

REGULATIONS

of the PRM System – Pińczów City Bike

Valid from 5 July 2023 to 31 December 2026

I. Preamble

These Regulations define the terms and conditions of using the PRM System - Pińczowski Rower Miejski, hereinafter referred to as PRM, operating in the City of Pińczów.

The Regulations are available free of charge on the website www.naleczow.filfri.eu and in the mobile application. An excerpt from the Regulations is also available at PRM system stations.

II. Definitions

2.1 Special Campaigns - promotional and informational campaigns carried out for the Clients of the PRM System during the operation of the System, aimed at its promotion in terms of the emergence of new functionalities of the PRM System or new bicycle stations.

2.2 Mobile application - PRM system software operating on mobile devices, such as mobile phones, smartphones, palmtops or tablets. The provider of the PRM Mobile Application is Comdrev Spółka z o.o.

2.3 PRM System Customer Service Office - Hotline ensuring contact with the PRM System Operator by telephone, voice mail and e-mail at the following e-mail address: bok@pinczowskirower.pl

2.4 Filfri - proper name of the technical and ICT infrastructure system created by Comdrev Sp. z o.o., which is the supplier of the IT system, in which registration is necessary in order to use the PRM System.

2.5 Client ID - Client's mobile phone number (Login) provided during registration and a 6-digit PIN number assigned by the Client during the registration process in the PRM System.

2.6 Client - User of the PRM System who registered in the PRM System, on the website or in the mobile application, accepted the Regulations and the Agreement, confirmed the registration with the activation link in the message sent to the e-mail address provided during registration and paid the initial fee/deposit in the amount of PLN 10.00 gross (in words: ten zlotys and 00/100).

2.7 Top-up amount - the amount paid by the Customer in the form of a prepayment (top-up) to the Customer's personal pre-paid account, entirely to be used to cover the fees for using the PRM system according to the Table of Fees.

2.8 Safety rope - a chain with a combination lock used to secure the bike when parked or when returning the bike at the station in the case of a full station.

2.9 Map of PRM System stations - the area of the city of Pińczów, where the stations are located, presented on the website www.naleczow.filfri.eu, at Bike stations and in the mobile application, within which the PRM system operates.

2.10 System area - administrative borders of the City of Pińczów, within which the use of PRM System bikes is allowed, marked on the System map.

2.11 PRM System Operator - the entity that provides services related to the operation of the PRM System - the Municipal Office in Pińczów.

2.12 Registration Fee – a one-off, minimum fee of PLN 10 paid by the Customer during registration in the PRM System, which determines the right to start using the system. The amount is fully usable for journeys by the PRM User.

2.13 Organizer of the PRM system - Municipal Office, Mayor of Pińczów.

2.14 Online Payments - quick online payment systems operated by the external service provider Przelewy24.pl.

2.15 Client's Account – the Client's personal account in the PRM System, where credits and debits for the use of the PRM System are made in accordance with the Table of Fees.

2.16 Regulations or Regulations of the PRM System - these regulations describe the rules and conditions of using the PRM System, the scope of rights, obligations and responsibilities of the Operator and the Client, as well as information regarding the processing of personal data. Acceptance of the Regulations and fulfilment of all conditions specified therein is a prerequisite for joining and using the PRM system. The Customer concludes an agreement with the PRM System Operator at the moment of registration, accepting the Regulations.

2.17 Bike - the basic vehicle of the PRM system, used for rental and movement within the area of the system after prior rental from a PRM station, in the standard version.

2.18 PRM System Service – technical service of the system dealing with maintenance, allocation and repairs of the PRM System.

2.19 PRM Station - a place for renting and returning bicycles by Customers, consisting of stands equipped with electric locks and a terminal equipped with a touch screen and marked with the PRM System symbol, equipped with bicycle stands to which bicycles are returned (parked).

2.20 Stand - an element of the bicycle station equipped with an electric lock - a station for parking a bicycle in the form of a specialized stand constituting a support for the front wheel of the bicycle.

2.23 PRM System - technical and ICT infrastructure operating 24 hours a day, software, devices and bikes, used to provide the service of unattended, short-term bike rental, hereinafter also referred to as the “Service” and “Rental”.

2.24 Table of Fees - price list of services and fees of the PRM System, constituting Appendix 2 to the Regulations, available on the website www.pinczowskirower.pl and pinczow.filfri.eu and in the mobile application.

