



Changes to the Allegro Terms & Conditions from October 27, 2026.

This document contains changes in the regulations concerning Allegro.pl, Allegro.cz, Allegro.sk and Alegro.hu. You want to know what we are going to change? For earlier versions of the Allegro Terms & Conditions and descriptions of changes made and planned, see [repository](#).

Allegro Terms & Conditions

(...)

Section 8. Role of Allegro

(...)

8.2b.

The Company, in order to moderate content, verify compliance with the law or the Terms & Conditions, and ensure the security and quality of services, may use automated tools, including those based on artificial intelligence technology. This processing may include the analysis of any content published, shared, or transmitted by Users on the Allegro platform (including in particular: Offers, reviews, submissions, requests, and correspondence between Users).

As a result of automated analysis, the Company may in particular: refuse to list an Offer, remove an Offer or its selected elements, limit the visibility of an Offer, disable the possibility of exporting the Goods, or end the Offer's listing time. In the event of an automated decision, the Company will immediately inform the User of its content, providing rationale that indicates the reason, the fact that the decision was made using automated tools, and — if possible — elements requiring change. The User has the right to appeal against the decision in line with the rules set out in the Terms & Conditions.

(...)

Section 9. Fees and sales commissions, security of the Company's claims

9.6.

In order to secure the Company's claims under the Secured Receivables, a Seller holding a Business Account assigns to the Company **all the Seller's current and future receivables for the payment of funds for sales made by this Seller through Allegro**, registered in the settlement tools maintained by the Payment Service Providers.

Each assignment is made as soon as any receivable of the Company against the Seller arises (including a receivable that is not yet due), including receivables arising under the agreement between the Seller

and the Company concluded pursuant to the Terms & Conditions, in particular fees, commissions, penalties, damages, and other costs referred to in Appendix No. 4 to the Terms & Conditions, in an amount equal to the amount of such receivable. If the value of the Seller's receivable for the payment of funds registered in the settlement tool is lower than the value of the relevant receivable of the Company, the assignment is made up to the amount of the registered funds. In such a case, as soon as additional funds are registered in the settlement tool, they are, upon being registered, subject to further assignments for the benefit of the Company, until the above-mentioned receivable of the Company has been fully satisfied. The rules set out above apply to all assignments and receivables of the Company against the Seller. The Company will promptly satisfy its claims from the assigned receivable by applying it toward the relevant Company receivable against the Seller.

9.7.

~~Until an appropriate request is made by the Company, the~~ The Seller holding a Business Account remains entitled to receive funds recorded in the settlement tools maintained by the Payment Service Providers ~~not covered by the assignments referred to in paragraph 9.6 above. The value of the funds available for payout will be reduced each time by the amount of current accruals.~~

~~In connection with the assignment of receivables, and subject to the fulfillment of the conditions set forth in paragraph 9.8 below, the Company shall have the right to require the Payment Service Providers to make a payout of funds recorded in the Seller's settlement tools that have not yet been paid to the Seller's bank account. The Company assigns such funds against the settlement of the amounts due from the Seller to the Company under the Secured Receivables, for each settlement period.~~

In addition, a Seller holding a Business Account authorizes the Company to notify the Payment Service Providers on the Seller's behalf about the assignment of claims made under paragraph 9.6 above.

9.8.

The Company shall have the right to exercise the security referred to in paragraph 9.6 above, each time fees, sales commissions, penalties, damages, and other costs referred to in Appendix No. 4 to the Allegro Terms & Conditions are charged.

The Company may exercise the security multiple times, ~~and~~ regardless of the maturity of the Secured Receivables, including the time limit referred to in Appendix No. 4 to the Allegro Terms & Conditions.

9.9.

In order to secure the Company's claims that are Secured Receivables, a Seller holding an Account may assign to the Company ~~all the~~ **current and future** receivables **for the payment of funds** ~~for sales made by this Seller through Allegro, registered in the settlement tools maintained by the Payment Service Providers.~~

The instruction to assign and its cancellation may be made in the Account settings. The instruction may be canceled at any time, though the amounts secured and collected before the cancellation remain effective and are not refundable. The rules set out in paragraphs 9.7 and 9.8 of the Allegro Terms &

Conditions apply accordingly, in particular, the Seller authorizes the Company to use the security against claims that are accrued but not due.

9.10.

For the purpose of securing the due claims of the Company under the Secured Receivable, the Seller holding a Regular Account assigns [to the Company all the current and future](#) receivables for the payment of funds ~~from sales conducted by such Seller using Allegro~~, recorded within the settlement tools operated by Payment Service Providers under the following terms:

The Company has the right to use the above-mentioned security only on condition that a sanction in the form of suspension of the Account has been applied to this Seller in accordance with paragraph 8.4(1) of the Allegro Terms & Conditions.

The Company is entitled to use the security solely to cover due claims and only for the period from the imposition to the lifting of the above sanctions, after the liability has been settled.

The principles set out in Article 9.7 of the Allegro Terms & Conditions apply accordingly.

(...)

Section 11. Rating system

(...)

11.15.

The Buyer may edit their Product Review ~~once~~ [multiple, within no more than 360 days of the date of concluding the Transaction](#). An added Product Review can only be removed by the Company at the request of the Buyer via the form: <https://allegro.pl/pomoc/kontakt>.

(...)

Section 12. Other services

(...)

[12.5.](#)

[The Company may allow Users to use certain data, settings, or resources associated with their Account as part of the functionality or services provided by the Payment Service Operator outside of Allegro.](#)

[12.6](#)

The use of the functionality referred to in paragraph 12.5 requires the User to express their will and their authentication using the verification mechanism provided by the Company, including by remembering the User's authentication status for future use.

12.7.

The successful authentication constitutes the User's instruction authorizing the Company to safely provide the Payment Service Operator with the scope of data, configuration, and parameters of the Account that is necessary for the performance of the given activity outside of Allegro.

12.8.

As part of the functionality described in paragraph 12.5., the Company solely provides the service of access to resources and configuration of the Account at the User's request. The Company does not provide electronic identification services or trust services within the meaning of the eIDAS Regulation and is not a party to the activities or legal relationships performed by the User outside Allegro.

The User may manage access permissions to the Account's resources at any time, including by revoking a saved session connection through the Account settings or by deleting the dedicated cookies from their web browser.

(...)

