Terms of Service for Users creating an account after 05.11.2026

I. General Provisions:

1. WP Account is provided by Wirtualna Polska Media Spółka Akcyjna with its registered office in Warsaw, ul. Żwirki i Wigury 16, 02-092 Warsaw, entered in the Register of Commercial Undertakings maintained by the District Court for the Capital City of Warsaw in Warsaw, 14th Commercial Division of the National Court Register under KRS file number: 0000580004, Tax Identification Number NIP: 527-26-45-593, Statistical Number REGON: 142742958, share capital: PLN 320,058,550.00, fully paid-up. During the period up till 31 December 2026, WP Account can also be provided under its existing name, i.e. "1login from WP Account". In addition, during the period specified in the preceding sentence and also after its expiry, WP Account can be provided under the name "WP Account, formerly 1login from WP Account", or together with another designation indicating a change in the name of the service.
2. WP Account Users may access and use Wirtualna Polska Services and services provided through the Wirtualna Polska Portal, which Wirtualna Polska allows access and use by means of the WP Account.
3. WP Account is provided under the terms and conditions set forth in the Rules and Regulations. The Rules and Regulations specify in particular:
    a. the rights and obligations of WP Account Users;
    b. the rights and obligations of Wirtualna Polska related to the provision of access to and provision of the WP Account service.

II. Definitions

1. **Additional Functions** - means the additional services that may be provided by WP to the Users and that are governed by these Rules and Regulations or/and separate regulations for such Additional Functions, if separate rules and regulations have been introduced for such Additional Functions. Additional Functions may be used on the condition that the WP Account, for which these Additional Functions are available, is used simultaneously.
2. **Form** - means the pages on the Internet that allow the User and/or a legal representative or a legal guardian of the User who lacks legal capacity to provide WP with the User's data, to enter into an agreement between WP and the User to provide the WP Account service and Additional Functions, as well as to use the WP Account and Additional Functions.
3. **Password** - means a sequence of characters chosen by the User to secure access to a WP Account and Additional Functions. The Password should meet the conditions set forth in the Rules and Regulations and also in the WP Account Opening Form and in the Password Change Form (if the Password is changed), especially regarding the type of characters that may be used in it.
4. **Interface** - means pages on the Internet that allow the User and/or the legal representative or legal guardian of the User who lacks legal capacity:
    a. to exercise the right to access Wirtualna Polska Services and services provided through the Wirtualna Polska Portal and make changes to the use of Wirtualna Polska Services and services provided through the Wirtualna Polska Portal;
    b. to exercise the right of access to the content and correction of their personal data;
    c. to use Additional Functions and make changes to the use of Additional Functions.

