

Terms and conditions of providing electronic services by Synevo sp. z o.o.

GLOSSARY OF TERMS

- 1.1. **Functionalities** – technological solutions that enable the Customer to use the services offered by Synevo, in particular to create an Account, make purchases and view (including downloading) the results of tests performed, view preventive content and create health profiles. The individual functionalities are accessible via the Online Store website, MySynevo or the Mobile App.
- 1.2. **Synevo Hotline** – Customer Service operating as a telephone hotline, available at phone no. 22 120 24 00, through which it is possible, for example, to receive support in the purchasing process and to obtain information about the Services available in the Online Store and the Functionalities.
- 1.3. **Customer** – an individual enjoying full legal capacity for legal transaction, using the Functionality, including the Online Store, including, in particular, making purchases for themselves or for someone else. A sole trader, if the purchase is not directly related to their commercial or professional activity, is also a customer.
- 1.4. **Account** – an account in the Online Store/MySynevo Portal or Mobile App created either by the Customer themselves or by Synevo Staff at a Collection Point or by a staff of an entity cooperating with Synevo.
- 1.5. **MySynevo** – a website allowing the users to use the services offered by Synevo through the Internet (www.my.synevo.pl), in particular to purchase tests and collect test results.
- 1.6. **Mobile App** – MySynevo PL mobile app installed on mobile devices that are Android-based or IOS-based (a phone, a tablet) , which makes it possible to use Synevo's services through the Internet, in particular the Functionalities.
- 1.7. **Collection Point** – an outpatient facility where the Patient registers for a test, confirms their identity in the manner specified in the Terms of the medical facility and may perform other activities specified in the Terms.
- 1.8. **Terms** – these Terms and Conditions.
- 1.9. **Online Store** – a functionality of the system that enables the purchase of Synevo's services. Access to the Store is possible directly – by going to the Store's website (www.my.synevo.pl) or by being redirected to the Store from another Functionality (indirect access). In the case of such indirect access, after clicking a link, the user will be redirected to the Online Store.
- 1.10. **Synevo** – Synevo sp. z o.o. (a Polish private limited company) based in Warsaw at ul. Zamieniecka 80 / 401, 04-158 Warsaw, registered in the Register of Businesses kept by the District Court for the capital city of Warsaw, XIV (14th) Division of the National Court Register under number KRS: 0000235526, NIP (Tax ID): 5272471288.
- 1.11. **Service** – a service sold in the Online Store.

2. GENERAL PROVISIONS

- 2.1. The Terms and Conditions set out the rules for the provision of electronic services by Synevo via the Online Store, MySynevo website and Mobile App, in particular:
 - 2.1.1. types and scope of services provided electronically;
 - 2.1.2. terms and conditions of providing services electronically;

- 2.1.3. terms and conditions of concluding and terminating contracts on the provision of services by electronic means;
 - 2.1.4. mode of complaint procedure.
- 2.2. It is possible to contact the Service Provider:
 - 2.2.1. by electronic means, by using the form available at <https://www.synevo.pl/formularz-reklamacyjny/>;
 - 2.2.2. by e-mail, by sending a message to reklamacje@synevo.pl;
 - 2.2.3. by phone, by calling the number: 22 120 24 00;
 - 2.2.4. in writing, by sending a letter to: Zamieniecka 80/401, 04-158 Warsaw.
- 2.3. These Terms and Conditions are made available free of charge, prior to the Customer's use of the Services and at the Customer's request, in a manner that allows these Terms to be recorded and reproduced.
- 2.4. The electronic services provided by Synevo include, but are not limited to:
 - 2.4.1. providing an overview of the services and products on offer;
 - 2.4.2. placing orders online;
 - 2.4.3. handling electronic payments;
 - 2.4.4. maintaining the Customer's Account, including access to order history;
 - 2.4.5. providing access to test results;
 - 2.4.6. electronic communication (e-mail, text messages, push notifications);
 - 2.4.7. considering complaints.
- 2.5. Synevo also provides a service to store test results in an ICT system for a period of 20 years from the date of the test; following the lapse of this period, the test results are deleted. The law may, in specific cases, stipulate a different retention period for medical records.
- 2.6. In order to use the MySynevo Functionality and the Mobile App, including the ability to browse the range of products in the Online Store, you need an end-user device with access to the Internet and a web browser, in particular Microsoft Edge, Google Chrome, Mozilla Firefox, Opera or Safari, or a supported version of the Mobile App. We recommend using the most up-to-date software version of the end-user devices. In the case of the Mobile App, it functions on end-user devices with an operating system: Android - version 10 or higher, IOS - version 12 or higher. In order to use certain Functionalities, an active e-mail account (e-mail) and a telephone number active in the GSM network (mobile phone) are required.
- 2.7. When using the Functionalities, it is forbidden for Customers to provide unlawful content that violates the law or good morals. Furthermore, the Customer is obliged to refrain from any activity that could adversely affect the proper functioning of the Functionalities, including, in particular, from interfering with the source code of the MySynevo website or the Mobile App and their technical elements in any way. Furthermore, it is prohibited to use the Functionalities for purposes contrary to their intended use, including to send spam, run any commercial, advertising or promotional activities.
- 2.8. When using the Functionalities, the Customer is obliged:
 - 2.8.1. to log on to services and place orders only in person;
 - 2.8.2. to keep the login credentials and information enabling secure use of the Functionalities confidential, store such data with due care and not to make such data available to third parties;

