enabling the User to review statistics relating to use of the eTAURON Application,



including the most recent charging session, incurred costs and the most frequently used Charging Stations.

8. Upon creation of the Account, an Agreement between TNT S.A. and the User is concluded for an indefinite term. The creation of an Account shall be deemed to constitute a declaration by the User that the conditions set out in § 4(4) of the Terms and Conditions are met, as well as an undertaking by the User to bear liability towards TNT S.A. for any damage resulting from the submission of a false declaration or remaining in causal connection with such submission.
9. Where registration involves completion by the User of the registration form available in the eTAURON Application, a confirmation email is sent by eTAURON. Confirmation by the User of the email message sent shall result in the conclusion of the Charging Service Agreement.
10. Should the User interrupt the registration process before completing the form, fail to submit the required data or fail to confirm the registration email sent by the eTAURON Application, registration shall not take place and no Agreement for access to the Charging Service shall be concluded.
11. The User shall be responsible for all activities occurring on the User Account and through it (unless the Account has been taken over without fault on the part of a User who is a Consumer).
12. The User may not share the Account with any third party and shall maintain the confidentiality of the login and password provided upon registration, as well as the login and password for accounts created in external domains through which the User may access the Account. If the User becomes aware of any unauthorised use of the Account, whether current or past, the User shall notify TNT S.A. without delay by sending an appropriate message to [support@etauron.tauron.pl](mailto:support@etauron.tauron.pl).
13. An Account may be used by only one User at any one time. The Account is non-transferable and non-assignable. Unless mandatory provisions of law provide otherwise, a User who discloses Account access credentials to a third party without authorisation shall be liable for any use of the Account by unauthorised persons.
14. By creating an Account, the User undertakes that, when using the Services and the eTAURON Application, the User will not: a. perform any actions that may hinder or disrupt the operation of the Services b. use the Services in a manner that causes inconvenience to other Users c. take actions detrimental to other Users, third parties or TNT S.A. d. breach the Agreement, these Terms and Conditions or applicable law e. act contrary to the operating instructions for the Charging Stations.
15. Prior to commencing the first charging session, the User shall enter debit or credit card details in the eTAURON Application. This requirement shall not apply to Users who have an assigned and active Coupon in the eTAURON System.
16. A User who is also a trader shall, in order to use the Charging Service in the course of business activity, enter the relevant company details in the Application following registration.
17. The eTAURON Application may send functional notifications and notifications relating to changes in the use of the Services and, subject to the User's consent, marketing and commercial communications. The absence of consent to receive marketing communications shall not limit the User's ability to use the Service.
18. The steps required to use the Charging Service via the Website without registering a User Account include:
  - a. acceptance by the User of the Terms and Conditions of the Charging Service,
  - b. acceptance by the User of the Privacy Policy,
  - c. acceptance of the payment terms of the non-cash payment operator.
19. Upon acceptance of the Terms and Conditions and the Privacy Policy by the User, a one-off Charging Service Agreement is concluded by and between the User and TNT S.A.





20. A User who is also a trader shall, in order to use the Charging Service via the Website (without registration) in the course of business activity, provide, before the charging process commences, a Tax Identification Number (NIP) for the purpose of receiving a VAT invoice.

## **§ 5**

### **TERMINATION AND WITHDRAWAL FROM THE SERVICE**

1. Either party to the Charging Service Agreement may terminate it with immediate effect, irrespective of the reason, by submitting a notice of termination, subject to section 2 below.
2. TNT S.A. may terminate the Charging Service Agreement concluded with the User exclusively for good reasons, which shall include in particular the following:
  - a. breach by the User of obligations arising from these Terms and Conditions, provided that the User has not ceased such breaches within 30 days from the date of being requested to do so;
  - b. actions that infringe or pose a risk to the operation of the eTAURON Application, through which TNT S.A. operates and supports individual Charging Stations at its own and partner Charging Stations, provided that the User has failed to cease such actions or remedy their effects within 30 days of being requested to do so;
  - c. legal changes or technical obstacles not attributable to TNT S.A. that prevent or significantly hinder TNT S.A. from carrying out its activity consisting in the provision of Charging Services.
3. Termination of the Agreement by TNT S.A. shall take place subject to a 7-day notice period. However, in particularly justified cases referred to in § 3(5), termination may take place with immediate effect.
4. The notice of termination shall be sent by TNT S.A. to the User in the form of an email message to the email address specified by the User during Account registration.
5. The User may delete the Account at any time, without stating reasons, using the "Delete Account" functionality. The deletion of the Account shall be equivalent to the termination of the Agreement with immediate effect and withdrawal from further use of the Services. The User acknowledges and accepts that deletion of the Account by the User results in the permanent loss of all Account data, and that such data will not be automatically restored if a new Account is created (even where the new Account is created using the same technical method and the same data as the deleted Account).
6. The personal data controller agrees to delete the personal data of a User who withdraws from the Account in the eTAURON Application within 30 days from the date of deletion of the Account.
7. A User who is a Consumer may withdraw from the Agreement concluded with TNT S.A., without providing any reason, within 14 days from the date of its conclusion, in accordance with applicable law. The withdrawal period shall be deemed to have been observed if, before its expiry, the User submits a declaration of withdrawal from the Agreement using the "Delete Account" functionality.
8. The right to withdraw from an agreement concluded off-premises or at a distance shall not apply, inter alia, to service agreements where the trader has fully performed the service with the Consumer's express consent, and the Consumer was informed prior to commencement of the service that, upon full performance by the trader, the Consumer would lose the right to withdraw from the agreement. TNT S.A. informs that placing an order for charging and commencing the charging process constitutes the Consumer's express consent to the provision of the Service (charging and parking) before the expiry of the withdrawal period, and the Consumer hereby gives such consent. TNT S.A. further represents, and the Consumer accepts, that in the event of