5. **WP Account** - means an account provided by WP in accordance with the Rules and Regulations, the possession of which makes it possible to access and use Wirtualna Polska Services, services provided through the Wirtualna Polska Portal and Additional Functions.
6. **Login** - means an individual designation of the User, which the User uses when using WP Account and Additional Functions, and which also secures access to the WP Account and Additional Functions. The Login should meet the conditions set forth in the Rules and Regulations and also in the WP Account Opening Form, especially regarding the type of characters that may be used in it.
7. **Wirtualna Polska Portal** - means the Wirtualna Polska Internet portal and other Wirtualna Polska websites operated by WP in the Internet domains to which WP has rights, in particular in the wp.pl Internet domain, which are also available through applications made available by WP for installation on mobile devices (provided that they have been made available in such a manner and subject to differences in the manner and scope of content presented and services provided).
8. **Rules and Regulations** - means the Rules and Regulations of the WP Account.
9. **Wirtualna Polska Services** - means the services that may be provided to Users by WP, including through the Wirtualna Polska Portal. Wirtualna Polska Services may be used through the WP Account provided that WP enables access to and use of such Services by means of the WP Account. WP reserves the right to enable the use of the WP Account only for certain Wirtualna Polska Services. WP can make access to and use of certain Wirtualna Polska Services conditional on having a WP Account.
10. **User** - means a natural person, a legal person or an organizational unit without legal personality, using the WP Account on the basis of the Rules and Regulations. A natural person may be a WP Account User if he/she:
    a. has full legal capacity; or
    b. obtains the consent of a legal representative if he/she has limited legal capacity; or
    c. is represented by a legal representative or legal guardian if he/she lacks legal capacity.
11. **WP or Wirtualna Polska** - means Wirtualna Polska Media Spółka Akcyjna with its registered office in Warsaw, ul. Żwirki i Wigury 16, 02-092 Warsaw, entered in the Register of Commercial Undertakings maintained by the District Court for the Capital City of Warsaw in Warsaw, 14th Commercial Division of the National Court Register under KRS file number: 0000580004, Tax Identification Number NIP: 527-26-45-593, Statistical Number REGON: 142742958, share capital: PLN 320,058,550.00, fully paid-up.
12. **WP Account Blocking** - means a state in which the User is unable, for reasons specified in the Rules and Regulations, to use the WP Account and/or Additional Functions.
13. **Website** - means the Internet website made available by WP at the Internet address 1login.wp.pl or at the Internet address konto.wp.pl concerning, in particular, all issues related to the provision and use of the WP Account service and Additional Functions.
14. **Avatar** - means a graphic, photograph, illustration, graphic sign or other image selected and added by the User within the WP Account, which serves to graphically identify the User's WP Account. The Avatar may be displayed in particular next to the User's Login, including in connection with the actions taken by the User within the WP Account, the Portal, Additional Functions, Wirtualna Polska Services or services provided through the Wirtualna Polska Portal, in accordance with the functionalities made available by WP.

III. Opening and using WP Account:

1. In order to open and use a WP Account, the User should obtain access to and use Wirtualna Polska Services and the services provided through the Wirtualna Polska Portal by means of the WP Account, or complete the Form to the extent specified by WP as mandatory and send the completed Form electronically to WP by activating the appropriate field located in the Form. In the case of Users who lack legal capacity, the actions specified in the preceding sentence should be performed by the legal representative and/or legal guardian of such User.
2. The Form is completed based on the following rules:
    a. The User, or in the case of a User who lacks legal capacity, the legal representative or legal guardian of such User, should fill in all fields of the Form, unless the field is clearly marked as optional (voluntary);
    b. the data entered in the Form should concern only the User/legal representative/legal guardian who fills out the Form and be truthful;
    c. the person responsible for the truthfulness of the data entered in the Form is solely the User or, in the case of Users who lack legal capacity, also the legal representative or legal guardian of such User;
    d. The User who is the data subject and the legal representative or legal guardian of the User who lacks legal capacity has the right to access the content of his/her data and to correct it (the User who lacks legal capacity exercises these rights through his/her legal representative or legal guardian);
    e. The User must not use Logins and Passwords of other individuals unless they have given their consent;
    f. when filling in the Form, the User and the legal representative or legal guardian of the User who lacks legal capacity must refrain from breaching the rights of third parties and generally accepted moral standards;
    g. The User cannot use a Login that was previously selected and is used by another User to access the WP Account.
3. Obtaining access to and using Wirtualna Polska Services and the services provided through the Wirtualna Polska Portal by means of the WP Account, or submitting a completed Form to WP is tantamount to:
    a. acknowledgment and acceptance of the provisions of the Rules and Regulations by the User, and in the case of a User who lacks legal capacity - by the legal representative or legal guardian of such User;
    b. a declaration by the User and the legal representative or legal guardian of the User who lacks legal capacity that the data contained in the Form is true;
    c. the User's undertaking to comply with the provisions of the Rules and Regulations.
4. Wirtualna Polska processes personal data in accordance with the provisions 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 (GDPR). For detailed information regarding the processing of personal data, please refer to the Privacy Policy https://holding.wp.pl/poufnosc.