Section 16. Contact details and complaints procedure

16.1.

The User may contact the Company in relation to the services provided electronically under the Allegro Terms & Conditions:

- a. in writing to Allegro sp. z o.o., ul. Wierzbicice 1B, 61-569 Poznań;
- b. in an electronic form ~~(by, e.g., using the contact form on web pages of specific paragraphs in the "Help" section, which may be accessed from the main page of the Allegro platform).~~

16.2.

As part of the electronic communications referred to in Section 16.1(b), the Company may use artificial intelligence systems, including solutions for communicating with Users that are based on artificial intelligence systems (AI Assistants).

At any stage of an interaction with an AI Assistant, the User may request to be connected with a human customer service representative; this may also happen automatically if the AI Assistant is unable to provide assistance.

Depending on the subject of the case, the contact may be routed directly to the relevant Seller.

~~16.2.~~ 16.3

Allegro may contact Users:

- a. in writing to the correspondence address provided by the User;
- b. in an electronic form to the email address provided by the User;
- c. by phone calling the contact number provided by the User,
- d. by sending short text messages (SMS) to the contact number provided by the User.

~~16.3.~~ 16.4.

If, in a User's opinion, services to be provided under the Allegro Terms & Conditions are not rendered by the Company or are not rendered in accordance with the Allegro Terms & Conditions, the User may present their reservations in the manner specified below ("Complaint"). In addition, in the case of own sale of Goods by the Company, a User may make a Complaint in the manner described in the Company's Offer.

~~16.4.~~ 16.5.

A Complaint may be lodged in [a written or electronic form, as described in paragraph 16.1](#) ~~an electronic form using the contact form or in a written form~~. A Complaint shall contain at least the name under which the User acts on Allegro (login), the description of their reservations, and the proposed method of handling the Complaint.

~~16.5.~~ 16.6.

The Company shall handle a Complaint within 14 days from the date of its receipt. When a Complaint does not contain the information necessary to handle it, the Company shall ask the User making the Complaint to supplement the required information, and then the period of 14 days shall run from the date of submitting the supplemented Complaint.

~~16.6.~~ 16.7.

A response to a Complaint shall be sent only to the email address assigned to a given User's Account. In particularly justified cases, the Company may send a response to a different email address provided by the User making a Complaint, which is not assigned to the User's Account, or in writing to the address provided in the Complaint.

~~16.7.~~ 16.8.

A User may appeal against the decision taken by the Company concerning a Complaint ("Appeal"). The provisions of Section ~~16(16.3)~~, (16.4), and (16.5), [and \(16.6\)](#) shall apply accordingly. The Appeal may be lodged within 6 months after the Company informs the User of the decision.

(...)

Appendix No. 1

Appendix No. 1. Forbidden and restricted Goods

Section 1.

Listing the following types of Goods within the Offer is prohibited or permitted, provided that the indicated Goods meet the conditions specified below and the description of the Goods listed within the Offer contains the indicated contents (Restricted Goods):

(...)

59. Restricted explosives precursors — within the meaning of Regulation (EU) No 2019/1148 of the European Parliament and of the Council of 20 June 2019 on the marketing and use of explosives precursors, amending Regulation (EC) No 1907/2006 and repealing Regulation (EU) No 98/2013:

Allegro.pl / Allegro.cz / Allegro.sk / Allegro.hu	allowed, provided that they are made available only to professional users after their prior verification, by Sellers who have registered a Business Account. The required element of the description is an indication that the Goods or any of their substances are explosive precursors, as well as information about each precursor and its concentration. In addition, the Offer content should include information that the Goods may be purchased only by professional users. on the condition that they may be offered only by Users who have registered a Business Account and who have listed, in their Offer, each precursor in the Goods that are the subject matter of the Offer and the concentration of each precursor
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60. Regulated explosives precursors — within the meaning of Regulation (EU) No 2019/1148 of the European Parliament and of the Council of 20 June 2019 on the marketing and use of explosives precursors, amending Regulation (EC) No 1907/2006 and repealing Regulation (EU) No 98/2013:

Allegro.pl / Allegro.cz / Allegro.sk / Allegro.hu	allowed, provided that the Offer includes an indication that the Goods or any of their substances are explosive precursors, as well as information about each precursor and its concentration. on the condition that they may be offered only by Users who have listed, in their Offer, each precursor in the Goods that are the
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	subject matter of the Offer and the concentration of each precursor
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(...)

72. Materials or products intended to come into contact with drinking water, as well as water treatment chemicals and filter media intended to come into contact with drinking water:

Allegro.pl / Allegro.cz / Allegro.sk / Allegro.hu	allowed provided that the Goods meet the legal requirements for having the necessary certificates or attestations. The required element of the description is information confirming that the product has a certificate (together with the marking required by applicable law) or an approval number, as well as the technical or trade name and the intended use of water treatment chemicals or filter media intended to come into contact with drinking water.
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73. Mystery Getaway Vouchers:

Allegro.pl	allowed , on condition that they are offered only in the "mystery getaway vouchers" category by entities cooperating with the Company under separate agreements.
Allegro.cz / Allegro.sk / Allegro.hu	forbidden

(...)

Appendix No. 2

Appendix No. 2. Rules on creating Offer description

Section 1. Offer description

(...)

1.1.a.

~~The Company may use tools based on artificial intelligence technology, which automatically verify the reliability, including the quality, consistency, aesthetics, and readability of the Offer content, as well as detect errors, including linguistic and formal errors and inaccuracies in the Offer content. The Company may refuse to list an Offer containing the above-mentioned irregularities, indicating in the rationale the elements of the Offer content requiring change.~~

~~1.1.b.~~ 1.1.a.

For Offers with the Buy Now option listed by Users with a Regular Account, the Offer duration is 30 days.

(...)

Section 3. Additional options

When creating an Offer, and after its creation, the following additional options to distinguish the Offer visually in the list of Offers on Allegro are available for a fee:

3.1.

Feature — for all forms of sorting except relevance, consists in placing an Offer on the list of featured Offers, i.e. in a clearly separated part of the list of Offers displayed above other Offers, covering only featured Offers, and on the list of featured Products, in the case of an Offer that is a Product Representative. For sorting by relevance on the list of Products, Feature involves increasing the probability of the Product appearing higher on a given list.

