

TERMS AND CONDITIONS OF THE WINGS OF LIFE PROGRAMME

I. General provisions

1.1. The organiser of the “WINGS OF LIFE” Programme, hereinafter referred to as the “Programme”, is LOT Polish Airlines, with its registered office in Warsaw, at ul. Komitet Obrony Robotników 43, entered in the Register of Entrepreneurs kept by the District Court for the City of Warsaw in Warsaw, 13th Commercial Division of the National Court Register, under KRS number 0000056844, NIP, hereinafter referred to as the “Organiser” or “LOT Polish Airlines”.

1.2. The Programme aims to offer discounted airfare on LOT Polish Airlines’ own connections for children with cancer and rare diseases and their caregivers travelling by air for medical purposes.

II. Programme Participants

Programme Participants can be children with cancer and rare diseases from the list of the Ministry of Health and the National Health Fund available at: <https://chorobyrzadkie.gov.pl/pl/lista-chorob-rzadkich>), who:

- are under the care of a foundation,
- are travelling by air exclusively for medical purposes relating to cancer or a rare disease on the list referred to above;
- are under 18 years of age on the day of departure;

III. Programme rules

A. Discounted airfare

3.1. The discount under the Programme is granted for airfare on LOT Polish Airlines’ own flights for the child with a disease and up to one caregiver of the child with a disease.

3.2. The discount on airfare cannot be granted if, due to the change of departure date, the child turns 18 on the new departure date. This does not apply if the change of departure date is caused by circumstances dependent on LOT Polish Airlines or extraordinary circumstances related to the child’s disease or treatment, confirmed by appropriate documents.

3.3. The discount can be granted only once per calendar year.

3.4. The discount is granted only for LOT Polish Airlines’ own connections within the current flight network, operated from Monday to Thursday, excluding chartered flights and code-share flights.

3.5. The discount is only applicable to the published fares and does not include taxes and airport fees. The discount is 100% of the published fare.

3.6. The discount applies only to economy class tickets.

B. Procedure for granting discounts

STAGE I

3.7. A caregiver interested in receiving a discount under the Programme should send to the Organiser’s email address csr@lot.pl, at least 30 days before the planned trip, the following documents:

- a valid medical certificate confirming medical necessity for air travel related to cancer or

- a rare disease from the list provided in Section II;
- a certificate from the Foundation confirming that the child with a disease has the status of a beneficiary of the Foundation;
- statement of the statutory guardian of the child with a disease expressing consent to the processing of personal data, including sensitive data on the health status of the child with a disease, for the purpose of benefiting from the discounted flight under the Programme;
- a completed MEDIF form, if the condition of the child with a disease requires an additional medical opinion;

STAGE II

3.8. After positive verification of the documents referred to in item 3.7, the Organiser will contact the caregiver of the child with a disease to request the following information:

- travel route;
- departure date and estimated return date (discount is granted based on seats availability);
- the first and last names of the child and their caregiver;
- child's date of birth

3.9. The Organiser prices the airline tickets and provides the Caregiver of the child with a disease with information on the price of the tickets after the applied discount and details on further steps related to the payment of airline tickets.

3.10. Joining the Programme is tantamount to reading and accepting these Terms and Conditions.

IV. Complaint procedure

4.1. All complaints regarding the Programme should be submitted in the form of an email to: csr@lot.pl or in writing to the Organiser's address indicated in item 1.1. of the Terms and Conditions.

4.2. The complaint should indicate the name of the complainant, e-mail address or mailing address and phone number, as well as a detailed description and indication of the reason for the complaint.

4.4. Complaints will be considered by the Organiser within 30 days of its receipt by the Organiser.

V. Protection of personal data

5.1 The controller of the personal data processed in connection with the application for a ticket discount is the Organiser.

5.2 LOT Polish Airlines has appointed a Data Protection Officer who can be contacted on matters related to the processing of personal data at the Organiser's registered office address or via e-mail address: iod@lot.pl.

5.3 Personal data of Programme Participants are processed for the purpose of exercising the rights and obligations of LOT Polish Airlines S.A. related to the granting of discounts for the purchase of airline tickets on the basis of the consent given, and then, in the case of granting the discount, for the purpose of executing the contract of air carriage.

5.4 The Programme Participant has the right at any time to withdraw their consent to the processing of personal data to the extent that it was given. To do so, they shall contact LOT Polish Airlines. Withdrawal of consent does not affect the lawfulness of the processing carried out on

the basis of the consent given before its withdrawal.

5.5 Personal data of Programme Participants may be transferred to entities authorised by law, as well as those providing selected services to LOT Polish Airlines (e.g. IT service providers). The data shall be transferred solely within the scope necessary to provide such services. These entities operate on the basis of a contract concluded with LOT Polish Airlines and only in accordance with LOT Polish Airlines' instructions.

5.6 Due to LOT Polish Airlines' cooperation with its affiliates and service providers located outside the EEA, personal data of Programme Participants may be transferred to the country where the chosen destination of the flight and any connecting countries are located.

In order to ensure an adequate level of protection for personal data transferred to countries for which the European Commission has not determined an adequate level of protection, LOT Polish Airlines complies with the provisions of Chapter 5 of the General Data Protection Regulation (GDPR).

5.7 Personal data processed in connection with the exercise of LOT Polish Airlines' rights and obligations related to the granting of discounts for the purchase of airline tickets shall be processed until the consent to the processing of personal data is withdrawn, but no longer than 2 years from the year in which the application was submitted.

5.8 In accordance with the GDPR, Programme Participants have the following rights, which may be exercised by contacting LOT Polish Airlines through any means of communication:

5.8.1 the right to access the content of personal data;

5.8.2 the right to request rectification of personal data;

5.8.3 the right to request the deletion of personal data; LOT Polish Airlines has the right to refuse to delete data in cases specified by law;

5.8.4 the right to request the restriction of the processing of personal data;

5.8.5 the right to transfer personal data;

5.8.6 the right to lodge a complaint with the supervisory authority (President of the Personal Data Protection Office).

5.9 Provision of personal data of Programme Participants, including special categories of data on the child's health, is voluntary, but necessary for the purpose of processing the application and granting a discount on the purchase of an airline ticket.

5.10 Personal data of Programme Participants are not processed by automated means, including profiling.

VI. Final provisions

6.1. The Organiser reserves the right to temporarily suspend the Programme or to change these Terms and Conditions and the Programme rules; however, the change must not affect the rights acquired by the Participants before the change.

6.2. This Programme and any obligations hereunder shall be governed by provisions of the Polish law.

6.3. Any disputes resulting from the performance of obligations connected with the Programme shall be settled by the court competent for the Organiser's registered office.

6.4. The Terms and Conditions are available at www.lot.com under the tab - "Wings of Life" Programme /<https://www.lot.com/pl/pl/odkrywaj/o-lot/wings-of-life/>.