5. The User's data are deleted within 90 days after discontinuing access to the WP Account to the User. After this period, WP may process the data of the User and the User's legal representative or legal guardian only to the extent that it is allowed by the provisions of law generally applicable in the territory of the Republic of Poland.
6. WP reserves the right to verify the data provided by the User and/or the User's legal representative or legal guardian in order to determine whether they are truthful. The User and the User's legal representative or legal guardian must allow WP to perform the verification, in particular by providing a valid telephone number and providing additional explanations upon WP's request.
7. If the User and/or the legal representative or legal guardian of the User who is under 16 (sixteen) years of age or the User who lacks legal capacity, provide data that is not truthful, data that is incomplete, or delete the data, then WP will have the right to Block the WP Account or to discontinue the provision of the WP Account service to the User.
8. By sending a completed Form for accepting the Rules and Regulations to WP, the User enters with WP into an agreement to provide the WP Account service specified in the Rules and Regulations, in the Polish language. WP Account is provided to the User immediately after it is opened and WP performs the technical actions necessary to provide the WP Account.
9. WP may refuse to provide the WP Account services (provide the WP Account) if justified by security reasons or legitimate interests of WP, as well as if the User fails to satisfy the terms and conditions specified in the Rules and Regulations.
10. In the Forms concerning the use of the services specified in the Rules and Regulations, the User may enter such number of characters (including spaces and punctuation marks) as are allowed to be entered in the Form.
11. In order to be able to provide Wirtualna Polska Services and other services of the Wirtualna Polska Portal, WP may send notifications to users regarding the WP Account Service and other information.
12. Provided that WP makes such functionality available, the User may add an Avatar to the WP Account. Adding an Avatar is voluntary. If the User does not add his/her own Avatar, WP may present, in place of the Avatar, the User's initials determined on the basis of the User's Login.
13. The User may change or delete the Avatar at any time, subject to the technical or functional limitations resulting from the manner in which the WP Account, Additional Functions, Wirtualna Polska Services or services provided through the Wirtualna Polska Portal operate. Deletion of the Avatar may result in WP presenting the User's initials in place of the Avatar, in accordance with item 12 above.
14. The User declares that the Avatar added by him/her complies with the provisions of law, the provisions of the Rules and Regulations, the principles of social conduct and good practice, and also that the User is entitled to use the Avatar to the extent necessary for it to be added, recorded, stored, reproduced, made publicly available, displayed and disseminated by WP within the WP Account, the Portal, Additional Functions, Wirtualna Polska Services and services provided through the Wirtualna Polska Portal.
15. In particular, the Avatar must not:
    a. infringe copyright, related rights, industrial property rights, personal interests, the right to one's image, the right to privacy or any other rights of WP, other Users or third parties;
    b. present the image of a third party;

c. contain content that is unlawful, offensive, vulgar, obscene, pornographic, erotic, drastic or brutal, that violates human dignity or good practice, or that presents nudity;

d. incite violence, hatred, discrimination, the commission of a crime or of a prohibited act, or praise such conduct;

e. contain symbols, designations, slogans or content prohibited by the provisions of law, in particular symbols promoting totalitarian regimes, Nazism, fascism, communism, terrorism, racism, xenophobia, antisemitism or other forms of hatred or discrimination;

f. be misleading as to the identity of the User, his/her rights, status, function or connections with WP or other entities, in particular suggest that the User acts on behalf of WP, or is an employee, representative, moderator, administrator or a person authorised to represent WP, if this is not true;

g. contain trademarks, logos, names or designations of undertakings, institutions, organizations or other entities, if the User is not entitled to use them;

h. contain personal data or information enabling the identification of third parties, including the first name, surname, address, telephone number, e-mail address, identity document number or other similar information, without an appropriate legal basis;

i. contain advertising, promotional or commercial content, links to websites, QR codes or other elements serving to direct Users outside the WP Account, the Portal, Additional Functions, Wirtualna Polska Services or services provided through the Wirtualna Polska Portal, unless WP expressly permits such a possibility;

j. contain elements that may disrupt the operation of the WP Account, Additional Functions, Wirtualna Polska Services, the Wirtualna Polska Portal or WP's ICT systems, in particular code, scripts or other elements that may compromise the security or integrity of those services or systems.

16. WP may specify technical requirements for the Avatar, in particular the permissible file format, the maximum file size, the minimum or maximum dimensions of the graphic, the manner of cropping, compressing or presenting the Avatar, and may also automatically adjust the Avatar to the technical or functional requirements of the WP Account, the Portal, Additional Functions, Wirtualna Polska Services or services provided through the Wirtualna Polska Portal. The technical requirements may change.