The Feature may only be used by Sellers who have an active Business Account that is not suspended or subject to a temporary restriction regarding access to specific services provided within Allegro and whose sales quality is defined as at least "Neutral". After the loss of the "Neutral" sales quality level, the Seller may continue to use the Feature for additional 7 days, only for the Offers featured on the last day of possessing the sales quality rated at least "Neutral".

Only Buy Now Offers for Goods with the "New," "Digital Product," "Collectible Product," or "Investment Product" condition are eligible for Feature, and when not combined into a bundle of different Products.

The above limitations regarding the type of Seller's Account, the procedure of concluding the sales agreement, and the condition of the Goods do not apply to Charity Offers from the "Special Moments" category, which may be Featured regardless of these parameters.

If the additional "Feature" option is selected for an offer shared on more than one Marketplace, the Seller has the option to choose the Marketplace on which the option is to be active. Changes in the scope of selected markets may be made by the Seller at any time during the additional option period.

(...)

Appendix No. 4

Appendix No. 4 Fees and sales commissions

(...)

Section 6. Procedure for Granting a Transaction Rebate

(...)

2. A transaction rebate is granted within a specific Billing Account in accordance with the rules specified below, depending on the payment method selected by the Buyer:

a. Payment for the purchased Goods made using the payment service provided by the Payment Service Provider — for payments marked as "Completed," provided that:

i. The Buyer has withdrawn from the agreement using the form "Return purchase" available in the "Purchase History" tab, and the Seller has returned the funds using the "Allegro Finance" service, however, if the reason for withdrawal is due to the Seller's fault or is a consequence of a complaint lodged by the Buyer due to non-compliance of the goods with the agreement, warranty, or guarantee, ~~the Seller's quality level must be at least Neutral in accordance with paragraph 10.6 of the Allegro Terms & Conditions;~~

ii. The Buyer has withdrawn from the agreement without using the form available in the "Purchase History" tab, and the Seller has returned the funds using the "Allegro Finance" service, if:

- ~~• The Seller's quality level is at least Neutral in accordance with paragraph 10.6 of the Allegro Terms & Conditions. If the Seller's quality level is lower, the transaction rebate will be granted only if the Buyer does not indicate a reason for withdrawal from the agreement resulting from the Seller's fault or resulting from a complaint lodged by the Buyer due to non-compliance of the goods with the agreement, warranty, or guarantee;~~
- The Buyer has created a Discussion concerning the Transaction being the subject of an application for a transaction rebate, it will be granted only if the Buyer indicates that the withdrawal from the agreement is not due to the Seller's fault;

iii. The Buyer has withdrawn from the agreement using the "Cancel purchase" form available in the "Purchase History" tab, and the Seller has reimbursed the funds using the "Allegro Finance" service;

b. Payment for the purchased Goods made using the payment service provided by the Payment Services Provider — for payments with a status other than "Completed," if:

~~i. The Seller's quality level is at least Neutral in accordance with paragraph 10.6 of the Allegro Terms & Conditions. If the Seller's quality level is lower, the transaction rebate will be granted only if the Buyer does not confirm the completion of the Transaction;~~

ii.i. The Buyer has created a Discussion concerning the Transaction being the subject of an application for a transaction rebate, such discount will be granted only if the Buyer indicates that the non-completion of the Transaction is not due to the Seller's fault;

iii.ii. The Buyer has withdrawn from the agreement using the "Cancel purchase" form available in the "Purchase History" tab;

c. Payment for the purchased Goods made using the "payment on delivery" option, provided that:

i. The Buyer has withdrawn from the agreement using the form "Return purchase" available in the "Purchase History" tab, however, if the reason for withdrawal is due to the Seller's fault or withdrawal from the agreement is a consequence of a complaint lodged by the Buyer due to non-compliance of the goods with the agreement, warranty, or guarantee, ~~the Seller's quality level must be at least Neutral in accordance with paragraph 10.6 of the Allegro Terms & Conditions;~~

ii. The Buyer has withdrawn from the agreement without using the form available in the "Purchase History" tab if:

- The tracking number provided in the Orders tab (My Sales -> Orders) shows that the parcel was not picked up, or was picked up, but the Buyer indicates that the failure to complete the Transaction is not attributable to the Seller's fault;
- The Buyer has opened a Discussion regarding the Transaction being the subject of the request for a transaction rebate, the rebate will be granted only if the Buyer indicates that failure to complete the Transaction is not attributable to the Seller's fault;

iii. The Buyer has withdrawn from the agreement using the "Cancel purchase" form available in the "Purchase History" tab;

d. Payment on in-store pick-up or Seller's own delivery provided that:

i. The Buyer has withdrawn from the agreement using the form "Return purchase" available in the "Purchase History" tab, however, if the reason for withdrawal is due to the Seller's fault or withdrawal from the agreement is a consequence of a complaint lodged by the Buyer due to non-compliance of the goods with the agreement, warranty, or guarantee, ~~the Seller's quality level must be at least Neutral in accordance with paragraph 10.6 of the Allegro Terms & Conditions;~~

ii. The Buyer has withdrawn from the agreement without using the form available in the "Purchase History" tab if:

- The Buyer does not confirm receipt of the Goods;
- The Buyer has opened a Discussion regarding the Transaction being the subject of the request for a transaction rebate, the rebate will be granted only if the Buyer indicates that failure to complete the Transaction is not attributable to the Seller's fault.

iii. The Buyer has withdrawn from the agreement using the "Cancel purchase" form available in the "Purchase History" tab.

(...)

Section 13. Costs of the Delivery Service on Allegro Lokalnie

(...)

~~3. The maximum amount of the fees referred to in paragraph 3(5) of Appendix No. 16a to the Allegro Terms & Conditions:~~

Fines and compensation	Code	Charge amount
A penalty for the first event related to the occurrence of an Onerous Parcel inconsistent with the Allegro Terms & Conditions, having prohibited parcel content or faulty packaging	INP_ADR_FIRST_PL_PL	PLN 125.60
A penalty for subsequent events related to the occurrence of an Onerous Parcel inconsistent with the Allegro Terms & Conditions, having prohibited parcel content or faulty packaging	INP_ADR_PL_PL	PLN 1,267.43

~~4.3. The fee for the Service will be charged to the Seller's account in the month in which it was performed.~~

~~5. The penalties and compensations related to the events referred to in paragraph 3 above will be charged on the Seller in the month following the month in which they occurred, or in the months following their occurrence, depending on the date when the Company becomes aware of the basis for charging these penalties and compensations. They will be documented in the settlements referred to in Sections 2 through 6 above.~~

(...)