2.25 Agreement - an agreement between the Client and the PRM System Operator establishing mutual rights and obligations specified in the Regulations. The agreement is concluded at the moment of acceptance of the Regulations by the Customer, confirmation of registration via the activation link and payment of a one-time registration fee during the registration process in the PRM System.

2.26 Renting a bike – starting to use a PRM bike, counted from the moment of opening the electric lock at the station and releasing the docking holder placed on the bike rented by the User. Calculation takes place according to the standard price list. Renting a bike is described in more detail in point VIII of the Regulations: “Bicycle rental”.

2.27 Returning the bike – ending the use of the bike by the User at any PRM Station by inserting the docking handle located in the front part of the bike into the position equipped with an electric lock and its correct closing and settlement. The return of the bike is described in point X of the Regulations: “Bike return”.

III. Access to the Service

3.1 Full access to the Service is possible provided that the Customer's end device meets the following cumulative technical requirements:

- possession of a mobile device with an active mobile number with the Android or iOS operating system,
- having an active e-mail account (e-mail address) enabling contact with the Operator / PRM Hotline,
- having access to a device that allows browsing websites, with an operating system installed that enables the operation of this device together with one of the following web browsers: Mozilla Firefox, Microsoft Internet Explorer, Google Chrome, Opera, Safari,
- having an active connection to the Internet,
- having JavaScript enabled in the web browser used by the Customer (enabled by default in the web browser).

3.2 The PRM System Operator informs that it is also possible to use other operating systems and web browsers on the end device referred to above; however, in such a situation, for technological reasons, it cannot guarantee proper operation.

3.3 The Operator also provides the latest version of the Mobile Application, available for devices with iOS and Android operating systems. For the application to work properly, the User must always install the latest available version and keep the latest software installed on the end device.

IV. General conditions for using the PRM System

4.1 The condition for using the PRM System is the Customer's registration at www.pinczow.filfri.eu or in the Pińczowski Rower Miejski mobile application. The procedure consists of the Customer providing the required, correct and true personal data (name and surname) and contact details (e-mail address and telephone number), accepting the provisions of the Regulations, correctly verifying the e-mail address by clicking on the link received by e-mail at the address provided during registration, and paying the registration fee of PLN 10.

4.2 Providing personal data by the Customer in the registration form is voluntary, however necessary in order to use the PRM System. More information on the protection of personal data can be found in point VI below.

4.3 The PRM System Operator will provide the Client with a bike for use on the terms and conditions contained in the Regulations. The Client undertakes to comply with the terms of the Regulations, in particular to pay the fees for renting a bike to the bank account indicated by the Operator, via an individual account in the PRM System, and to use the bike in accordance with its intended purpose.

4.4 The condition for using the PRM System is that the Client has funds in the Client's Account of at least PLN 10.00 (in words: ten 00/100); this amount applies to the right to rent one bike.

In the case of a single rental of several bikes (maximum 5), it is necessary for the Client to have funds in the Client's Account in the amount of at least PLN 1 gross for each rented bike. The User should also each time secure the amount that he intends to use for trips made in the PRM System.

4.5 The Client bears full responsibility for the bike from the moment of its rental - collecting it from the Station - until the moment of returning the bike - placing it in the Station and completing the bike return procedure, subject to point 4.6 of this chapter of the Regulations. In particular, the Client is responsible for any damage caused through his fault, from the moment of renting a bike from any Station, to the moment of returning the bike at any Station by inserting the docking handle into the electric lock.

4.6 Minors who are under 18 years of age, or other persons with limited legal capacity, must, prior to the conclusion of the Agreement, provide the Operator with the written consent of their parents or other statutory representatives (legal guardians) to conclude the Agreement, together with a statement accepting the Regulations and accepting, by the parents or other statutory representatives (legal guardians), liability for any damage caused in connection with non-performance or improper performance of the Agreement, as well as other damage caused

through the fault of the minor. A model statement is available on the website www.naleczow.filfri.eu (Appendix 1). The signed statement must be delivered to the Operator by registered mail to the address of the PRM System Operator.

4.7 The Client is obliged to immediately notify the PRM System Customer Service Office of the theft of a bike during rental and to immediately report this fact to the local Police unit.

The Client is responsible for the theft of the rented bike and bears financial responsibility for it if the theft results from improper protection against theft during the rental, including e.g. failure to lock the bike into the electric lock of the bike station, or failure to secure the bike with a combination lock when returning it to an overcrowded station.