17. WPM may verify whether the Avatar complies with the Rules and Regulations, refuse to add the Avatar, delete the Avatar, prevent it from being displayed or take other actions provided for in the Rules and Regulations, if the Avatar infringes the provisions of law, the rights of third parties, the provisions of the Rules and Regulations, the principles of social conduct, good practice, security or the legitimate interest of WP, the Users or other persons.

18. Provided that WP makes such functionality available, the User may add to the WP Account a Nick - a designation of the User selected by the User, which he/she uses to indicate the authorship of the User's Opinions posted in WPM's Websites (under the terms and conditions set forth in the Rules and Regulations for adding opinions https://holding.wp.pl/regulamin-dodawania-opinii). The User's Nick should comply with the Rules and Regulations, the provisions of law, good practice and the principles of social conduct. The User must not use a Nick which:

    a. contains content that is unlawful, vulgar, obscene, offensive, insulting, ridiculing, demeaning, hateful, aggressive or commonly regarded as reprehensible;

b. contains content that is discriminatory, incites hatred, violence or the commission of a prohibited act, or praises such conduct;

c. infringes or may infringe the personal interests, rights or legitimate interests of WPM, other Users or third parties, in particular the right to one's image, surname, pseudonym, reputation or good name;

d. suggests that the User is another person, a representative of WPM, of the Website's editorial team, an administrator, moderator, employee or associate of WPM, if this is not true;

e. misleads or may mislead as to the identity of the User, his/her rights, status, function or connections with WPM, the Website, other entities or persons;

f. contains designations, names, business names, trademarks, logos, trade names or other designations of third parties in a manner that infringes their rights or that may be misleading;

g. contains personal data, contact details, e-mail addresses, telephone numbers, instant messenger identifiers, residential addresses or other information enabling direct contact with the User or with another person;

h. contains Internet addresses, links, references to websites, domain names, advertising, promotional or marketing content, or content encouraging the use of specific goods, services, websites or profiles;

i. contains content infringing copyright, industrial property rights or other rights of third parties;

j. consists solely or predominantly of a string of random letters, digits, punctuation marks, symbols or other characters that do not form comprehensible content;

k. contains phrases, signs, symbols or combinations of characters intended to circumvent the provisions of the Rules and Regulations, the moderation mechanisms, security filters or other safeguards applied by WPM;

l. is identical or confusingly similar to the Nick of another User, if this may lead to misleading other persons, to impersonating another person or to infringing that person's rights;

m. contains content that is inappropriate in the context of information about a death, illness, accident, tragedy, disaster or another event of a particularly sensitive nature;

n. may disrupt the proper functioning of the Service or of the Website, hinder the use thereof by other Users or adversely affect the security of the Service, the Website, WPM's ICT systems, other Users or third parties.

19. WP is entitled to verify whether the User's Nick complies with the Rules and Regulations. If a breach of the Rules and Regulations is found, WP may call upon the User to change the Nick, prevent further use of the given Nick, and also temporarily suspend the User's access to a given service or to specific functionalities thereof.

IV. Additional Functions:

1. Additional Functions are provided to Users of the WP Service as part of the WP Account service, provided that the User has an active (unblocked) WP Account.
2. WP may provide the User with Additional Functions at the time he/she opens the WP Account or at a later date.

3. WP reserves the right to change and/or expand Additional Functions without prior notice to Users.
4. WP has the right at any time to create new Additional Functions and provide them to Users without prior notice to Users. The Additional Functions referred to in the previous sentence will be governed by the provisions of the Rules and Regulations, or separate rules and regulations for such Additional Functions, provided that separate rules and regulations are introduced for such Additional Functions. The introduction of new Additional Functions does not require amending the Rules and Regulations, but rather providing the Users with data and information regarding the subject, scope and parameters of the new Additional Function, provided that the introduction of the new Additional Function will not require an amendment to the Rules and Regulations.
5. WP has the right to cancel (close) the access and provision of all or any individual Additional Function at any time, in particular for important organizational, legal and/or technical reasons, without the need to justify such reasons to the Users. WP will inform Users of the cancellation (closure) of the access to and provision of any Additional Function by posting an appropriate statement by WP on the Website. This means in particular that the User using the Additional Function will not be informed of the closure of the Additional Function by a separate notice, but only in the manner specified in the preceding sentence.