Section 15. Delivery Service, Goods Return Service, and Additional Services Costs (Allegro.pl)

(...)

4. The Delivery Services referred to in paragraphs 2 and 3 above have the following codes, weights, and dimensions assigned.

Service	Code	Weight and dimensions in the Delivery Service*
Allegro Paczkomaty InPost	INP_APM_PL_PL	parcel with a maximum weight of 25 kg and maximum dimensions of 41 cm x 38 cm x 64 cm
Allegro Pocztex Courier	PP_KURIER_PL_PL (for the first parcel in the shipment) PP_KURIER_POD_PL_PL (for additional parcels in the shipment)	max. weight 31,5 kg; summed dimensions (height + width + length) of the shipment cannot exceed 250 cm. The longest side of the parcel (length) cannot exceed 90 120 cm
Allegro Pocztex Pick-up Point	PP_PUDO_PL_PL (for the first parcel in the shipment) PP_PUDO_POD_PL_PL (for additional parcels in the shipment)	max. weight 20 kg; max. dimensions 65 cm x 40 cm x 42 cm
Allegro Pocztex Parcel Locker	PP_APM_PM_PL_PL (for the first parcel in the shipment)	max. weight 20 kg; max. dimensions 42 cm x 40 cm x 65 cm
Allegro Registered Mail	PP_POLECONA_PL_PL	max. weight 1 kg; max. sum of sides width + height + length max. 70 cm; the longest side max. 50 cm; shortest side max. 6 cm
Allegro MiniParcel	PP_MINI_PRZESYLKA_PL_PL	max. weight 0.5 kg; max. dimensions 32.5 cm x 23 cm x 2 cm
*Dispatching a shipment exceeding the weight or dimensions may require the payment of additional fees, in particular for the Additional Services referred to in this Section.		

(...)

7. The Company charges the following fees for Additional Services provided in connection with the Delivery Services provided by Poczta Polska S.A.

a. Additional Services:

(...)

(1) When returning to the Seller a parcel dispatched with additional services:

- Handle with care

- Declared value exceeding PLN 100
- Non-standard Parcel

in addition to the parcel return fee, a fee for the aforementioned additional services will be charged again.

(2) A non-standard parcel means any parcel with at least one of the following parameters:

- Dimensions (height + width + length) ≤ 250 cm, with the largest dimension (length) exceeding 120 cm but not exceeding 150 cm;
- Dimensions $250 \text{ cm} < (\text{height} + \text{width} + \text{length}) \leq 300$ cm, with the largest dimension (length) not exceeding 150 cm;
- Dimensions (height + width + length) ≤ 250 cm, with the largest dimension (length) not exceeding 150 cm, which has:
 - an irregular shape, including parcels that are not packaged in a packaging with a regular shape;
 - elements extending beyond its regular outline or consisting of two or more separate parts assembled into one irregular whole (e.g., by means of stretch film, tape);
- an oval, round, cylindrical shape (e.g., a tube, coil, or fabric roll) with maximum dimensions of 20 cm (diameter) x 150 cm (length), except in the cases described in the Guide — Correct parcel packaging,
- contains two tires packed in accordance with the carrier's requirements.

An exception is a parcel packaged in an envelope measuring 70 cm x 60 cm, including padded envelopes ("bubble mailers") and poly mailers.

~~(2)~~(3) The Service is unavailable for the delivery options: Allegro Punkty Poczta payment on delivery, and Allegro Punkty Poczta, Żabka.

~~(3)~~(4) The Service is available only for the delivery options: Allegro Pocztex Courier, Allegro Pocztex Courier payment on delivery.

(...)

Section 17. Delivery Service, Goods Return Service, and Additional Services Costs (Allegro.cz)

(...)

5. Allegro - Delivery Service - One - fees for Services and Additional Services.

(...)

b. Seller fees for Services provided on the basis of the Delivery Service and Services provided as part of Allegro Smart! are as follows:

(...)

Parcels handled as part of **Allegro One Courier** and **Allegro One Courier** — payment on delivery should have the following standard parameters:

- a standard parcel is a parcel in the shape of a regular cuboid from which no oversized elements protrude
- maximum weight of a single parcel: 31.5 kg
- ~~longest side: 120 cm~~ maximum parcel dimensions: 120 cm x 60 cm x 60 cm, longest side: 120 cm
- sum of the sides (length + width + height) does not exceed 220 cm

Parcels handled as part of **Allegro One Point** and **Allegro One Point** — payment on delivery should have the following standard parameters:

- a standard parcel is a parcel in the shape of a regular cuboid from which no oversized elements protrude
- maximum weight of a single parcel: 20 kg
- ~~longest side: 120 cm~~ maximum parcel dimensions: 120 cm x 60 cm x 60 cm, longest side: 120 cm
- sum of the sides (length + width + height) does not exceed 220 cm

Parcels handled as part of **Allegro One Parcel Lockers** and **Allegro One Parcel Lockers** payment on delivery should have the following standard parameters:

- a standard parcel is a parcel in the shape of a regular cuboid from which no oversized elements protrude
- maximum weight of a single parcel: 20 kg
- maximum dimensions: ~~64 x 38 x 41 cm~~ 33 cm x 41 cm x 57 cm

(...)

c. All Additional Services strictly relating to the Service referred to in sub-paragraph (b) above are paid by the Seller as per the table below:

(...)

A Parcel is considered a Non-standard Parcel if:

- its longest side exceeds 120 cm or any of the other sides exceeds 60 cm, for example 125 cm x 20 cm x 20 cm or 75 cm x 63 cm x 40 cm; the sum of the sides of which exceeds 220 cm; ~~exceeds 120 cm or its second longest side exceeds 60 cm;~~
- the sum of its sides exceeds 220 cm;
- it contains Goods closed in an external shipping container made of metal or wood;
- it contains cylinder-shaped goods, such as a tire, barrel, tube, which is not fully enclosed in a shipping container made of corrugated cardboard;
- its packaging prevents or hinders automatic sorting (e.g., rubber material, foam, bubble wrap, protruding elements, including stretch wrap), or there is a risk of damaging other Parcels (e.g., due to sharp, protruding elements).