withdrawal from the Agreement, the User shall pay for the services performed by TNT S.A. for the User up to the moment of withdrawal from the Agreement.

## **§ 6**

### **USE OF CHARGING STATIONS AND THE CHARGING SERVICE**

1. A Charging Station may be accessed directly via the eTAURON Application or indirectly, at selected Charging Stations, by means of an RFID Medium. The User starts and ends the charging process using the relevant functionalities of the eTAURON Application or by means of an RFID Medium. Charging Stations may also be accessed directly via the Website, without the need for User registration. In such case, the User also starts and ends the Charging Service using the relevant functionalities available on the Website. Termination of the Charging Service may additionally be effected from the Vehicle level.
2. Prior to the use of a Charging Station, the User shall ensure that the device used to access the eTAURON Application or the Website has a sufficient battery charge to allow use of the eTAURON Application or Website for the entire intended or actual charging period. Prior to the use of a Charging Station, the User shall also ensure uninterrupted Internet connectivity during charging, as well as the ability to transmit and receive data insofar as necessary for the correct and uninterrupted performance of the Charging Service and settlement of payment for the Charging Service.
3. When using the Service via the Website, in order to use the Service, the User shall search for an available Charging Station displayed on the Website. Charging is initiated by connecting the Charging Station cable to the Vehicle. Prior to commencing a charging session, the User is required to provide debit or credit card details. The Website automatically indicates an amount of PLN 300 to be charged to the User's account. The User's account is charged prior to the commencement of the charging process. The User is unable to modify the assigned amount. Where the blocked amount is not fully utilised, the transaction for the Charging Service shall be settled after the Vehicle is disconnected from the Charging Station.
4. The time available to access a given Charging Station in order to commence charging, calculated from the moment the Station is unlocked, is limited. If this time expires, the User should select the "Reconnect" option on the Application screen. Once the Vehicle has been correctly connected, charging may be commenced.
5. Charging may be suspended by the Charging Station, the Vehicle or by the User via the eTAURON Application or, at selected Charging Stations, via the RFID Medium.
6. Upon completion of charging, the User should disconnect the charging cable and relocate the Vehicle to allow access to the Charging Station by other Users. Upon exceeding the permitted time limit for removing the Vehicle from the parking or standing space within the Charging Station area, the User may be charged a parking fee in accordance with the price list published on the Website and in the eTAURON Application.
7. Before commencing the use of a Charging Station, the User may select the applicable profile, i.e. either a private profile or a fleet profile (if configured), under which the charging session will be settled.
8. When using a Charging Station, the User is required to observe and comply with the following guidelines and the technical and operational specifications of the Station, and the User hereby acknowledges that compliance with these guidelines is essential for the User's safety:





- a) it is prohibited to connect electric vehicles that do not have type approval or vehicles in which unauthorised modifications have been made by the vehicle manufacturer;
  - b) it is prohibited to disconnect vehicles belonging to other Users if a given port at the Charging Station is occupied, even if the vehicle is in parking mode;
  - c) any contact with the charging ports, other than connecting the charging cable to the Vehicle, is prohibited;
  - d) it is prohibited to allow the charging ports to come into contact with water or other liquids;
  - e) it is prohibited to attempt to stretch the charging cable beyond its maximum length;
  - f) after completion of charging, the charging cable must be placed in the designated location;
  - g) it is prohibited to attempt to connect the charging cable to connectors not designed for this purpose;
  - h) it is prohibited to use adapters for the purpose of connecting a Vehicle to a Charging Station.
9. At selected Charging Stations, access to charging at Charging Stations may also be obtained using an RFID Medium. To start charging, the RFID Medium must be held up to the RFID reader of the Charging Station. To end charging, the RFID Medium must be presented again to the RFID reader of the Charging Station.
  10. Only Vehicles equipped with functionalities enabling charging and compliant with the requirements specified in the operating instructions available at the Charging Station may be connected to the Station. Connecting any other Vehicle may result in damage to the Vehicle or to the Charging Station. TNT S.A. shall not bear liability for any damage resulting from connecting a Vehicle that does not have charging functionalities in accordance with the conditions set out in the operating instructions.
  11. Any self-performed repairs or modifications to Charging Stations are prohibited.
  12. The User shall cover all costs of restoring the Charging Station to its original condition as at the time immediately prior to commencement of charging, where such costs arise as a result of improper use of the Charging Station by the User, with particular reference to § 6(9) above.
  13. The User shall use the Charging Station in accordance with the applicable rules of use and the Station's operating instructions. The rules of use are made available by TNT S.A. at Charging Stations or on the eTAURON Website.
  14. TNT S.A. may refuse to provide the Charging Service where such refusal is justified by safety considerations, in particular the protection of life, health or property, or where required by applicable law, as well as in the event of a breach of these Terms and Conditions. In the event of any refusal to provide the Charging Service, TNT S.A. shall, at the User's request, provide the reasons for such refusal to the User by email.
  15. Details of the availability of Charging Stations displayed in the eTAURON Application and on the Website are provided for reference only. Where technical issues beyond the control of TNT S.A. affect the operation of the Website, the eTAURON Application or the Charging Stations, the information presented may be inaccurate or out of date. TNT S.A. shall take appropriate measures to promptly remove technical issues or failures and shall use reasonable efforts to ensure that the information presented is accurate and up to date.
  16. The system enabling the location of the mobile device through which the Website or the eTAURON Application is used, as well as data transmission services provided via telecommunications networks enabling the use of certain application functionalities, are not services provided by TNT S.A. (and do not constitute elements of the application) and are supplied by third parties other than TNT S.A. Consent to the mobile device location service may be withdrawn by the User at any time



in the application settings. Withdrawal of consent to the location service may result in improper functioning of the application, including the Charging Service.

17. TNT S.A. may update the application installed on the User's mobile device, subject to the User's consent. Where an application update does not affect the rules governing use of the Charging Service or the application itself, such update shall not require amendment of these Terms and Conditions. TNT S.A. applies appropriate security measures within the eTAURON Application to protect entered data and ensure their secure processing, in particular with respect to transmitted personal data.
18. Charging is subject to payment on the terms and at the rates specified in the Public Tariff or the Individual Tariff (if applicable to the User) for the relevant Charging Station. Tariffs may also be defined for a given Fleet Profile. Prices may be varied by time of day within a single 24-hour period. Information on the applicable prices for each hour is available in the eTAURON Application prior to commencement of charging.
19. Before charging is activated, the User is presented with the applicable Fee per billing unit for acceptance. The presentation of the Fee constitutes an offer, and upon its acceptance by the User (by commencing the Charging Service), an order for the Charging Service is placed. The total and final amount payable for the Charging Service depends on the charging time and charging power.
20. In the event of a failure preventing the User from disconnecting the charging cable, parking fees should not be charged. If such fees have nevertheless been charged, the User is requested to submit relevant information to: [support@etauron.tauron.pl](mailto:support@etauron.tauron.pl).
21. TNT S.A. shall not be liable where the User's cable becomes blocked in the Charging Station, for example as a result of the activation of a residual current device, and where it is not possible for Support staff to release it remotely. Such situations arise due to circumstances beyond the control of TNT S.A. In such cases, the User agrees that, on the first business day following receipt of the notification, TNT S.A. will disconnect the User's cable and return it at its own expense to the User's address within three business days from the service visit at the failure site.

## **§ 7**

### **PRICING, PAYMENTS, SETTLEMENT OF TRANSACTIONS**

1. The prices for the Charging Service are specified in the Tariffs available on the Website and in the eTAURON Application. The price list is available on the Website and within the Application after selecting a given Charging Station from the list of available Stations or from the map view.
2. Fees and prices are expressed as gross amounts and include VAT at the rate applicable under applicable regulations.
3. Where the Service is used via the Website, upon completion of charging, and where the full amount of the funds blocked in accordance with § 6(3) has not been used, the payment operator shall refund to the User's account (from which the amount was charged) the difference between the charged amount and the actual cost of the Service.
4. In the case referred to in section 3 above, TNT S.A. enables payment exclusively by charging a Visa or Mastercard payment card.
5. The Charging Service Provider is entitled to introduce promotional offers for all or selected Users, as well as discounts and free-of-charge programmes at selected Charging Stations.
6. The Fee shall be charged and payment for a completed charging session shall be made once the Vehicle has been disconnected from the Charging Station.