V. Rights and obligations:

1. WP will use its best efforts to enable the use of the WP Account and Additional Functions by Users of all popular web browsers, operating systems, computer types and Internet connection types. However, WP does not guarantee and is not responsible for ensuring that any combination of these factors will allow the use of the WP Account and Additional Functions. The minimum technical requirements allowing the User to use the WP Account and Additional Functions, subject to the preceding sentence, are: Internet access, Edge web browser version 97 or higher, a web browser based on the Mozilla engine version 96 or higher, or Chrome web browser version 97 or higher. WP will use its best efforts to ensure that Users are able to use the WP Account and Additional Functions on all other popular web browsers, however WP does not guarantee the correct operation of the WP Account on these browsers.
2. The User hereby undertakes to abide by the laws of the Republic of Poland and comply with the provisions of the Rules and Regulations.
3. The User may order and use a Wirtualna Polska Service using the WP Account, i.e. using the Login and Password that he/she uses within the WP Account. The possibility referred to in the previous sentence and/or any applicable limitations, exclusions and modifications are set forth in the rules and regulations applicable to Wirtualna Polska Services.
4. Without WP's prior consent, the User may not transfer any rights or obligations related to the use of the WP Account to a third party. The User should refrain from providing the Login or Password to third parties. The User is responsible for actions and omissions of the third parties, to whom he/she has provided the Password or Login, as for his/her own acts or omissions.
5. The provisions of the Rules and Regulations may not affect the rights acquired by Users as a result of using Wirtualna Polska Services.
6. A User with limited legal capacity makes all statements, incurs obligations, exercises the rights and performs the duties set forth in the Rules and Regulations with the consent of his/her legal representative or legal guardian. A User who lacks legal capacity is represented by his/her legal representative or legal guardian, which means that all statements are made, obligations are incurred,

rights are exercised and duties specified in the Rules and Regulations are performed by the legal representative or legal guardian of such User on behalf of and for the User. For a User who is under 16 (sixteen) years of age, consent to data processing for marketing purposes is given by the legal representative or legal guardian.

7. The User shall refrain from any actions that may hinder or interfere with the functioning of the WP Account service (including Additional Functions), use the WP Account service in a manner that does not inconvenience other Users, and not undertake any actions to the detriment of WP, Users and other persons. It is forbidden for the User to provide content that is unlawful, and for the User to use the WP Account service in a manner contrary to the principles of social conduct and the purpose of this service.
8. WP has the right to mark the pages of the website dedicated to the WP Account service with the elements characteristic of the websites provided by WP, including, in particular, the appropriate header, footer and the area intended for the placement and distribution of advertisements or announcements by WP and others (advertising space). The advertisements and announcements referred to in the previous sentence will be distributed on the advertising space in a way that indicates that they have been placed by WP. The use of the WP Account service, and in particular acceptance of the provisions of the Rules and Regulations, is tantamount to giving consent for WP to perform the actions specified in this item of the Rules and Regulations.
9. All rights to the elements described in the previous item of the Rules and Regulations belong to WP, without prejudice to the rights to the advertising materials of WP's advertisers, which belong to WP's advertisers. The advertising space of the Website and all revenues from its provision and use belong entirely to WP.