(...)

10. Allegro — Delivery Services — International delivery — Fees for Services and Additional Services

(...)

b. Any Additional Services strictly related to the delivery of Goods in the Allegro International Slovakia Service will be paid by the Seller, in accordance with the table below.

Service	Code	Fee
Additional Parcel Protection, up to PLN 3,500	ONE_COURIER_CZ_SK	included in the service price
Payment on delivery — Allegro International Courier Slovakia (maximum POD amount EUR 3,320)	ONE_COURIER_COD_CZ_SK	CZK 31.71 net CZK 39.00 gross
Surcharge for Allegro International Courier Slovakia parcels exceeding 31.5 30 kg (actual weight)	ONE_COURIER_OVER_30_50_CZ_SK ONE_COURIER_OVER_31_5_50_CZ_SK	CZK 405.69 net CZK 499.00 gross

(...)

Allegro International Courier Slovakia

Dispatch via courier service:

- maximum weight: 31.5 ~~30~~ kg
- ~~longest side — 120 cm~~ maximum parcel dimensions: 120 x 60 x 60 cm, longest side: 120 cm
- the sum of the sides (length + width + height) does not exceed 220 cm

Allegro International Parcel Lockers Slovakia

Dispatch via courier service:

- maximum weight: 20 ~~15~~ kg
- maximum dimensions: ~~69 x 44 x 58 cm~~ 68 cm x 45 cm x 58 cm

(...)

Section 18. Delivery and Additional Services Costs (Allegro.sk)

(...)

8. Allegro — Delivery Services — International delivery — Fees for Services and Additional Services

b. Any Additional Services strictly related to the delivery of Goods in the Allegro International Slovakia Service will be paid by the Seller, in accordance with the table below.

Service	Code	Fee
Additional Parcel Protection, up to PLN 3,500	ONE_COURIER_CZ_SK	included in the service price
Payment on delivery — Allegro International Courier Slovakia (maximum POD amount EUR 3,320)	ONE_COURIER_COD_CZ_SK	EUR 0.80 net EUR 0.99 gross
Surcharge for Allegro International Courier Slovakia parcels exceeding 31.5 30 kg (actual weight)	ONE_COURIER_OVER_30_50_CZ_SK ONE_COURIER_OVER_31_5_50_CZ_SK	EUR 16.25 net EUR 19.99 gross

Parcels handled in the **Allegro International Courier Slovakia** and **Allegro International Parcel Lockers Slovakia** services should meet the following standard parameters:

- a standard parcel is in the shape of a regular cuboid from which no oversized elements extend, packed in accordance with the instructions

- the maximum weights and dimensions of parcels, depending on the dispatch option, should be as follows:

Allegro International Courier Slovakia

Dispatch via courier service:

- maximum weight: 31.5 ~~30~~ kg
- ~~longest side — 120 cm~~ maximum parcel dimensions: 120 x 60 x 60 cm, longest side: 120 cm
- the sum of the sides (length + width + height) does not exceed 220 cm

Allegro International Parcel Lockers Slovakia

Dispatch via courier service:

- maximum weight: 20 ~~15~~ kg
- maximum dimensions: ~~69 x 44 x 58 cm~~ 68 cm x 45 cm x 58 cm

(...)

Appendix No. 5

Appendix No. 5. Privacy Protection Policy

(...)

Section 1. Definitions, Purposes, and Scope of Application of the Policy

Definitions

1. **Mobile Application** — each of the applications that constitute Company software, intended for installation on mobile devices, enabling the use of Company services or Platforms.

2. **Personal Data** — within the meaning of the definition in Article 4(1) of the GDPR, personal data means any information relating to an identified natural person or a natural person identifiable by one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person, including first and last name, contact number, email, delivery address for Goods purchased on Allegro, device IP, location data, an online identifier, data and information available in public registers (e.g., in CEIDG, in the REGON database), information collected by means of cookies or

similar technologies (e.g. pixels, SDKs or tags), **personal** information provided through requests or User instructions.

3. **DAC7** — Council Directive (EU) 2021/514 of March 22, 2021, amending Directive 2011/16/EU on administrative cooperation in the field of taxation.

4. **DSA** — Regulation (EU) 2022/2065 of the European Parliament and of the Council of October 19, 2022, on a Single Market for Digital Services and amending Directive 2000/31/EC (Digital Services Act).

5. **GPSR** — Regulation (EU) 2023/988 of the European Parliament and of the Council of May 10, 2023, on general product safety, amending Regulation (EU) No. 1025/2012 of the European Parliament and of the Council and Directive (EU) 2020/1828 of the European Parliament and the Council, and repealing Directive 2001/95/EC of the European Parliament and of the Council and Council Directive 87/357/EEC.

6. **Tax Ordinance** — Act of August 29, 1997 — Tax Ordinance.

7. **e-Commerce VAT Package** — a set of amendments to the European Union law governed by Directive 2006/112/EC (as implemented by Council Directive (EU) 2017/2455 and Council Directive (EU) 2019/1995) and Council Implementing Regulation (EU) No 282/2011 (as implemented by Council Implementing Regulation (EU) 2018/1912 and Council Implementing Regulation (EU) 2019/2026), and by the Polish VAT Act imposing obligations on commerce platforms in the case of B2C Transactions, in particular regarding (i) the collection and payment of VAT in specific cases and (ii) the archiving and reporting of transactions.

8. **PIPL** — Personal Information Protection Law of the People's Republic of China of August 20, 2021.

3. 9. **Policy** — this Privacy Protection Policy.

10. **Electronic Communications Law** — Act of July 12, 2024 — Electronic Communications Law.

4. 11. **GDPR** — Regulation of the European Parliament and of the Council (EU) 2016/679 of 27 April 2016 on the protection of individuals with regard to the processing of personal data, the free movement of such data, and repealing Directive 95/46/EC.

12. **Regulation 2019/1148** — Regulation (EU) 2019/1148 of the European Parliament and of the Council of June 20, 2019, on the marketing and use of explosives precursors, amending Regulation (EC) No. 1907/2006 and repealing Regulation (EU) No. 98/2013.

5. 13. **Marketplaces** — online marketplaces operated as part of the Company's business activities, in particular: Allegro, Allegro Lokalnie, wakacje.allegro.pl and the www.charytatywni.allegro.pl online platform.