4.8 Use of the rented bike is allowed within the city of Pińczów, in the area specified by the PRM System Operator, presented on the website pinczowskirower.pl, www.pinczow.filfri.eu and in the mobile application.

V. Customer Responsibility / Obligations

5.1 The Client is responsible for using the bike in accordance with the terms of the Regulations and the provisions of the Highway Code.

5.2 The Client undertakes to end the rental in a condition no worse than the condition in which the Client rented the bike.

5.3 The Client undertakes to ensure proper and effective protection of the bike against theft and any damage during the rental, including by properly returning it and locking it at the station, or locking the bike with a combination lock when the station is full.

5.4 Making the bike, account or combination-lock code available to a third party is against the provisions of the Regulations and does not release the Client from liability for damage or theft (in the situation specified in point 4.7 of the Regulations) until the end of the rental.

5.5 The Client bears full responsibility for the consequences of events resulting from a violation of applicable law and the Regulations while using the PRM System. The System Operator shall not be liable in this respect.

5.6 It is forbidden to use the PRM System while under the influence of alcohol or other intoxicants, psychotropic substances or substitutes within the meaning of the regulations on counteracting drug addiction, as well as drugs and substances whose use is a contraindication to driving.

5.7 Bicycles within the PRM System may only be used for non-commercial purposes and solely for the personal use of the Client.

5.8 In the event of destruction of or damage to the infrastructure of the PRM System (bikes, Stations, terminals) resulting from improper use or a violation of the provisions of the Regulations or of generally applicable law, the Client shall be obliged to cover all repair costs and to restore the destroyed/damaged infrastructure to the condition existing before the destruction/damage.

The Operator shall issue the Customer a bill or a VAT invoice for the repair of the destroyed/damaged infrastructure of the PRM System.

5.9 Intentional damage to the infrastructure of the PRM System will result in the System Operator submitting a notification of the commission of a crime to law enforcement authorities; the party causing the damage will be liable in damages for the destruction caused, and will have to bear all costs arising as a result of the damage/destruction.

5.10 In cases attributable to the Client, any damage resulting from non-performance or improper performance of the contract shall be borne by the Client.

5.11 The Client is forbidden to transport bicycles by any means of private transport.

5.12 In the event of loss, damage or destruction of the bike by the Client, in the cases specified in points 4.7 or 5.8 of the Regulations, the total cost of restoring the bike is covered by the Client.

5.13 The Client is obliged to immediately cover all costs, penalties, fines and administrative fees imposed on him in connection with using the bike contrary to applicable law and the Regulations.

5.14 Exceeding the 12-hour bike rental period by the Client results in additional costs specified in the Table of Fees.

5.15 If an accident or collision occurs during the rental of a bike, the Client is obliged to write a statement or call the Police to the scene. The Client is obliged to inform the Customer Service Office of this fact immediately after the event occurs.

VI. Registration and rules for the processing of personal data

6.1 Customer registration in the PRM System takes place in the mobile application or on the website www.pinczow.filfri.eu and is a prerequisite for using the PRM System.

6.2 In order to register in the PRM System, it is necessary to provide the following data:

- first name,
- surname,
- e-mail address,
- telephone number in the format 48 xxx xxx xxx.

The telephone number provided by the Customer during the registration process is also the Login (Client ID) in the PRM System. The Customer may also log in to the System with the account name and password, or with the telephone number and PIN, provided during registration.

6.3 Providing personal data by the Customer in the registration form is voluntary, but necessary in order to use the PRM System.

6.4 During registration, the Customer must accept the PRM System Regulations in order to conclude an agreement with the PRM System Operator. Providing the data and accepting the Regulations are necessary in order to set up an account and use the PRM System.

6.5 The administrator of personal data is the Municipal Office in Pińczów, ul. 3 Maja 10, 28-400 Pińczów, NIP: 662-00-57-664, REGON: 000523761, phone: +48 41 234 51 00, e-mail: sekretariat@pinczow.com.pl.

6.6 For questions regarding the protection of personal data, please contact us as follows:

- by e-mail at sekretariat@pinczow.com.pl,
- in writing, by traditional mail, to the address of the Municipal Office in Pińczów, ul. 3 Maja 10, 28-400 Pińczów.

6.7 Personal data provided by the Customer are processed by the PRM System Operator only for the purposes of the System's operation, for the performance of the Agreement, the consideration of complaints, and for the purpose of establishing, pursuing or defending any claims.

