

xRewards Program Terms & Conditions

1. The **xRewards by Eaton** is a free membership loyalty program only available to authorized **EATON** designated channel partners and customers. Membership in the program is optional and by invitation only. The Loyalty Program is granted by EATON FZE (Dubai branch), National Industries Park, 261768 Dubai, U.A.E.
2. **EATON FZE, National Industries Park, Jebel Ali, Dubai, United Arab Emirates** reserves the right to accept or reject any application for membership/participation in the **xRewards by Eaton** at its absolute discretion.
3. By participating in the **xRewards by Eaton** every user ("Member") accepts all of the terms and conditions mentioned herein and agrees to abide by the Terms and Conditions of the program.
4. A Participant will need to register for the program by completing the registration process on the mobile application by providing the required personal details.
5. **EATON FZE** reserves the right, at any time and without prior notice, to change, modify, amend, suspend, or cancel the program or any part thereof. This right includes, but is not limited to, the right to revise or amend these Terms and Conditions, rules for earning and redeeming points, rules for use of rewards, benefits, procedures, and/or specific features of promotional offers.
6. Membership is non-transferable and non-assignable; any benefits/points earned may not be assigned to any other individual, unless otherwise in accordance with these Terms and Conditions.
7. The Promotion is open only to Participants of eighteen (18) years of age or older at the time of entry. Employees of Eaton Corporation ("Eaton"), its affiliates, subsidiaries, advertising, promotion and internet agencies and their immediate family members are not eligible to enter, and any entries submitted by these individuals will be invalid. Participants will be required to provide their first name, last name, company and position with such company (to the extent applicable), address, postcode, country, email address and telephone number for their entries to be valid and to be eligible for any Program.
8. Participants will earn points based on the invoice value of Eaton products. The reward percentage will depend on the type of your membership and may vary by transaction. Eaton reserves the right to change the reward percentage at its discretion.
9. Any points accrued by a Member will be credited to their respective account only, and notifications related to your balance or claims will be sent within the application itself.
10. A Member cannot have multiple accounts.
11. The minimum purchase amount per transaction qualifying for this program shall exceed AED 200.
12. Points shall be redeemed within 12 months maximum, otherwise, we reserve the right to revoke them.

13. Any claim shall be processed maximum by the 28th day of the following month, any claim outside of this period shall be rejected.
14. The maximum reward amount by the participant shall not exceed AED10,000 within the same calendar year.
15. Participants must be residents of the United Arab Emirates. Registration for the program is limited to participants within the UAE; individuals outside the UAE cannot register. Additional countries will be included in the program at a later date, with specific dates to be announced.
16. The loyalty program applies to the sale and/or purchases of all Eaton's 1 ph UPS systems and related accessories, UPS Extended Warranties, DIN Rail, Molded Case Circuit Breakers, Distribution Boards, Wiring accessories, Contactors, starters and Wiring accessories The selling and/or purchasing transaction shall be performed at an Eaton Authorized Distributors and/or Resellers in the same country mentioned in the clause above (no. 15).
Eaton reserves the right to amend or change the list of products or product ranges that are eligible for this program at any time, without any liability, therefore.
17. Awards are subject to proof of purchase - invoice or receipt issued from Eaton Authorized Distributor and/or Reseller with clear invoice dates, part numbers, prices and total value of Eaton products. Eaton products shall be also clearly identified or highlighted on the invoice, this is the responsibility of the participant, by failing to provide a clear indication of Eaton products, Eaton FZE reserves the right to reject the invoice in the subject.
18. Participants are responsible to check and compile with T&C with the awarded supplier (Rewardz)
19. Eaton will not be responsible for after-sales services related to any gift voucher. The users can address his/ her inquiries directly with the supplier (Rewardz)
20. The recipients need to check the validity of the voucher with the supplier (Rewardz) directly. Eaton will not be responsible if the voucher expires and is not to be used by winners. Eaton will not be held liable for loss, damage or injury that may occur to any customer as a result of his use of the award.
21. The program is valid only on the invoices raised by Eaton's authorized Distributors or Resellers. No cancellation of orders or invoices will be accepted under any circumstances.
22. In accepting this program, the participant of this program confirms that the participation is authorized and permitted under any policies, rules and/or laws that may apply to you.
23. Rewards received may be considered a taxable benefit for the Participant's employees. The Participant entity shall be responsible for any taxes payable; Eaton FZE shall have no responsibility. Participant employees are responsible for notifying their employer of any benefits received under this Promotion. It is the Participant's employee's responsibility to ensure that taking part in the Promotion is compliant with local laws and the internal policies, rules and practices of their

employing organization and that their participation and acceptance of any Reward award is approved.