- 2.8.3. not to store biometric data of third persons on the device used to use the Functionalities, if, as agreed between Synevo and the Customer, the customer's biometric data would be used for biometrics (for confirming identity);
- 2.8.4. to download the Mobile App only from the sources indicated by Synevo (Google Play, App Store).
- 2.9. Synevo is not liable for the loss of control of the end-user device by the Customer. In the event of such a loss, the Customer may block the Account in accordance with the procedure described in item 11 of these Terms.
- 2.10. In order to use the Functionalities of the MySynevo website and Mobile App, it is necessary to create an Account.
- 2.11. The Synevo is not liable for any of the following:
 - 2.11.1. interruptions in the provision of Services due to force majeure, failure of ICT systems beyond the Service Provider's control or the actions of third parties;
 - 2.11.2. incorrect use of the Online Store, the MySynevo website or the Mobile App by the Customer;
 - 2.11.3. the provision of false or outdated data by the Customer.

3. INFORMATION ABOUT THE SERVICES

- 3.1. The Online Store operates in accordance with the terms and conditions made available on the my.synevo.pl website in the "Terms" section.
- 3.2. In order to place an order for Services offered in the Online Store, it is necessary to create an Account, according to the rules set out in item 10 of these Terms.
- 3.3. Browsing the range of products in the Online Store requires registration (creating an Account).
- 3.4. The prices of the products indicated on the Online Store website are given in Polish zloty (PLN); the total cost of the order (i.e. the prices of all items included in the same Order) is indicated in the Basket before the Customer places the Order. Prices are given in gross values.
- 3.5. Synevo reserves the right to make changes to prices and types of services available on an ongoing basis. In the event that the foregoing changes after the Customer has placed the Order, the provisions as they stand at the time the Order is placed will apply.
- 3.6. The settlement of transactions for the purchase of Services or Service Packages is carried out in accordance with the information available in the Online Store.
- 3.7. Synevo reserves the right to temporarily suspend the operation of the Functionalities as a result of malfunctions or planned technical downtime.
- 3.8. Synevo is not responsible for the quality of the Internet connection at the time of using the Functionalities and for software errors and other defects of the Customer's end-user device.

4. PAYMENT, MAKING THE CONTRACT AND PROCESSING OF THE ORDER

- 4.1. The full amount due for the Order is shown in the summary of each Order. The price shown is the total cost of the service purchased by the Customer.
- 4.2. Payment for the Order may be made via the payment systems indicated according to the payment method selected in the Online Store.
- 4.3. The choice of payment method can be made each time before placing an Order.

4.4. The date of making the contract is the date of receipt of the Purchase Confirmation by the Customer.

4.5. In order to receive an invoice, the Customer ticks the appropriate box in the course of the purchasing process and follows the instructions given. It is not possible to issue an invoice with a NIP (Tax ID) after the Order has been placed.

5. WITHDRAWAL FROM THE CONTRACT

5.1. A Customer may withdraw from the contract without a need to state any reason within 14 days of making the contract by sending a message to reklamacje@synevo.pl or via a contact form available on the Online Store's website.

5.2. It is not possible to withdraw from the Contract if the Customer has started to use the Service or Service Package (meaning that the Customer has used at least one of the Services comprising the Service Package).