6.8 The basis for the administrator's processing of the Customer's personal data is the necessity to conclude and perform the contract with the Customer, concluded by the Customer's acceptance of the Regulations of the PRM System; the wish to provide urban bicycle transport, which is the Municipality's own task; the obligation to fulfil legal obligations; and legitimate interest (in particular establishing, pursuing or defending claims).

6.9 The recipients of Customers' personal data will be:

- the PRM System Operator,
- Filfri as a provider of ICT infrastructure,
- entities acting on behalf of the PRM System Operator, which provide and support the Operator's ICT systems (general ICT infrastructure, e-mail, etc.),
- independent administrators – service providers handling online payments and credit and debit card payments,
- public entities authorised under applicable law to receive personal data (e.g. the Police).

Personal data will be made available only when there is a legal basis for it. In the case of entities providing services to the administrator or Operator of the PRM System (i.e. acting on their behalf), the administrator or Operator will conclude a data-processing agreement, and the data will be entrusted only to entities guaranteeing an appropriate level of security.

The Administrator and Operator of the PRM System ensure that all their employees and associates processing Clients' personal data have been duly authorised to do so and are obliged to keep all information confidential.

6.10 In connection with the processing of personal data, the Customer has the right to:

- request more information on how we use their personal data,
- request access to their personal data and a copy of the data that has been provided to us,
- receive, in a structured, commonly used, machine-readable format, the personal data that has been provided to us and – if technically possible – request the transfer of this data to another administrator without obstacles, if the processing is based on consent or a contract and carried out in an automated way,
- request that we rectify any inaccuracies in the data we hold,
- request that we delete any data for which we no longer have a legal basis,
- object to processing based on a legitimate interest, for reasons related to the Customer's particular situation, unless our grounds for processing override the Customer's interests, rights and freedoms,
- request the restriction of data processing, e.g. for the duration of a complaint,
- submit a complaint to the supervisory authority – the President of the Office for Personal Data Protection.

The rights indicated above can be exercised by: (1) e-mail contact at sekretariat@pinczow.com.pl, (2) written contact by traditional mail to the registered address of the PRM System Operator or data controller.

6.11 The personal data provided, and data collected on the basis of the Customer's activity (e.g. routes or place of rental and return), are not subject to any profiling, nor are they the basis for automated decision-making.

6.12 Each Customer who has completed the registration procedure, after logging in to their account in the PRM System, has access to all their data, may update it in the PRM System, and has access to their transactions and rentals for the duration of the Agreement.

6.13 Personal data will be processed by the administrator and the Operator for as long as the Customer holds an account in the PRM System, for as long as necessary to provide the services, or for the period during which bicycle rental services are provided to the Organizer of the PRM System. The Operator will also store the Customer's personal data if necessary to meet legal obligations, settle disputes, or enforce the provisions of concluded contracts (in particular towards the PRM System Organizer and Customers).

If there is no need to process a Customer's personal data for the purposes set out in the Regulations, the Customer's personal data will be deleted.

6.14 The Operator reserves the right to contact the Customer only in matters related to the performance of the Agreement.

VII. Forms of payment

7.1 The User pays for using the PRM System by making a payment to a dedicated pre-paid account, i.e. a bank account created by the Operator to enable the Client to use the PRM System.

Payment to the prepaid account is made using the online payment portal PayU or przelewy24.pl, implemented on the website www.pinczow.filfri.eu, after the Customer logs in to their account in the PRM System.

7.2 A payment is deemed to be correctly booked at the moment the funds appear on the Customer's prepaid account.

VIII. Bicycle rental

8.1 The condition for renting a bike is having an active account in the System and a positive balance on the Client's Account, of no less than PLN 10.00 gross.

The User is also required to have an active mobile phone number enabling constant contact with the PRM System Customer Service Office.

8.2 A bike can be rented at any PRM Station after logging in to the station terminal or the PRM System mobile application with the Client ID (mobile phone number in the format 48 xxx xxx xxx) provided during registration, and following the messages displayed at the station terminal or in the mobile application.

8.3 Before taking the selected bike from the Stand, the Client is obliged to make sure that the bike is suitable for the intended use.

The Customer should check in particular whether the bicycle tyres are inflated, the wheel nuts are tightened with the appropriate force, the chain is not too loose, the brakes are efficient, the handlebar is not too loose, and whether the bike has a docking holder with an RFID chip attached to the frame. If, despite repeated scanning of the QR code on the bike, the electric lock does not open, the Client should take another available bike and contact the Customer Service Office to settle the missed ride and report the defect.