VI. Blocking of the WP Account, discontinuation of access to the WP Account:

1. WP has the right to Block the WP Account in the event that the User engages in activities that are detrimental to WP, other WP Account Users, users of Wirtualna Polska Services, for which WP requires a WP Account, or other persons), the User violates the provisions of law generally applicable in the territory of the Republic of Poland or/and the provisions of these Rules and Regulations or the rules and regulations applicable to the Wirtualna Polska Service. WP also has the right to Block the WP Account if it is justified by security reasons (in particular, if a WP Account or another Wirtualna Polska Service is hacked using a WP Account, an attempt of abuse of the payments related to Wirtualna Polska Services, hacking activities). The Blocking of the WP Account for the reasons specified in this item of the Rules and Regulations will last for the period necessary to resolve the issue, which forms the basis for the Blocking of the WP Account. This provision of the Rules and Regulations will not preclude WP from taking other measures if they are provided for by the provisions of the Rules and Regulations or the laws of the Republic of Poland.
2. WP may discontinue access to the WP Account to the User in the event of:
    a. violation of the laws in effect in the territory of the Republic of Poland and/or the provisions of the Rules and Regulations by the User and/or the legal representative or legal guardian of the User who lacks legal capacity;
    b. if the User does not log into his/her WP Account for one year;
    c. if the User and/or the legal representative or legal guardian of the User who lacks legal capacity uses the WP Account to engage in activities that are detrimental to WP, other WP Account Users, users of the Wirtualna Polska Services, or other persons.

3. Where it is possible (and does not violate the laws in force in the territory of the Republic of Poland), WP will notify the User in advance of its intention to Block the WP Account or to discontinue access to the WP Account. The notice will be sent by e-mail to the User's address, and in the case of a User who lacks legal capacity to the address of the User and the legal representative or legal guardian of such User.
4. In the event of discontinuation of access to the WP Account, WP will be entitled to allow another User to use the Login belonging to the existing User.
5. The User may resign from the use of the WP Account and/or Additional Functions (terminate the WP Account service agreement in whole or in part relating to a given Additional Function) at any time, subject to other provisions of the Rules and Regulations. Cancellation of certain Additional Functions may require cancellation of the use of the WP Account in its entirety, i.e. together with cancellation of the WP Account.
6. WP may terminate the User's WP Account service agreement (including Additional Functions) with a notice period of one month, subject to the provisions of the Rules and Regulations.
7. The User may withdraw from the WP Account Service agreement within 14 days from the date of the Agreement. In order to keep the withdrawal deadline, it is sufficient for the User to send information about the withdrawal before the deadline, to the contact address provided by WP. The User has no right to withdraw from the Agreement if the performance has begun with the User's express consent before the elapse of the 14-day withdrawal period and after WP has informed the User of the loss of the right to withdraw from the Agreement, i.e. upon activation and provision of the WP Account Service.

VII. Use of the WP Account:

1. The WP Account enables access to and use of the Wirtualna Polska Services, which require a WP Account to be used (subject to the provisions of the rules and regulations applicable to Wirtualna Polska Services), or the use of which has been enabled by WP.
2. Upon logging into the WP Account, a WP Account User may access and use certain Wirtualna Polska Services automatically. Accordingly, the User using the WP Login and Password may access the Wirtualna Polska Services without having to log into the Wirtualna Polska Services separately. Accordingly, the WP Account User may be identified as a user who is logged in and accessing the Wirtualna Polska Services or other services, provided that WP offers such function for the Wirtualna Polska Services in question. If WP does not offer the function of automatic identification of a WP Account user as a user logged into the Wirtualna Polska Service in question, the User may independently log in and access the Wirtualna Polska Service using the WP Account. WP may also allow the User to select the option to continue to log into the Wirtualna Polska Service using the WP Account.

VIII. Interruptions and disruptions, non-performance and improper performance of services, liability:

1. WP may have interruptions or disruptions in the provision of the WP Account if it is caused by:
    a. the necessity to repair, replace, expand, modify or maintain computer hardware or software, however WP will strive to ensure that such interruptions in such case take place during nighttime hours (Central European Time);
    b. reasons beyond WP's control (force majeure, acts or omissions of third parties).