6. SALE MODELS

6.1. The Customer may make a purchase:

6.1.1. for themselves;

6.1.2. for another individual whose personal details are provided when placing an order;

6.1.3. as a voucher – gift purchase – it is possible to define the scope of the Service at the time of purchase and then the Services may be used by any person – holder of the proof of purchase;

6.2. The rules of shopping in the Online Store are set out in detail in the Terms available on the my.synevo.pl website in the “Terms” section.

6.3. Once an order has been paid for, the scope of the Service cannot be modified.

6.4. The online order number may not be exchanged for another Service or for a monetary benefit.

7. VALIDITY PERIOD, RETURNS

7.1. By making a purchase, the Customer agrees to use the Service within 3 months from the date of making the contract, whereby the month is understood as defined in Article 114 of the Civil Code. (30 days). After the expiry of the aforementioned period, the Patient loses the right to use the Service.

7.2. It is not permitted to return a Service.

8. PERSONAL DATA

8.1. Personal Data provided by Customers in the Mobile App or in the Online Store are processed by Synevo (personal data controller).

8.2. The provision of personal data by the Customer is voluntary, but necessary in order to purchase the Services, use the Services and access the test results. Synevo processes personal data in order to make and perform sale contracts with the Customer for Services purchased from the Online Store, including providing online access to the results of tests performed and granting access to other selected Functionalities. The full text of the information notice is available on the website www.synevo.pl in the “Privacy Policy” section.

8.3. By providing their own data or the data of the person for whom the Customer is making the purchase, the Customer declares that such data are correct.

- 8.4. If the Customer makes a purchase for another individual – the Customer enters the data of the Service's beneficiary (including full name, PESEL, address, telephone number or e-mail address) in the Order; the Customer may only do so on the condition that the provisions of the applicable law and the personal rights of such individuals are not violated.

9. COMPLAINTS

- 9.1. The Customer is entitled to submit a complaint.
- 9.2. Notifications containing questions, suggestions, information about problems with the functioning of MySynevo, including the Online Store, can be submitted in one of the following ways:
- 9.2.1. by e-mail, at: reklamacje@synevo.pl;
- 9.2.2. by phone, at: 22 120 24 00, during the Synevo Hotline opening hours;
- 9.2.3. by completing the online form available on the Online Store website (<https://www.synevo.pl/formularz-reklamacyjny/>);
- 9.2.4. in writing at: ul. Dąbrowskiego 204/208, 93-231 Łódź.
- 9.3. Complaints about the handling of transactions are dealt with within 14 calendar days. Complaints concerning Services purchased are dealt with in line with the Terms of considering complaints available at the Synevo's website (<https://www.synevo.pl/regulamin-reklamacji/>), in line with the rules contained therein.
- 9.4. The court of general jurisdiction for consumers is the competent court for resolving disputes arising from sale contracts.
- 9.5. Synevo declares that, in accordance with the contracts made with the telecommunications operators, these operators should not charge the Customer for a telephone call fees different than those for ordinary telephone calls.

10. CREATING A CUSTOMER ACCOUNT, ENTITLEMENTS

- 10.1. In order to use the Functionalities, it is necessary to create a Customer Account. The Customer can do this:
- 10.1.1. on the Online Store website;
- 10.1.2. in the Mobile App.
- 10.2. The Customer is obliged to provide the personal data and contact details necessary to create the Account. The data provided must be factually correct.
- 10.3. There are two types of Accounts:
- 10.3.1. (only in the Online Store) – a basic account for placing orders in the Online Store;
- 10.3.2. a verified account, which allows you to place orders in the Online Store and view the results of tests purchased from Synevo (including purchases in the outlets and history of results) and log in to the Mobile App.
- 10.4. In order to create an Account, irrespective of its type, it is necessary to provide all the required data (filling in all the fields marked as mandatory).
- 10.5. The unique data for an Account is the e-mail address - only one Account can be assigned to one e-mail address.
- 10.6. Basic Account is created when the Customer provides data necessary to create it. The account is active (to the extent described in 10.3.1 of the Terms) from the moment of creation.