7. For card payments, the transaction processing time is calculated from the moment of positive transaction authorisation.
8. Entering payment card details in the Application is tantamount to granting consent for the card to be charged with an authorisation fee of PLN 1.00, for the purpose of verifying that the card is active and may be charged. This amount shall be refunded to the User within 7 days from the date of authorisation.
9. TNT S.A. enables the following payment methods: a. charging a payment card of the Visa or Mastercard type authorised by the User within the Account b. pre-paid payments using coupons c. where the User participates in loyalty programmes operated by business partners, points (or other participation units, regardless of their name) accrued under such loyalty programmes may be exchanged for funds credited to the Account and used to settle payments for the Services, on terms agreed in advance between TNT S.A. and the relevant business partner. Detailed rules governing the operation of loyalty programmes shall be set out in separate terms and conditions of the loyalty programmes operated by business partners. TNT S.A. may independently establish and discontinue its own loyalty programmes, under which the form of reward may consist of funds credited to the Account and used for payment settlement.
10. The User may make pre-paid coupon access codes available to other Users. A coupon may be redeemable at all Charging Stations or only at selected Charging Stations.
11. The price charged for the Charging Service may consist of the following components: a. a kWh-based rate – a price determined on the basis of a charge for each commenced 1 kWh of electrical energy drawn during the charging of an electric Vehicle b. a per-minute rate – a price determined on the basis of a per-minute rate specified in the tariff and charged for each commenced minute of charging c. a start fee – a fixed charge applied once at the moment charging of the Vehicle commences, as specified in the Service tariff d. a parking fee applied in accordance with § 6(6) of these Terms and Conditions e. any agreement or regulations binding the User with the bank or payment card provider.
12. Entering payment card details on the Website or in the Application is equivalent to the User's consent to the card being charged with the applicable Fees and Parking Fees in accordance with these Terms and Conditions, as well as with the agreement or regulations binding the User with the bank or the payment card provider.
13. The User consents to the collection or blocking, on the User's bank account, of funds in the amount indicated on the Website or in the eTAURON Application prior to commencement of charging. Such funds shall remain blocked for the entire duration of the Vehicle charging process. Should the charging process be interrupted before the full blocked amount is used, the remaining balance shall be released and the User shall be charged solely for the actual amount of energy drawn or the actual charging time. Where funds have been collected from the User's bank account in the amount indicated on the Website and the charging process is interrupted before the full collected amount is used, the remaining balance shall be refunded to the User's bank account within 5 business days, and the User shall be charged solely for the actual amount of energy drawn or the actual charging time. If the full collected or blocked amount is used, the charging process shall be automatically terminated.
14. Where a refund is required in respect of: a. a transaction carried out by the User using a payment card, TNT S.A. shall make the refund to the bank account linked to the User's payment card b. a transaction settled using pre-paid coupon funds or funds credited to the Account in connection with participation in a loyalty programme, the funds shall be returned accordingly to the pre-paid coupon or to the pool of funds credited under the loyalty programme.



15. The User acknowledges that the ability to use the eTAURON Application and the Charging Services depends on the proper and timely payment of all Fees and Parking Fees which become due and payable from the moment the Charging Service is performed for the benefit of the User, without the need for any separate demand for payment. Where a charging Fee or Parking Fee exceeds the funds available on the User's bank account or the User's Account (including funds from pre-paid coupons or loyalty programmes), the amount shall be recorded in the Account as a negative balance. The User further acknowledges that where an outstanding balance arises and, at the same time, there are insufficient funds on the User's Account to cover such outstanding balance, the functionality of the eTAURON Application shall result in the User's Account being blocked and, for the duration of such block, the Application shall not enable charging and the User shall not be able to use the Services (the Account shall have the status "Blocked"). The block shall be lifted once all outstanding payments on the User's Account have been settled. Funds credited to the User's Account shall first be applied towards settlement of any outstanding amounts.
16. Upon expiry or cancellation of the registered payment card, the User is required, in order to commence a charging process, to register an active payment card. Failure to comply with this obligation shall prevent the User from starting a charging session until an active debit or credit card has been registered by the User; in addition, any newly added debit or credit card must successfully complete the card authorisation process.
17. The User is required to ensure that the debit or credit card entered for the purpose of commencing a charging session is valid, not blocked, and has sufficient available funds to cover payment for the Charging Service. Where charging of the card is not possible, TNT S.A. shall be entitled to demand payment directly from the User. TNT S.A. reserves the right to contact the User in order to clarify the payment status for the Charging Service, in particular where payment for the Charging Service has not been recorded by TNT S.A.'s IT system. Furthermore, where the User uses the Service via the Website and charging of the indicated card is not possible, TNT S.A. shall be entitled to refuse provision of the Charging Service.
18. For each charging session, an accounting document shall be issued in the form of a VAT invoice or, in the case of natural persons, a sales document confirming the provision of the Charging Service. VAT invoices and sales documents shall be sent to the User's email address, and where the Charging Service is used via the Website without registration, an SMS message containing a link to the ordered and generated PDF document constituting a simplified invoice shall be sent to the mobile phone number provided by the User. A condition for the issuance and receipt of a VAT invoice for the Charging Service provided via the eTAURON Application is that, prior to commencement of charging, the User provides correct and up-to-date data required for the issuance of a VAT invoice. A condition for the issuance and receipt of a simplified invoice for the Charging Service provided via the Website is that, prior to commencement of charging, the User provides, in the designated field, the User's tax identification number (NIP) and mobile phone number. For each charging session, upon the User's explicit request, a sales document confirming that the Charging Service has been provided shall be issued. Such sales document shall be delivered by SMS containing a link to the ordered and generated PDF document constituting the sales document, sent to the User's indicated mobile phone number. In order to download the sales document, the User must open the link received.
19. The User consents to the delivery of invoices by electronic means. The provision of the Services and charging shall not be possible where the User withdraws consent to the electronic delivery of invoices. A User using the Charging Service via the Website consents to the delivery of an invoice or sales document by accepting the relevant functionality available on the Website.



