



## TERMS AND CONDITIONS OF USE

### **Article 1. Définitions**

For the purposes of these terms and conditions of use of the Website, the following terms shall mean:

- « Greentripper » The private limited liability company, having its registered office at Cantersteeen 47, 1000 Brussels, Belgium, registered in the Crossroads Bank for Enterprises (central business register) under number 0715.958.681, which is the owner of the website: <https://www.greentripper.org/> ;
- « GDPR » General Data Protection Regulation n°2016/679 of 27 April 2016;
- « Website » The domain name belonging to Greentripper, i.e. <https://www.Greentripper.org/> to which the general terms and conditions of the website apply;
- « User » Any natural person who uses the website, irrespective of whether s/he is bound to Greentripper for the carbon contribution services they offer online by means of the calculator mentioned on the Greentripper website, i.e. <https://www.greentripper.org/>.

### **Article 2. Scope of application**

The following terms and conditions shall apply to any person who uses the Website, even if no service contract has been concluded with Greentripper.

These terms and conditions of use shall apply in general to the use of the Website, independently



from the general terms and 'Conditions for online contribution' (available on [www.greentripper.org](http://www.greentripper.org)).

This Website is intended solely for personal, non-commercial purposes. Users shall not be authorized to reproduce information obtained through this Website in any way or form for non-personal or for commercial purposes.

### **Article 3. Acceptance and amendments**

In using this Website alone, the User shall accept and shall undertake to comply with the following terms and conditions. Greentripper reserves the right to amend them at all times, whereby the simple publication on the site shall be considered as notice to and acceptance by the User.

Greentripper reserves the right to amend these terms and conditions of use at all times. In such a case, the applicable conditions shall be those in force on the date of use of the Website.

### **Article 4. Personal data**

Personal data shall be collected and processed in accordance with the provisions of the GDPR and the Belgian legislation on privacy and data protection, in particular the Protection of Natural Persons as Regards the Processing of Personal Data Act of 30 July 2018.

The User shall be in no way required to disclose personal information to Greentripper – see the Privacy Statement (available on [www.greentripper.org](http://www.greentripper.org)).

Pursuant to the Act of 30 July 2018, any person whose personal data are processed by Greentripper may request, at no expense, access to the aforementioned data and, if necessary, that they be deleted, changed or corrected.

A consultation of the Website may entail the installation of cookies on the User's computer for the sole purpose of simplifying the Client's visit and of optimizing his or her browsing comfort. This information is used to analyse the User's experience in Google Analytics. Authorization is always requested to use or store cookies and similar technologies on computers and mobile devices.



Questions concerning the Greentripper privacy policy or questions relating to the access or change (or deletion/correction) of your personal data may be sent at all times to:

- Greentripper
  - o By registered letter, to the following address: 'Greentripper SRL/BV, Cantersteen 47, 1000 Brussels'; or
  - o By e-mail to: [info@greentripper.org](mailto:info@greentripper.org)

#### **Article 5. Disclaimer**

Greentripper may under no circumstances be held liable for any form of direct or indirect damages arising from access to or use of its Website.

In particular, Greentripper may under no circumstances be held liable for:

- The use of information on the Website. Any use which the User makes of this information shall be entirely at his or her risk;
- The accuracy, validity or exhaustive nature of information received by third parties;
- Any decision or action taken by the User on the basis of information or data provided;
- Loss of data; and
- Interruptions, delays, malfunctions, etc. in using the Website.

This list is not exhaustive.

Greentripper gives great importance to information presented on the Website and does its utmost to provide information that is as up-to-date, clear, complete and accurate as possible.

Data on consumption and other technical information stem from studies conducted by third parties: consequently, Greentripper cannot provide any guarantees as to the accuracy, validity or exhaustive nature of this information. Certain inaccuracies or imprecisions in information provided by such third parties or the person carrying out the calculation with the Greentripper calculator on the Website cannot be excluded. It is therefore recommended, where necessary, to call on an expert and entrust him with the analysis of your personal situation. This analysis shall always be more precise than the recommendations obtained from our calculator based on standardized databases. Greentripper may



undertake this type of assignment upon request.

Greentripper may under no circumstances be held liable for any damage or prejudice whatsoever because of information disseminated on this Website. This Website shall be used at the User's risk.

Any decision to conclude a contract based on information provided by Greentripper shall rest on the User's free choice and shall be made on the latter's entire liability.

#### **Article 6. Intellectual property**

Greentripper is the owner of the intellectual property rights on many components of this Website. Any total or partial reproduction of the following elements, without the prior consent of Greentripper, is prohibited: the source code, design, software, codes of programmes, contents, layout, structure, data files and all other parts of this website, as well as all data, knowledge and information possible, provided in any way and in any form whatsoever, including images. These elements are the exclusive property of Greentripper and are covered by (the legislation on) intellectual property rights. This list is not exhaustive and includes also all other possible elements which are not published by the User.

Nevertheless, the use of hyperlinks to the Website shall be authorized to the extent that the website or webpage on which the link is located has no content of such nature as to impair the reputation and honour of Greentripper.

#### **Article 7. Final provisions**

The terms and conditions of Use of the Website are governed exclusively by Belgian law.

Any dispute between the User and Greentripper shall be referred exclusively to the Liège Business Court. Belgian law shall be applicable.



## ANNEX 1 – COMPLAINT FORM

<b><u>IDENTIFICATION</u></b>	
Surname:	Last name:
Address :	
Phone number :	
E-mail address :	
File N° to which your complaint pertains:	
<b><u>SUBJECT AT ISSUE</u></b>	
<p><i>Indicate as precisely and completely as possible the reason for your complaint and specify the File n° at issue.</i></p>	
Date :	Signature :