- 10.7. The creation of a Verified Account is carried out in one of the ways described below:
- 10.7.1. The Customer creates a Basic Account, then during the registration for a test at the Synevo Collection Point, the staff verifies the identity of the Customer and the correctness of the personal data provided (for the verification of the Account, it is necessary to present an identity document with a photograph, in accordance with the Terms of the Medical Facility). The Customer receives an activation link, which is sent to the e-mail address provided;
 - 10.7.2. The Customer requests creation of a Verified Account while visiting a Collection Point (for the verification of the Account, it is necessary to present an identity document with a photograph, in accordance with the Terms of the Medical Facility). The Customer receives an activation link, which is sent to the e-mail address provided;
 - 10.7.3. The Customer logs on, using the one-time code received at the Collection Point, at the my.synevo.pl website used for providing test results. Then, using the functionality of that page, the Customer completes the contact details and sets up a Verified Account;
 - 10.7.4. During the installation of the Mobile App, the Customer verifies their personal data using the National Electronic Identification Node (KWIE). For this purpose, the Customer uses ICT tools made available by the government administration: trusted profile (PZ), mObywatel profile, e-ID-card or using an electronic banking system. With the Customer's consent, data exchange between Synevo and KWIE takes place.
- 10.8. Deletion or permanent blocking of the Account is only possible via Synevo. The Customer may submit a request for deletion or blocking of the Account in the forms indicated below:
- 10.8.1. in a message sent to the e-mail address kontakt@synevo.pl;
 - 10.8.2. by calling Customer Service at +48 22 120 24 00.
- 10.9. The Account is temporarily blocked automatically after three unsuccessful login attempts (incorrectly entered login password).
- 10.10. The procedure described in item 10.8 applies accordingly to requests to unblock an Account.
- 10.11. A Verified Account allows you to see the results of tests performed only of the individual for whom the Account was created. If an Order is placed for another individual:
- 10.11.1. if that individual has a Verified Account - they will be informed of the new result and the result will be posted to their individual Verified Account;
 - 10.11.2. if that individual does not have a Verified Account:
 - 10.11.2.1. they may create it in line with the rules defined in item 10.7 of these Terms;
 - 10.11.2.2. they may access the test results, in accordance with the procedure described in item 11 of the Terms.
- 10.12. For each Account, the functionality of sending an e-mail notification that new test result is available to the e-mail address provided is activated by default. The above functionality can be deactivated by the Customer from within the Account.
- 10.13. When using the Mobile App, the default notification channel is PUSH notifications. The User may enable additional notifications in the Mobile App via e-mail (e-mail address provided when creating the Account).
- 11. RECEIVING TEST RESULTS USING A CODE**
- 11.1. The Patient has the option of accessing test results without creating an Account by using a code from a text message (SMS) or a code from a receipt.

- 11.2. The Patient provides a telephone number at the Collection Point and agrees to receive an access code via a text message. A text message with an access code is sent to the number provided, once the test has been registered in the MySynevo system.
- 11.3. The code is valid for 60 days. The code allows access to the results of tests ordered in a separate purchasing process for which a document has been issued. The results of the study can be accessed on my.synevo.pl. In order to log on, it is necessary to enter the PESEL number or the passport series and number (depending on which data the Patient used to register at the Collection Point).
- 11.4. Once the code has expired, the test result can be accessed:
 - 11.4.1. For tests purchased from Synevo (subject to identity verification):
 - 11.4.1.1. in person at any Synevo Collection Point;
 - 11.4.1.2. after contacting the Synevo Hotline (generation of another code);
 - 11.4.1.3. after creating an Account;
 - 11.4.2. for tests ordered by a third party:
 - 11.4.2.1. in person, at the facility ordering the test.

12. **FINAL PROVISIONS**

- 12.1. The services purchased in the Online Store may not be resold, transferred or lent to another individual without Synevo's consent.
- 12.2. Purchased Services may not be exchanged for different Services.
- 12.3. Purchased Services do not replace Services provided on the basis of a legal relationship other than a contract made through the Online Store.
- 12.4. Synevo reserves the right to change the content of these Terms, in particular in the following cases:
 - 12.4.1. a change in generally applicable legislation affecting the provision of services;
 - 12.4.2. actions of the state administration, in particular the issuance of court rulings, decisions, recommendations and guidelines;
 - 12.4.3. if Synevo extends the scope of services or changes or introduces new Functionalities to existing services.
- 12.5. The Terms are amended by making the amended text of the Terms and Conditions available at <https://www.synevo.pl/regulamin-swiadczenia-uslug-droga-elektroniczna/> An amendment to the Terms does not affect the performance of contracts that were made prior to such an amendment..
- 12.6. These Terms enter into force on 10 April 2026.