8.4 If the bike is found to be in an unsuitable condition, or has any defect, the Client is obliged to return the bike to the nearest Station and inform the PRM System Customer Service Office of this fact, giving the bike's side number.

8.5 The bicycle is equipped with a basket on the front. The basket is designed to carry small items weighing no more than 15 kg.

It is strictly forbidden to carry children in the basket.

Heavier items placed in the basket may be damaged, for which the Operator is not liable. It is forbidden to transport sharp objects protruding beyond the rim of the basket.

In the event of an accident or other incident resulting from improper use of the basket by the Customer, the Operator shall not be liable for any damage to items or goods transported in the basket.

8.6 The maximum load of a bicycle intended for use by one person may not exceed 90 kg.

8.7 A bike rented within the PRM System should be used in accordance with its intended purpose. The bicycle, as a means of urban transport, is used to travel between PRM Stations. It is not intended for performance riding, off-road riding, racing, or for pushing or pulling any object or person.

8.8 In the event of any problems renting a bike at a given Station, the Client should immediately contact the PRM System Customer Service Office. The Helpline employee will advise on the available solution.

8.11 It is forbidden to use any security device that is not part of the PRM System to lock a bike at a Station. If such a device is detected, the Operator reserves the right to remove it, charging the Customer with the costs of doing so in accordance with the Table of Fees.

8.12 It is forbidden to place, and in particular to fasten, any other bicycles to a Station using any type of lock.

IX. Duration of the rental

9.1 The Client is obliged to return the bike no later than before the end of the twelfth hour of rental.

9.2 Exceeding the rental time results in the commencement of security measures and the charging of fees in accordance with the Table of Fees.

9.3 The requirement indicated in point 9.1 does not apply to Customers taking part in special campaigns.

X. Bike return

10.1 The bike may be returned by the Customer at any Station by placing it in a free stand and inserting the docking handle, located at the front of the bike, into the electric lock. The Customer should make sure that the bike has been properly locked by checking the lock, e.g. by pulling the bike backwards. A correct return is signalled by a voice message.

No further action is necessary. The bike will be recognised by the PRM System and billed automatically.

10.2 If there is no free space at a Station (the station is full and there is no free stand), the Client is obliged to return the bike as close as possible to the station, using the kickstand fitted to every bike and the combination lock located in the basket, and to use the RETURN function in the station terminal or the mobile application.

10.3 If the bike return procedure is carried out incorrectly through the fault of the Client, the Client shall be liable for any damage caused to the Operator by such culpable action.

XI. Repairs and breakdowns

11.1 Any faults should be reported by phone to the PRM System Customer Service Office at +48 41 357 27 33, or via the mobile application.

In the event of any fault preventing further riding, the Client must stop, notify the PRM System Customer Service Office by phone, and return the bike to the nearest PRM Station.

11.2 The Client undertakes to act in a manner that limits the possibility of causing damage or incurring liability for any reason due to improper use of the bike. The Client is obliged to be able to contact the PRM System Customer Service Office at all times during the rental.

11.3 It is forbidden to independently carry out any repairs, modifications or replacement of parts on the rented bike. The only entity authorised to carry out such work is the PRM Service.

XII. Fees

12.1 The fee for renting a bike is specified in the Table of Fees, available at www.pinczowskirower.pl, www.pinczow.filfri.eu, in the mobile application, and at the Stations (Appendix 2 to the Regulations). The fee is charged according to the number of minutes of bike rental, starting from the moment the lock is released at the start of the rental and ending when the rental is completed, i.e. upon proper return of the bike to a Station.

12.2 Fees for using the bike depend on the length of the rental period.

12.3 If the fees payable to the Operator for the use of the bike exceed the funds held in the User's Account, the User is obliged to bring the User's Account to a balance of at least PLN 0.00 within 7 days.

XIII. Complaints

13.1 A complaint is a request submitted by the Customer, by contacting the Customer Service Office at the e-mail address bok@pinczowskirower.pl, requesting a refund of a fee due to non-performance or improper performance of the Service.

13.2 Any complaints related to services provided under these Regulations should be submitted to the PRM System Operator via the website www.pinczowskirower.pl, www.pinczow.filfri.eu, after logging into the user's account. Other forms of submitting complaints are not permitted.

13.3 The PRM System Operator shall consider a submitted complaint within 21 days of its submission or supplementation.

If the complaint is supplemented, the deadline for considering it starts to run from the date of delivery of the supplementary documents, additional explanations or information.