20. Payments made within the eTAURON Application are processed via PayU S.A., based in Poznań, 60-166 Poznań, ul. Grunwaldzka 186, entered in the register of entrepreneurs of the National Court Register maintained by the Poznań-Nowe Miasto i Wilda District Court in Poznań, 8th Commercial Division of the National Court Register, under KRS No. 0000274399, NIP (Tax Identification Number) 7792308495; however, TNT S.A. reserves the right to change the payment service provider.
21. Prices for the Charging Service may be amended with flexible advance notice. They may vary depending on the time of day, day of the week and other operational factors. The applicable prices are available in the Tariff in the eTAURON Application and shall take effect in accordance with the information published in the eTAURON Application and on the Website.
22. TNT S.A. reserves the right to amend the Tariff with one day's prior notice. Any amendment to prices in the Tariff, including hourly price variations within a single day, shall be published in the eTAURON Application and on the Website no later than 18:00 on the day preceding their entry into force. The User acknowledges that the use of the Charging Service during a specific hour is equivalent to the acceptance of the prices applicable during that hour.
23. The User further acknowledges and accepts that the price of the Charging Service may change during its performance, in accordance with the Tariff applicable at the time the Service is performed. Prior to commencing charging, the User shall review the prices applicable to the period during which the User intends to use the Service.

## **§ 8**

### **CONDITIONS FOR THE USE OF PRE-PAID COUPONS**

1. A pre-paid coupon may be used no later than the expiry of its validity period. Upon expiry of a pre-paid coupon: a. the expired coupon may not be added in the eTAURON Application b. any unused funds credited to the User's Account from the expired pre-paid coupon shall be automatically cancelled (i.e. upon expiry of the coupon's validity, the coupon is automatically cancelled).
2. Funds held on the User's Account originating from a pre-paid coupon are not subject to withdrawal or refund. In particular, the User is not entitled to demand from TNT S.A. payment in cash of the equivalent value of unused funds credited to the User's Account from a pre-paid coupon.
3. Funds from a pre-paid coupon shall be settled as a priority.

## **§ 9**

### **LIABILITY**

1. TNT S.A. shall not be liable for the inability to charge an electric vehicle where such inability results from circumstances beyond the control of TNT S.A., including in particular in the event of:
  - a. a failure of a Charging Station;
  - b. a failure of the Website or the eTAURON Application;
  - c. the use of the Charging Station by another User;
  - d. a breach by the User of these Terms and Conditions or of the operating instructions for the relevant Charging Station displayed at the Charging Station used by the User;
  - e. the occurrence of Force Majeure.
2. TNT S.A. shall not be liable for the consequences of, or for any damage arising from, the provision by the User of incorrect or incomplete data during the registration process.



3. TNT S.A. shall not be liable for the misuse of the Website or the eTAURON Application by the User or their use on devices that do not meet applicable security requirements.
4. TNT S.A. shall not be liable for any reduction of charging power below the nominal power during a charging session resulting from technical limitations of the User's electrical equipment or the User's electric vehicle.
5. TNT S.A. shall not be liable for any limitations in the availability of the Charging Service caused by modernisation works carried out within the Charging Service Provider's Network.
6. TNT S.A. shall not be liable for the consequences of the User's cable being blocked in a Charging Station, as referred to in § 6(20) hereof.
7. TNT S.A. shall not be liable for the use of the User's Account by third parties.
8. Unless these Terms and Conditions provide otherwise, a breach hereof by a User who is not a Consumer may result in one or more of the following actions being taken by TNT S.A.: a. issuance of a warning to the User b. blocking of the User's access to the Account c. termination of the Agreement with immediate effect and deletion of the User's Account from the eTAURON Application d. preventing the User from re-registering an Account and, consequently, from using the Services.
9. Unless these Terms and Conditions provide otherwise, a breach hereof by a User who is a Consumer may result in a request to cease the breach or remedy its effects, failing which TNT S.A. may apply one of the following measures: a. termination of the Agreement and deletion of the Account or b. blocking access to the Account. Where the time limit specified for ceasing the breach or remedying its effects expires unsuccessfully, TNT S.A. shall be entitled to apply the sanction indicated in the request addressed to the User. It is hereby stipulated that where the sanction applied involves the termination of the Agreement and deletion of the User's Account, TNT S.A. shall be entitled to prevent the User from creating an Account and using the Services in the future.
10. The blocking of the Account due to outstanding payment arrears does not require a prior request to cease or remedy a breach and shall occur automatically in accordance with § 7(15).
11. The User is prohibited from disconnecting vehicles belonging to other Users from a Charging Station.
12. The User shall be liable for any damage caused by the User's acts or omissions, both within the eTAURON Application and in relation to Charging Stations.