6. 14. **Associated Services** — services or functionalities provided or shared by the Company or by third parties, including services provided under separate terms and conditions, which support the core activities of the Company or facilitate the use of Company services or functionalities by Users, for instance, by providing Transaction financing and security or enabling Transaction complaints, as well as providing automated tools to assist or support the operation of the Marketplace.

15. **National Cybersecurity System Act** — Act of July 5, 2018, on the national cybersecurity system.
16. **Personal Data Protection Act** — Act of May 10, 2018, on the protection of personal data.
17. **VAT Act** — Act of March 11, 2004, on the value added tax.
18. **Act on Anti-Money Laundering and Countering the Financing of Terrorism** — Act of March 1, 2018, on anti-money laundering and countering the financing of terrorism.
19. **Accounting Act** — Act of September 29, 1994, on accounting.
20. **Act on the Exchange of Tax Information** — Act of May 23, 2024, amending the Act on the exchange of tax information with other countries and certain other acts.

Purposes and scope of application of the Policy

The Personal Data Controller for Users that are natural persons is the Company. This means that the Company determines the purposes and means of processing your Personal Data.

The purpose of the Policy is to define the measures taken by the Company to protect your Personal Data processed while using the Marketplaces, the Mobile Application, and as part of the related services (including Associated Services). The Policy sets out, in particular, the scope of and legal grounds for processing your Personal Data that we collect in connection with your use of the Mobile Application, Marketplaces, and Associated Services. We receive your Personal Data from you when you set up the Allegro User Account, in connection with your activities (including Transactions) on the Marketplaces, posting or viewing of Offers, and in connection with updates of your Personal Data that you make using the Account. Personal Data processing can also be related to a range of other activities carried out by you that are directly associated with the use of the Mobile Application, Marketplaces and Associated Services. We can receive data regarding your shipments directly from the carrier or from the Seller. If you use Associated Services, your Personal Data can also be provided to us by third-party vendors who offer the Associated Services.

You may only use the Marketplaces, download the Mobile Application, or use the related services after you have read [and accepted](#) this Policy and Terms & Conditions.

If you click the links posted on the Marketplaces or in the Mobile Application, you can be redirected to websites or portals that are controlled or provided by entities other than Company. In that case, Personal Data processing follows the rules defined by such entities, for instance, in the privacy policy applicable to the services or applications available on third-party websites or portals.

Company activities are subject to data protection laws, in particular, the GDPR and the Personal Data Protection Act of 10 May 2018. If you have any questions or concerns about the protection of your Personal Data by the Company, please contact the Company. Our contact details are provided in Section 9 of the Policy.

Section 2. Scope of Personal Data processed by the Company

The scope of Personal Data processed by the Company may vary depending on the services or functionalities provided by the Company that you use. To help you understand which of your Personal Data we collect, below we have provided information about the Personal Data categories that we process, categorizing them by processing purposes.

At Registration, we require you to provide the following Personal Data:

When you are registering a Regular Account:

- Email address or contact number, password;
- Email address or contact number, password, and date of birth (in the case of a Junior Account).

When you are registering a Business Account:

- email, login, password, contact number and company (enterprise) details, including address

If for any reason, you do not provide those Personal Data, unfortunately, we will be unable to enter into an agreement with you. Consequently, you will not be able to use the Company services available to registered Users.

After Registration, in order to fully enjoy your User Account, you are obliged to enter your identification data and inform us of your delivery address (where you will need to provide the street name, building number, apartment number, city, and postcode) as well as the contact details needed to get in touch with you (your email). In order to fully use the Marketplaces, you are additionally obligated to inform us about your age so that we can verify your legal capacity to act and thus adjust the scope of authority you will enjoy in connection with your User Account. If we are provided with details of an account for withdrawals, we will be processing Personal Data related to such an account, i.e., first and last name, account number and residence address.

In order to fully activate the Account, you will be obliged to make a verification transfer or provide relevant documents for verification purposes. Thanks to that, we will be able to confirm the data provided by you during the Account-opening process. We will return the amount sent in the verification transfer within a few days. Personal Data related to the Transaction and included in verification documents will be processed for the purposes of the operations of the Platforms.

The Account activation can also be confirmed with the help of external authentication services provided by the Company.

By accepting the Allegro Terms & Conditions, you confirm that you authorize the payment service provider participating in the transaction to provide the Company with data accompanying the payment transaction for verification purposes.



Note that after registering your Account and using the services or functionalities of the Company, you are required to continually update any Personal Data you provide if changes occur in any scope.

When you use your User Account, we additionally collect information about your activities on the Marketplaces, such as including your history of purchases, Offers posted, selected payment methods, and content of comments and reviews.

Using your User Account, you can also provide other optional Personal Data, such as including uploading your photo or a graphic representation of your image (a profile picture), thus consenting to their processing. The provision of such Personal Data is fully optional.

Furthermore, we can obtain your Personal Data when you take the option to log in to the Platforms or Register on Platforms through third-party authentication services offered by other parties operating independently from the Company (e.g., services offered by Google, Apple or services offered as part of websites including social media, such as Facebook, or other platforms such as mall.cz, mall.sk, mall.hu). In that case, we obtain your Personal Data only in the form of your full name or login, email address, and profile picture published in such a service or website (the scope of the data acquired depends on the functionality you use), and these Data can be assigned to your Account or processed only for the purposes of logging in or Registration on Platforms. If it is necessary to obtain additional data, we will inform you about it, indicating its scope. When using third-party authentication services, you should read the relevant terms and conditions, and rules governing the processing of personal data by entities offering such services.

The Company may suggest that you use external authentication services to confirm your identity if the Company has reasonable concerns about the security of the Account or Transaction.

Signing in or Registration on the Platform using the functionalities of Meta Platforms Ireland Limited (Facebook) takes place through joint control of personal data by Meta and the Company.

The Company and Meta have agreed that Meta shall be responsible for ensuring the enforcement of data subjects' rights, in accordance with Articles 15-20 of the GDPR, in respect of data stored by Meta after the Joint Processing.

The arrangements for joint controlling between the Company and Meta are available at https://www.facebook.com/legal/controller_addendum, and the information on the data that may be processed as part of this joint controlling is available at https://www.facebook.com/legal/terms/business_tools_jointprocessing.