24. Eaton FZE reserves the right to modify, suspend, cancel or terminate the Program or extend or resume the entry period or disqualify any Participant at any time without giving advance notice and will do so if it cannot be guaranteed that the Promotion can be carried out fairly or correctly for technical, legal or other reasons or if Eaton FZE suspects that any person has been in breach of these terms and conditions, manipulating entries or the results or has acted unlawfully or unethically in any other way.
25. Eaton FZE is not responsible for any loss, theft, injury or damage that may be caused to an Awarded Participant who attends the Reward event.
26. By accepting the reward, the Awarded Participant agrees to indemnify and hold the Eaton FZE, its respective directors, officers, employees and assigns, harmless from any and all claims and liability arising out of any use of the reward. The Awarded Participant assumes all liability for any loss, theft, injury or damage caused, or claimed to be caused, by participation in this the loyalty program or attendance of the reward event or use or redemption of any other alternative reward that may be offered in place of the reward event.
27. These terms and conditions, their interpretation and any contractual or non-contractual obligations arising out of or in connection with these are governed by and shall be construed in accordance with the laws of the United Arab Emirates where Eaton has its registered seat of business without regard to any conflict of law rules.
28. Any dispute arising directly or indirectly out of these terms and conditions shall be resolved exclusively by the competent courts in having jurisdiction over the area where Eaton has its registered office.
29. **EATON FZE** at its sole discretion, reserves the right to terminate a membership if a Member is deemed to have breached any of these Terms and Conditions or any rules of the program. A Member whose membership is terminated will forfeit all points in their account.
30. **EATON FZE** reserves the right to suspend and/or cancel any user account if any suspicious activities, at the opinion of **EATON FZE** are observed. All points accrued will be forfeited without compensation.
31. The **xRewards by Eaton** App and/or website may contain links to other websites or other resources operated by third parties. These sites are not under the control of **EATON FZE** and are subject to their respective terms and conditions as posted on their sites. **EATON FZE** is not responsible for the content available on any third-party site or for the security or privacy policy of such sites. These links are provided for Member's reference only and use of these sites is at the sole risk of the Member. **EATON FZE** expressly disclaims all liability with regard to the Members' use or access of third-party sites in connection with the use of the **xRewards by Eaton**.

By registering with the xRewards by Eaton as a member or participating in the program, each member agrees and acknowledges to such collection, processing,

use, and disclosure of their personal data in accordance with the EATON FZE Data Protection Policy.

32. The decision of **EATON FZE** with respect to all matters connected with the **xRewards by Eaton** will be final, binding, and non-contestable.
33. The term **xRewards by Eaton** Loyalty Program refers to the loyalty program which is owned and managed by **EATON FZE**. All rights, title, and interest in the name and logo “{**xRewards by Eaton**} Loyalty Program” shall be for **EATON FZE** and its affiliated companies. Any other use of the name, logo, or program is strictly prohibited.
34. **EATON FZE** reserves the right to take legal action for any misuse or illegal use of the **xRewards by Eaton**.
35. **EATON FZE** will collect, use, and disclose Member’s personal information in accordance with the **EATON FZE Data Protection Policy**; the Data Protection Policy can be found at: <https://www.eaton.com/ae/en-gb/company/policies-and-statements/privacy-cookies-and-data-protection.html>

Personal Data Protection Policy

This Personal Data Protection Policy sets out how **REWARDZ PTE LTD**, (referred to herein as “Organization”, “us”, “we” or “our”) comply with the provisions of the Personal Data Protection Act 2012 of Singapore (“PDPA”).

We also want you to understand the way in which we collect, use, disclose and/ or retain your Personal Data. This Personal Data Protection Policy sets out:

1. our policies on how we manage your Personal Data;
2. the types of Personal Data we collect, use, disclose and/ or retain;
3. how we collect, use, disclose and/ or retain your Personal Data; and
4. the purpose(s) for which we collect, use, disclose and/ or retain your Personal Data.

By giving us your particulars and other details, you are deemed to have given consent to Rewardz Pte Ltd to collect and use your personal data for the purpose of processing and responding to your query and feedback.

This Personal Data Protection Policy supplements but does not supersede nor replace any other consent, which you may have previously provided to us, nor does it affect any right that we may have at law in connection with the collection, use, disclosure and/ or retention of your Personal Data.