## **§10**

### **SPECIAL PROVISIONS**

1. The following specific provisions of these Terms and Conditions shall apply to Users who are not Consumers:
  - a. TNT S.A. shall not be liable to the User for any damage caused by non-intentional fault and shall not be liable for loss of profits;
  - b. TNT S.A. shall not be liable for the User's inability to terminate charging (subject to an error of the Website or the eTAURON Application for reasons attributable to TNT S.A.); in such cases, the User shall pay for the entire charging session;
  - c. TNT S.A. shall not be liable for charging performed by third parties without the User's consent via the User's Account; in such cases, the User shall pay for the entire charging session;
  - d. TNT S.A. shall not be liable for the inability to establish a connection between the Website or the eTAURON Application and the RFID Medium with the Charging Station;





- e. TNT S.A. shall not be liable for defective connection or lack of connection between the Charging Station and the Vehicle, even where the Vehicle meets the applicable technical requirements;
  - f. where a Charging Station is damaged by the User, TNT S.A. shall be entitled to charge the User with direct and indirect costs of repairing the Charging Station, in each case of:
    - damage to or destruction of Charging Stations forming part of the TNT S.A. Network (own or partner stations) or the eTAURON System caused by the User;
    - improper use of Charging Stations forming part of the TNT S.A. Network (own or partner stations), contrary to these Terms and Conditions or the rules of use of Charging Stations;
    - unjustified prevention of or limitation on access to Charging Stations forming part of the TNT S.A. Network (own or partner stations) by other Users;
    - TNT S.A. shall not be liable for the misuse of the eTAURON Application by the User or on devices that do not meet the security requirements necessary for the proper use of the eTAURON Application.
2. In the event of other breaches of these Terms and Conditions by the User, in particular failure to comply with the obligations set out in § 6 hereof, the User shall be liable in accordance with the general rules of law.

## **§11**

### **TECHNICAL PERFORMANCE OF THE eTAURON APPLICATION**

1. TNT S.A. shall use reasonable efforts to ensure that the eTAURON Application functions properly and undertakes to maintain the continuity of the Services, subject to the provisions set out below. The above obligation shall not cover events or their consequences resulting from:
  - a. the malfunction of software external to the eTAURON Application and remaining outside the control of TNT S.A.;
  - b. issues caused by loss of data for reasons attributable to the User;
  - c. unauthorised interference by the User or third parties with the eTAURON Application;
  - d. the occurrence of Force Majeure;
  - e. technical interruptions.
2. For the purposes of performing maintenance or modernisation works, as well as implementing updates to the eTAURON Application, Technical Interruptions in access to the eTAURON Application may occur. TNT S.A. agrees to notify Users of any scheduled Technical Interruption in good time.

## **§12**

### **COMPLAINTS**

1. Any complaints relating to the Charging Service or the Charging Station infrastructure may be submitted via the eTAURON Application, by email at [support@etauron.tauron.pl](mailto:support@etauron.tauron.pl) or via the helpline at +48 571 665 666.
2. A complaint should include, at a minimum, data enabling the identification of the User and an indication of the justified objections and comments relating to the Services. Complaints that do not contain the above information shall not be considered.
3. TNT S.A. shall examine complaints within 14 business days, subject to cases where the User has not described the subject matter and scope of the complaint in a manner enabling its examination



or has not provided data enabling the identification of the User. In such cases, the time limit for examining the complaint shall commence on the date on which the User provides TNT S.A. with the missing information.

4. Should TNT S.A. fail to respond to a Consumer's complaint within the period specified above, this shall be deemed acceptance of the complaint by TNT S.A.
5. TNT S.A. shall provide the Consumer with the Charging Service in accordance with the Agreement.
6. Where the Charging Service provided by TNT S.A. is not in conformity with the Charging Service Agreement, the Consumer shall have the right to request a reduction in price or to withdraw from the Agreement.
7. The reduced price shall remain in such proportion to the price resulting from the applicable Tariff as the value of the Charging Service not in conformity with the Agreement bears to the value of the Charging Service in conformity with the Agreement.
8. TNT S.A. declares that the repair or replacement of the Charging Service is not possible.
9. The Consumer shall have the right to make use of out-of-court dispute resolution mechanisms for the handling of complaints and the pursuit of claims. Information on these options and the rules for accessing such procedures is available at the offices and on the websites of district (municipal) Consumer Advocates, social organisations whose statutory tasks include consumer protection, Provincial Inspectors of the Trade Inspection, as well as on the website of the Office of Competition and Consumer Protection at [www.uokik.gov.pl](http://www.uokik.gov.pl).
10. Complaints should be submitted to TNT S.A. in accordance with the generally applicable rules. TNT S.A. shall provide its response to a complaint to the email address specified by the User in the complaint or in another form selected by the User (e.g. by telephone).
11. When the User is not a Consumer, a complaint shall be submitted no later than 30 days from the date of the event giving rise to the complaint.