2. WP is not liable for the non-performance or improper performance of the WP Account service (including Additional Functions) if this is caused by third parties (in particular, telecommunications companies, telecommunications link providers and electricity providers). WP however remains liable (as for its own acts or omissions) for the acts or omissions of any person whom it has engaged to assist it in the performance of an obligation, and for the acts or omissions of any person to whom it has delegated the performance of the obligations. WP is also liable for non-performance or improper performance of the WP Account service, if such liability arises based on the laws in effect in the territory of the Republic of Poland. The principles of WP's liability set forth in this item of the Rules and Regulations also include liability for damages caused by computer viruses.
3. WP is not responsible for the loss of the Password or Login by the User, or for third parties coming into possession of the User's Password or Login (regardless of how it happened). This provision of the Rules and Regulations does not apply if the loss of the Password or Login by the User or the third parties coming into possession of the User's Password or Login occurred for reasons attributable to WP or reasons for which WP is liable under the laws in force in the territory of the Republic of Poland.
4. WP shall not be liable for damages caused by the User's acts or omissions, in particular for the improper use of the WP Account, for the User's use of WP Account in a manner contrary to the provisions of law in effect in the territory of the Republic of Poland or the Rules and Regulations, and for damages resulting from the provision of incomplete or false data.
5. WP may provide the User with Wirtualna Polska Services upon opening the WP Account or at a later date.
6. The terms and conditions for the provision of Wirtualna Polska Services to the WP Account User are set forth in the rules and regulations applicable to the respective Wirtualna Polska Services.
7. The rules and regulations of the respective Wirtualna Polska Services shall apply to the extent not regulated by the provisions of the Rules and Regulations.
8. In the event of conflict between the provisions of the Rules and Regulations and the rules and regulations of the respective Wirtualna Polska Services, the provisions of the rules and regulations of Wirtualna Polska Services will apply. However, where the rules and regulations of the Wirtualna Polska Service mention logging in through WP, the User will be able to log into the Wirtualna Polska Service in question with an active WP Account, on the terms and conditions set forth in the Rules and Regulations.

IX. Changes:

1. WP reserves the right to expand and change the software used to access and provide the WP Account service and Additional Functions, without prior notice to the Users.
2. WP reserves the right to change the graphic design and layout of the websites used to access and provide the WP Account service and Additional Functions, without prior notice to the Users.
3. WP reserves the right to change and/or expand the functionality of the WP Account, without prior notice to the Users.

X. Risks:

1. The use of the WP Account entails the risk of access to WP Account by unauthorized persons, who may as a result obtain access to the User's data and to the Wirtualna Polska Services ordered by the

User. Accordingly, WP strongly recommends that Users take the necessary measures to protect their Logins and Passwords from unauthorized access.

XI. Correspondence:

1. Any correspondence from WP to the User related to the provision of the WP Account and Additional Functions to the User will be sent by WP to the e-mail address selected by the User in the Form.
2. Any correspondence to the legal representative or legal guardian of the User who lacks legal capacity related to the provision of the WP Account and Additional Functions to the User will be sent by WP to the e-mail address specified by the legal representative/legal guardian in the WP Account Form.
3. The User and the legal representative or legal guardian of the User who lacks legal capacity should direct all correspondence in matters related to the use of the WP Account and Additional Functions by means of the Form, which is available on the website at the Internet address pomoc.wp.pl/#skontaktuj_sie_z_nami, unless WP provides the User/legal representative or legal guardian with another e-mail address to which correspondence should be sent.
4. WP is not responsible for the inability to send correspondence to the User's legal representative or legal guardian if the User has provided an incorrect or invalid e-mail address or if the User has lost the ability to use that e-mail address and has not provided WP with a new e-mail address to which correspondence should be sent. In all instances indicated in the previous sentence, WP's correspondence will be deemed delivered as at the date when such correspondence was sent to the User's legal representative or legal guardian.