From time to time, we may update this Personal Data Protection Policy to ensure that our Policy is consistent with developments and trends in the Labour Movement and/ or any regulatory changes. Should any revision(s) be made to this Personal Data Protection Policy, updates will be published on our site (www.rewardz.sg) Subject to your legal rights in Singapore, the prevailing terms of the Personal Data Protection Policy shall apply.

This Personal Data Protection Policy forms a part of the terms and conditions governing your relationship with us and should be read in conjunction with such terms and conditions (“Terms and Conditions”).

In the event of any inconsistency between the provisions of the Personal Data Protection Policy and the Terms and Conditions, the provisions of the Terms and Conditions shall prevail.

Your Personal Data

In this Personal Data Protection Policy, “Personal Data” refers to any data and/ or information about you from which you can be identified by, either

- (a) from that data; or
- (b) from that data and other information to which we may have legitimate access to.

Examples of such Personal Data include but are not limited to:

1. your name and your company name

2. email address and any other information relating to you which you have provided in any forms you may have submitted to use, or in other forms of interaction with you;
3. information about your usage of and interaction with our website and/ or services including computer and connection information, device capability, bandwidth, statistics on page views and traffic to and from our website

Collection of your Personal Data

Generally, we may collect your Personal Data through the following ways:

1. when your employer signs up for a service subscription with us;
2. when you access our websites or perform an online transaction;
3. when you install our mobile app and agree to the use of the app upon installation;
4. when you submit an application to us for membership services and benefits;
5. when you respond to our request for additional Personal Data;
6. when you ask to be included in an email or other mailing list;
7. when you request that we contact you;
8. when you respond to our initiatives or promotions; and
9. when you submit your Personal Data to us for any other reason.

Purposes for the Collection, Use and Disclosure of Your Personal Data

Generally, we may collect, use, disclose and/ or retain your Personal Data for the following purposes:

1. to create your login profile, processing and termination of your membership when you are no longer working with our client;
2. to provide you with membership benefits and services;
3. to assist you with your enquiries;
4. to process payment for purchases and subscriptions;
5. to improve membership/ customer services, such as resolving complaints and handling requests and enquiries;
6. to keep you updated on our events; and
7. to comply with applicable laws and regulations.

Marketing/ Optional Purposes

From time to time, we may contact you via electronic mail, mobile spot notifications, or social media platforms, to inform you about our membership benefits, services and events that we think may be of interest to you.

You can let us know at any time if you no longer wish to receive marketing materials (by informing us through support@rewardz.ae) and we will remove your details from our direct marketing database. Please note that we may still send you non-marketing messages such as surveys, corporate notices from your organization and other service related notices.

Disclosure of your Personal Data

We may disclose your Personal Data to the following groups for purposes mentioned above, subjected to the requirements of applicable laws:

1. your employer who had paid for the use of the portal and app
2. our professional advisers such as our auditors;
3. relevant government regulators, statutory boards or authorities or law enforcement agencies to comply with any laws, rules, guidelines and regulations or schemes imposed by any government authority;
4. any other person in connection with the purposes set forth above.

Third-Party Sites

Our website may contain links to other websites operated by third parties independent of the Organization. We are not responsible for the privacy practices of such websites operated by third parties even though it is linked to our website(s).

We encourage you to learn about the privacy policies of such third party website(s) by checking the policy of each site you visit and contact its owner or operator if you have any concerns or questions.

Protection of your Personal Data

We maintain appropriate security safeguards and practices to protect your Personal Data unauthorized access, collection, use, disclosure, copying, modification disposal or similar risks, in accordance with applicable laws.

Accuracy of your Personal Data

We take all reasonable measures to ensure that your Personal Data remains accurate, complete and up-to-date. You may also keep us informed when there are any updates to your Personal Data by contacting us directly.

Withdrawal of Consent

- If you wish to withdraw your consent to any use or disclosure of your Personal Data as set out in this Personal Data Protection Policy, you may contact us via support@rewardz.ae
- Please note that if you withdraw your consent to any or all use or disclosure of your Personal Data, depending on the nature of your request, we may no longer be in a position to continue to provide membership benefits and services to you.
- Such a withdrawal may therefore result in the termination of any membership that you may have with us.

Access and Correction of your Personal Data

You may request access to or make corrections to your Personal Data records. Please submit your request to us through support@rewardz.ae