## **§13**

### **AMENDMENTS**

1. TNT S.A. may amend these Terms and Conditions for valid legal reasons (including changes to generally applicable laws governing the activities of TNT S.A., in particular the Act of 11 January 2018 on Electromobility and Alternative Fuels, or changes to the form of operation of the Service Provider) or for technical reasons (including the modernisation of the eTAURON Application infrastructure), as well as where necessary to adapt TNT S.A.'s offering to market and technical conditions or to eliminate ambiguities or interpretative doubts. The reason for each amendment hereto shall be specified in the manner described hereinbelow.
2. Users shall be notified of any amendment hereto at least 14 days prior to the date on which the amended Terms and Conditions enter into force. An amendment hereto shall be effective with respect to Users who do not withdraw from the Services within 14 days from the date of notification of the amendment. Withdrawal may be effected by sending an email with an appropriate declaration by the User to [support@etauron.tauron.pl](mailto:support@etauron.tauron.pl) or by uninstalling the eTAURON Application.
3. Any charging sessions commenced prior to the entry into force of the amended Terms and Conditions shall be carried out in accordance with the previous version of the Terms and Conditions. Amendments hereto shall not infringe any acquired rights of Users.

## §14

### FINAL PROVISIONS

1. The law governing obligations arising from these Terms and Conditions shall be Polish law. Agreements are concluded in the Polish language and for an indefinite term.
2. Any disputes arising in connection with the performance of the Agreement for the Charging Service shall be resolved by the court having jurisdiction over the Katowice Branch of TNT S.A. This shall not apply to Agreements concluded with Consumers, in respect of which any disputes arising in connection with the performance of the Charging Service Agreement shall be resolved by the court having jurisdiction in accordance with generally applicable law.
3. The Consumer may make use of alternative dispute resolution (ADR) methods as an alternative to court proceedings, in particular by way of mediation, conciliation or arbitration (an arbitral tribunal). A list of institutions to which the Consumer may apply for dispute resolution under ADR procedures is available at: <https://ec.europa.eu/consumers/odr/main/?event=main.adr.show2> Online Dispute Resolution.
4. The Consumer may also make use of out-of-court complaint handling and redress mechanisms by submitting a complaint via the EU online ODR platform available at: <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=PL> (Online Dispute Resolution).
5. Communication with the User shall be conducted electronically via the User Account or the email address specified in the registration form or by telephone.
6. The invalidity of any provision of these Terms and Conditions shall not affect the validity of the Charging Service Agreement, which shall remain in full force and effect in all other respects. This does not apply to Agreements concluded with Consumers.
7. Matters not regulated by these Terms and Conditions shall be governed by generally applicable law, including in particular the Act of 23 April 1964 – the Civil Code (consolidated text: Journal of Laws of 2024, item 1061, as amended) and the Act of 18 July 2002 on the Provision of Electronic Services (consolidated text: (Journal of Laws of 2025, item 1071, as amended).
8. These Terms and Conditions shall take effect as of **1 February 2026**.
9. TNT S.A. reserves the right, at any time, to introduce changes to the eTAURON Application and the registration form, as well as to temporarily or permanently limit the availability of the Services or to discontinue the Services entirely.
10. The Notice for unregistered Users, constituting Appendix No. 1, forms an integral part of these Terms and Conditions.