The Customer will then be sent feedback to the e-mail address provided during registration.

13.4 In cases whose complexity makes it impossible to consider them within the above period, it is permissible to extend the consideration period to 30 days, with prior notice to the complainant of this necessity.

13.5 If the data or information provided in the complaint requires supplementation, the PRM System Operator will ask the complainant to supplement it to the necessary extent before the complaint is considered.

13.6 Filing a complaint does not release the User from the obligation to fulfil, in a timely manner, liabilities already due to the PRM System Operator, or to pay any due and payable fee within 7 days of the event.

13.7 The Client has the right to appeal against a decision issued by the PRM System Operator within 14 days of its delivery to the Client.

Appeals are considered within 21 days from the date of their receipt at the e-mail address: bok@pinczowskirower.pl.

The Customer has the right to submit a request to the Operator for the case to be reconsidered, the subject of the decision issued as a result of the complaint.

13.8 The complaint procedure is also considered exhausted where the PRM System Operator fails to provide feedback on a submitted complaint.

13.9 In the case of complaints resolved positively, the amount of funds subject to the complaint is returned to the Customer's Prepaid Account, for use in subsequent rentals.

XIV. Withdrawal from the contract

14.1 The User has the right to withdraw from the Agreement concluded with the PRM System Operator, without providing any additional explanation, within 14 days of its conclusion.

To do so, the User sends a statement of withdrawal from the Agreement to the Operator's address: bok@pinczowskirower.pl.

14.2 If a consumer wishes to use the PRM System before the expiry of the 14-day withdrawal period, they must request that the service commence before that deadline. In such a case, the Customer will be obliged to pay for the services provided up to the moment of informing the Operator of the withdrawal from the Agreement.

In the event of withdrawal from the Agreement by the Customer, where the balance of the Customer's Account is negative, the Customer is obliged to bring the balance to PLN 0.00 (in words: zero zlotys) within 7 days of the date of withdrawal.

14.3 Funds paid into the Customer's Account shall be returned in the event of withdrawal from the Agreement by the Customer within 14 days of its conclusion.

However, the above does not apply where, with the Customer's consent, the service was provided before the expiry of the withdrawal period.

XV. Termination

15.1 The Customer has the right to terminate the Agreement at any time. Notice of termination should be sent electronically to bok@pinczowskirower.pl, together with the data enabling identification of the Client entered during registration in the PRM System, i.e.:

- name and surname,
- phone number (Login),
- e-mail address provided during registration,
- bank account number to which the funds remaining on the Customer's Account are to be returned.

15.2 If the Agreement is terminated by the Customer while the balance of the Customer's Account is negative, the Customer is obliged to bring it to a balance of PLN 0.00 within 7 days of the date of termination, regardless of the provisions of point 12.3 of the Regulations.

15.3 The Operator reserves the right to terminate the Agreement for important reasons, i.e. in the event of a breach by the Client of the provisions of the Regulations, such as:

- failure to pay the fee for exceeding the twelve-hour bike rental period,
- failure to pay for any damage to the infrastructure of the PRM System,
- failure to settle a negative account balance within 7 days, following a prior unsuccessful request to the Client to stop or remedy the violations.

XVI. Final Provisions

16.1 Using the PRM System requires:

- the Customer to be in a state of health enabling safe use of the bike;
- having the skills and authorisation to ride a bicycle;
- knowledge of traffic regulations, in particular the Road Traffic Act of 20 June 1997 (Journal of Laws No. 98, item 602, as amended).

16.2 The Operator reserves the right to amend the provisions of the Regulations. Information about changes to the Regulations will be sent to the e-mail address provided by the Customer during registration in the PRM System, or to another e-mail address indicated by the Customer, one month in advance, unless the change results directly from a change in the law that takes effect sooner. The User may terminate the Agreement, but notice must be sent to the Operator's registered address before the amendments to the Regulations come into force. Failure to give notice within the specified period means the Customer accepts the changes made to the Regulations.

16.3 In the event of a breach of any provision of the Regulations resulting in damage to the Operator, the Operator reserves the right to block the Customer's account in the PRM System until the matter is clarified.

16.4 In matters not covered by these Regulations, the applicable provisions of law shall apply, in particular the Civil Code and the Road Traffic Law.

16.5 The Regulations come into force on 5 July 2023 and are valid until 31 December 2026.