Irrespective of the above, please remember that when you use a public profile (i.e., a profile that can be accessed by any Internet user) when using social media for your own purposes, you share your Personal Data based on your own informed and conscious decision. You should carefully consider any risks that may be associated with sharing your Personal Data publicly, in particular, your address or precise location. Such risks may include identifiability, privacy compromise, and in extreme cases even identity theft.



Your purchases and sales on Allegro, including the execution of Transactions and payment of sales commission for Goods sold through the Marketplaces, may entail the need to process other Personal Data, ~~i.e.,~~ including the data given in the Offer (in particular the content of the Offer), Transaction details (in particular bank account number, payment method, Goods pick-up address, delivery method), invoicing data as well as any data required for shipment tracking, messaging, communicating with other Users and paying for services provided by the Company via the Marketplaces. The Company may also access the content of messages exchanged between the Buyer and the Seller in discussions and disputes. We may use the Personal Data you provided when registering with Allegro for Transaction handling purposes.

In order to handle Transactions concluded without prior Registration or logging into the Account, we also process your personal data, ~~such as:~~ including: name, surname, e-mail address, contact number and shipping address.

Making payments on Allegro, including applying for financing purchases with a deferred payment date, requires the Company to make your data available to financial institutions (e.g., including Payment Service Providers, financing entities). This includes identification details (e.g., first name, last name, business name), contact details (e.g., including email address, contact number, address), data concerning Transactions, their course and execution (e.g., name and category of products, price, delivery address, type of delivery), as well as information related to the device used to access Allegro services (e.g., including the IP address).

In addition, in the scope of sales handling, we may also process your Personal Data including the value of turnover, information on orders (their completion or cancellation, tracking numbers) and information on how the quality of your sales as a Seller compares to other Sellers.

In addition, if you use the Delivery Service with the SwA Functionality, we will receive your Personal Data as the recipient of the Goods, including: first name, last name, delivery address, contact number, and email address, from the Seller in accordance with the principles described in Appendix 16 to the Allegro Terms & Conditions.

If you use the Allegro Paczkomaty InPost delivery option, we may obtain your Personal Data, as the recipient of the Goods, from the delivery service provider, namely contact number.

In the case of explosives precursors sales, we may also process the email address that you put in the Offer to support you in the implementation of duties arising from Article 8 of Regulation (EU) No 2019/1148 ~~of the European Parliament and of the Council of 20 June 2019 on the marketing and use of explosives precursors, amending Regulation (EC) No 1907/2006 and repealing Regulation (EU) No 98/2013.~~

If you use the Associated Services, we process your Personal Data which is necessary for the proper provision of those services. Where necessary for the provision of an Associated Service, we receive your Personal Data, including the current status of your loan application, the payment status, and the amount of the available revolving limit, details necessary to offer or make an insurance agreement, including to



grant premium reductions, from third-party providers also offering their financial services and/or other services through the Company.

Regarding your use of contact forms, we process the contact details required to communicate with you (for example [including](#) to answer your question) and to meet your request. These can include your first and last name, email address, or contact number.

Additionally, for User support purposes, we may contact you using the data you have posted for this purpose in your User Account or transmitted via social media channels (~~such as~~ [including](#) Facebook Messenger, Instagram, Twitter, WhatsApp, or WeChat, [or WeCom](#)). If Allegro is contacted through any third-party social media channels, the Company collects Personal Data in the form of Username (in the case of Facebook Messenger, Instagram, Twitter, etc.) or contact number (in the case of WhatsApp, WeChat, [or WeCom](#) etc.) solely for the purpose of contacting you. Where permitted under the applicable law, the Company will also be entitled to obtain (and otherwise process, for example, to store) other Personal Data regarding communicating with you, e.g., information about support requests or reviews from Users.

Your Personal Data may also be processed **in outgoing or incoming calls, including to the Company call center**. Outgoing or incoming calls, including to the Company call center, may be recorded. You will be informed of the recording at the beginning of the call. If you decide to call us, your Personal Data, ~~such as~~ [including](#) a contact number and content of the recording (including information provided during the call) will be processed by us in order to handle your request.

In connection with your use of automated service systems, including in particular automated communication channels (e.g., chatbots) or AI assistants:

- In your communication with the Seller, as part of the Business Account created by the Seller;
- In your communication with the Company;
- in your interactions with the Marketplaces, Associated Services, or Marketplace functionalities;
- [in the operation of your Account or your activity on the Platform](#)

we process Personal Data that is necessary to safely implement, configure, and communicate with you, e.g., to provide automatic answers to questions you asked and to complete your request. [These activities may also involve automating actions or decisions on your Account](#). For this purpose, we can also use artificial intelligence (AI) systems or models, in particular systems or models that facilitate the use of the Marketplace, obtaining information on the offered products, or accelerating the operation. Using such solutions, we monitor and process information on whether they operate correctly, e.g., whether the automatically generated answer was appropriate, satisfactory for you or if you decided to ask the question again. Using machine learning technology, we automatically analyze your correspondence or interaction for the presence of specific words and their combinations. Based on the keywords ~~we found~~ in your message or interaction, we assess whether the content of the automatic reply or interaction is relevant and met your expectations. This way, such automatic replies [or decisions](#) will be faster and more helpful.

For automated service systems, including in particular automated communication channels (e.g., chatbots) or AI assistants, we mark them in a way that allows them to be recognized as a tool or functionality based on such technology. The Company supervises the operation of such tools or functionalities and provides the possibility of human verification of any decisions made automatically.

If artificial intelligence (AI) systems or models are used, the Company processes Personal Data on the basis of a legitimate interest, [or, in the case of Users who are also subject to the PIPL, concurrently as part of performing the agreement concluded with you or based on your consent](#), unless the specific use requires other legal grounds, which we will specifically indicate in such cases.