## Appendix No. 1

### Notice

1. The controller of your personal data is TAURON Nowe Technologie Spółka Akcyjna, with its registered office in Wrocław, Plac Powstańców Śląskich 20 (53-314 Wrocław). KRS (National Court Register Number): 0000141756; NIP (Tax Identification Number): 899 107 65 56
2. For matters relating to the protection of personal data, you may contact us by email at
  - a) [tnt.osobowe@tauron.pl](mailto:tnt.osobowe@tauron.pl)
  - b) or by post at the following correspondence address:  
TAURON Nowe Technologie S.A.  
ul. Lwowska 23, 40-389 Katowice.
3. Your personal data will be processed for the following purposes (the provision of personal data marked with "\*" when using the website available at [www.zaplac.etauron.tauron.pl](http://www.zaplac.etauron.tauron.pl) is necessary for the conclusion of a contract via that website):
  - a) to enable the use of the website available at [www.zaplac.etauron.tauron.pl](http://www.zaplac.etauron.tauron.pl) until such use is discontinued; the legal basis is Article 6(1)(b) of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC, insofar as this concerns the provision of services in accordance with the Terms and Conditions of Service for unregistered users;
  - b) to provide a one-off electric vehicle charging service, for the duration of the performance of the contract [legal basis: Article 6(1)(b) of the Regulation – conclusion and performance of a contract];
  - c) to provide technical support in the event of problems with the Charging Service, via the dedicated helpline, pursuant to Article 6(1)(f) of the GDPR [legitimate interest of the Controller], with a view to ensuring proper customer service;
  - d) to comply with the Controller's legal obligations, in particular public-law obligations, including accounting and tax obligations [legal basis: Article 6(1)(c) of the Regulation – compliance with the Controller's legal obligation];
  - e) to monitor the quality of the services provided, including customer service, for the duration of the contract [legal basis: Article 6(1)(f) of the Regulations – legitimate interest of the Controller in ensuring appropriate service quality];
  - f) to verify payment reliability, for the period necessary to carry out such verification in connection with the conclusion, performance, extension or expansion of the contract. Where you enter into a contract with us as a business operator or as a partner in a civil partnership, we may additionally obtain data from business information registers and credit reference agencies. The personal data referred to in the preceding sentence will relate to the fulfilment of your obligations and to the business activity carried out by you [legal basis: Article 6(1)(b) of the Regulation – conclusion and performance of a contract].
  - g) archiving, insofar as necessary to comply with legal obligations, in particular under tax law, energy law and accounting regulations, for the period specified in those regulations [legal basis: Article 6(1)(c) of the Regulation – compliance with a legal obligation];
  - h) establishing, pursuing or defending claims, including the sale of receivables, for the duration of proceedings and the applicable limitation periods of claims [legal basis: Article 6(1)(f) of the Regulation – the Controller's legitimate interest in pursuing and defending claims arising from the contract];
  - i) preparing internal business analyses, for a period no longer than that set out in points e) and f) [legal basis: Article 6(1)(f) of the Regulation – the



Controller's legitimate interest in optimising business operations];

The Regulation referred to above is Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation). The text of the GDPR is available at customer service points and online at [tauron.pl/rodo](http://tauron.pl/rodo).

4. As we will be processing your personal data, you have the following rights:

- a) the right to object – you may object at any time to the processing of your personal data by us. This right applies where the processing is based on our legitimate interest [legal basis: Article 6(1)(f) of the Regulation]. This right does not apply where there are compelling legitimate grounds for the continued processing of your personal data which override your interests, rights and freedoms.
- b) the right of access to personal data;
- c) the right to rectification of personal data;
- d) the right to erasure of personal data (also known as the "right to be forgotten");
- e) the right to restriction of the processing of personal data;
- f) the right to data portability;
- g) the right to access the conclusions of the balancing test, performed to assess the existence of the Controller's legitimate interest in processing personal data.

5. If you wish to exercise any of the rights listed above or obtain further information, you may contact us by one of the following means:

- a) in writing at the following address: TAURON Nowe Technologie S.A., ul. Lwowska 23, 40-389 Katowice;
  - b) by e-mail to [daneosobowe.wnioski@tauron.pl](mailto:daneosobowe.wnioski@tauron.pl)
- Should you decide to exercise any of the rights referred to above, we will inform you of the outcome of your request without undue delay and no later than within one month from the date on which the request is received.

6. Your personal data may be transferred outside the European Economic Area (EEA). Such

transfers may occur in connection with the outsourcing of specific services or activities to entities established outside the EEA or processing personal data outside the EEA. Your personal data will be transferred only to such third countries (i.e. countries outside the EEA) or to entities in third countries in respect of which the European Commission has issued a decision confirming an adequate level of data protection, or standard data protection clauses have been incorporated into agreements concluded with such entities, or other appropriate safeguards have been implemented, as provided for in generally applicable provisions of law. In connection with the transfer of personal data outside the EEA, you may request further information on such transfers, obtain a copy of the safeguards applied or receive information on where they are made available by contacting us in the manner specified in this notice.

7. The anticipated recipients of your personal data are:

- entities belonging to the TAURON Group, including TAURON Polska Energia S.A. and TAURON Obsługa Klienta sp. z o.o.;
- business partners of TAURON Nowe Technologie S.A.; entities authorised to receive personal data pursuant to applicable regulations;
- postal operators and courier service providers;
- payment service providers (including banks and payment institutions), in particular dcs.pl Sp. z o.o., Centrum Elektronicznych Usług Płatniczych eService Sp. z o.o. and PayU S.A.;
- entities acquiring receivables and debt collection agencies, in the event of non-payment of our invoices within the prescribed time limits;
- entities cooperating with us in the provision of accounting, tax and legal services;
- entities operating ICT systems and providing IT services;
- entities providing advisory, consulting, audit, legal, tax and accounting services, as well as research and marketing agencies and advertising companies;



- entities supporting us in the handling of correspondence and in customer service processes;
- entities providing document archiving services;
- other entities, insofar as necessary to achieve the purposes of processing your personal data.

**Glossary:**

**TAURON Group** – means TAURON Polska Energia S.A. based in Katowice and its subsidiaries or affiliates. A list of entities belonging to the TAURON Group is available online at <https://www.tauron.pl>