XII. Complaints:

1. The User may direct complaints on matters related to the WP Account and Additional Functions to the e-mail address reklamacje@wp.pl or by means of the Form available on the website at the Internet address pomoc.wp.pl/#skontaktuj_sie_z_nami, unless WP provides the User/legal representative or legal guardian with another e-mail address to which correspondence should be sent.
2. WP is obliged to respond to the User's complaint within 14 days of receipt.
3. WP will respond to complaints to the User's address, and in the case of a User who lacks legal capacity, additionally to the address of the User's legal representative or legal guardian.
4. Where a given User or a third party (the reporting party) frequently submits reports or complaints that are manifestly unfounded, WP may - after first issuing a warning to such person and after the deadline specified in the warning has elapsed without effect - suspend the examination of reports and complaints from such person/User for a period of up to 6 months. When assessing whether given actions are persistent and manifestly unfounded, WP takes into account in particular: the number of manifestly unfounded reports in a given period, their ratio to the total number of reports, the degree to which they are unjustified, and any intention to hinder the functioning of the Service/the work of the Customer Service Office.
5. In the event of a dispute concerning the Service between WP and a User who is a consumer, the dispute may be settled amicably by way of out-of-court consumer dispute resolution proceedings before an arbitration court, e.g. a permanent consumer arbitration court operating at the voivodeship inspectors of the Trade Inspection, in accordance with Article 37 of the Act of 15 December 2000 on the Trade Inspection (Journal of Laws of 2025, item 229), under the rules set forth

in the Regulation of the Minister of Justice of 6 July 2017 on the rules of organization and operation of permanent arbitration courts at the voivodeship inspectors of the trade inspection (Journal of Laws, item 1356).

6. Detailed information on the available forms of out-of-court dispute resolution can be found on the website of the Office of Competition and Consumer Protection: https://polubowne.uokik.gov.pl.
7. The User's case may be examined by an arbitration court only after the complaint procedure has been exhausted. In other cases, any disputes shall be examined by the courts having jurisdiction under the provisions of the Code of Civil Procedure.
8. WP consents to participate in out-of-court consumer dispute resolution proceedings before an arbitration court - contact at the e-mail address: reklamacje@wp.pl.

XIII. Governing law:

1. WP's obligations are derived solely from the Rules and Regulations and the provisions of law generally applicable in the territory of the Republic of Poland.
2. The governing law applicable to all legal relations arising from the Rules and Regulations between WP and the User is the law in effect in the territory of the Republic of Poland. The registered office of WP is the place of execution and performance of the agreement to provide the WP Account service. Electronic services available on the Website and WP Account services are provided in the territory of the Republic of Poland, in the place where WP has its registered office.
3. The provisions of the Rules and Regulations that are contrary to the applicable consumer protection regulations will not apply to Users who are consumers within the meaning of applicable law.

XIV. Effective date:

1. The Rules and Regulations come into force upon their publication on the website dedicated to the WP Account service and will replace the previous rules and regulations of Wirtualna Polska Services to the extent that it regulates the issues set forth in these regulations differently.
2. WP reserves the right to amend the Rules and Regulations at any time, in particular for important technical, legal and/or organizational reasons, without the need to justify such reasons. Amendments to the Rules and Regulations will come into effect as of the date of their publication on the website dedicated to the WP Account service (in particular, by publishing the consolidated text of the Rules and Regulations containing the amendments), to the extent it is permitted by the applicable regulations. WP will notify the existing Users (who use the WP Account service at the time the Rules and Regulations are amended) of the amendments to the Rules and Regulations by posting an appropriate announcement about the amendments to the Rules and Regulations on the website dedicated to the WP Account service. Amendments to the Rules and Regulations will be binding on the existing Users (who use the WP Account service at the time the Rules and Regulations are amended) after WP has completed the actions described in the previous sentences of this item of the Rules and Regulations, which include: notifying the Users of the amendment to the Rules and Regulations by posting an appropriate announcement about amending the Rules and Regulations on the website dedicated to the WP Account service, subject to the provisions of the Rules and Regulations. WP may also additionally inform the existing Users about the amendment to the Rules and Regulations by e-mail.

3. In the event that the User does not accept the amendments to the Rules and Regulations, the User may terminate the agreement to provide the WP Account service with immediate effect, in accordance with the provisions of the Rules and Regulations.
4. The User's continued use of the WP Account service after the amendments to the Rules and Regulations constitutes the User's acknowledgement of the amendments to the Rules and Regulations and the User's acceptance of all amendments to the Rules and Regulations.
5. The Rules and Regulations are provided to the Users free of charge and continuously on the website of the service dedicated to the WP Account service, in a manner that allows the Users to obtain and reproduce them and record their content at any time.