[The AI assistant may be an additional channel of contact with us, replacing or supplementing the contact form. In such situations, you do not talk to a human consultant. Regardless of the operation of the AI assistant, the case may be referred to or considered by a human consultant. In order to provide these functionalities, we may use artificial intelligence systems or models provided by third-party providers to whom we may provide information or Personal Data necessary for the proper operation of the functionality \(e.g., the content of queries or a summary of your conversation\). In the conversations window, only provide Personal Data that are necessary to review your case. Do not provide Personal Data that relate to third parties and Personal Data of special categories \(e.g., health data\).](#)

In connection with your participation in loyalty programs, competitions, or promotional campaigns, we will process your Personal Data, which is necessary in connection with such events. Depending on the type of event, ~~this can be your~~ [this will be: Your](#) first and last name, contact details (such as a contact number or email address) or any other data required to meet the participation criteria of the event concerned. If the event includes prizes, in order to deliver a prize to you, you may be obliged to add your residence address, the number of your identity card or other identity documents, PESEL number, Tax Identification Number (NIP) number, and other data required to hand over the prize (~~such as~~ [including](#) bank account number).

In connection with our marketing activities, we may be based on the legitimate interests of the Company or the legitimate interests of the entities that cooperate with the Company, in particular, as part of Additional Services, or on your consent, or as part of the performance of a contract concluded with you, process information helping us to match advertising and content to your preferences and expectations (including in connection with displaying behavioral advertising). This information ~~may include, for instance,~~ [is: IP address](#), data stored by cookies or similar technologies (e.g., [including](#) pixels, SDK, or tags), data available in public registers concerning entrepreneurs (e.g., [including](#) subject of entrepreneurs' business activity, status of entrepreneurs' business activity), or your viewing behavior, including the Offers viewed and your preferences in this respect. Additionally, based on the above prerequisites, we will also process your contact details, including the data necessary to send any information, including commercial information that you have specified (contact number or email).

We may also process your Personal Data **for analytical and statistical purposes, including surveys.** To this end, we will use mainly information about your activity on the Marketplaces, including that relating to the usage of individual services or functionalities, as well as Personal Data concerning your preferences and expectations. In addition, we may process data available in public registers concerning entrepreneurs (e.g., [including](#) the subject of entrepreneurs' business activity, the status of

entrepreneurs' business activity) or received from third-party suppliers (e.g., including market position or company health data). The Company may collect your Personal Data, such as which may include age, by means of surveys sent to Users by email or made available directly on the Marketplaces. Your Personal Data may also be used to guarantee an adequate level of security of the Marketplaces. In this context, the Company mainly uses a digital fingerprinting technology, which involves taking the 'digital fingerprints' of User devices to identify a device you are using or an application you are installing. The information about you that we collect in this respect can be Personal Data. We may process Personal Data such as your IP address, data stored by cookies or similar technologies (e.g., including pixels, SDK, or tags), specifications of your software and hardware, device setup (such as including details of installed plugins) or your viewing behavior (including the use of network communication protocols), sites viewed, and use of the Mobile Application.

We may process your Personal Data in connection with our right to **establish, exercise or defend claims**. To this end, the Company processes your Personal Data as long as the claims arising from an agreement between you and the Company or associated with your use of the services or functionalities provided by Company, via Mobile Application, Marketplaces or Associated Services do not become statute-barred in accordance with the generally applicable laws and regulations. These data may include, for example, indebtedness, information about a specific Order or Offer, Transaction details, information necessary for the correct filing of a lawsuit or application or initiation of enforcement or information obtained in connection with outgoing or incoming calls, including as part of you making contact through the Company call center. The scope of Personal Data processed by us may vary from time to time depending on the subject of the claim.

Section 3. Purposes of, grounds for, and period of Personal Data processing by the Company

Depending on the Company services or functionalities you use, there are different purposes and legal grounds for Personal Data processing by the Company and different periods in which the Company may store or use your Personal Data.

For each of the processing purposes, we have defined the legal grounds for the processing and the maximum retention period of Personal Data. For clarity, we primarily indicate the legal basis under the GDPR, supplementing it with references to additional legal provisions or, in the case of Users who are also subject to the PIPL, indicating an additional legal basis (this applies where the legal bases under the GDPR and the PIPL do not overlap). After the specified period, we will no longer use the Personal Data for the specified purpose. It does not mean, however, that we will remove them in each case. We will retain your Personal Data for the longest of the periods specified in relation to specific Company services. For example, when you opt out from using the Account, we will no longer process your Personal Data to provide Account services to you, but we will store your Personal Data for the period permitted by law to enable you to assert your rights and to make it possible to show the history of financial settlements between you and the Company.



Below, we have listed the typical operations performed on Personal Data in connection with the use of Company services or functionalities. More details on Personal Data processing in the case of using specific services can also be found in the terms and conditions of such services.

Account registration and management, handling of User's Transactions

To use some functionalities available on the Marketplaces (including via the Mobile Application), you are required to Register in accordance with the Allegro Terms & Conditions, unless the Allegro Terms & Conditions explicitly provide for the possibility of using it without Registration or logging in (e.g., making a Transaction). We offer the Regular Account and the Business Account. Setting up and using a User Account entails processing of your Personal Data by us.

In addition, the Company processes your Personal Data to handle your Transactions. Using the Marketplaces (including the Mobile Application), you can in particular:

- Make purchases as a natural person or business using a Regular Account;
- Make sales or publish Classifieds as a natural person using a Regular Account;
- sell or post classifieds as an entrepreneur (as part of your business activity) using a Business Account;
- make purchases without prior Registration or logging into the Account in the cases provided in the Allegro Terms & Conditions.

The information you post in Offers and "Messages to the Buyer" does not originate from the Company and is not initiated by the Company. For this reason, to the maximum extent permissible by applicable law, the Company will not be liable for information posted in Offers and for the "Messages to the Buyer". As far as possible, you should refrain from providing any Personal Data in the Offers and the "Messages to the Buyer" in places other than dedicated for this purpose. Remember that if you share your Personal Data in Offers or the "Messages to the Buyer", you are doing this based on your own informed and conscious decision. Therefore, you should carefully consider the risk associated with sharing such information. For more information about purchasing and executing Transactions using the Regular Account or Business Account, please see the Allegro Terms & Conditions.

We process your Personal Data in accordance with the rules described in the table below to manage your User Account and handle your Transactions. For the purposes described in this part, we may use artificial intelligence (AI) systems or models. Additionally, your Personal Data can be processed for other purposes, including analytical and marketing purposes, and to guarantee the security of our services, as you will learn from further sections of this section of the Policy.

In relation to some of your Transactions, detailed in Appendix No. 20 to the Allegro Terms & Conditions (Transactions covered by the archiving obligation or VAT settlements made by the Company), we are



obliged by applicable legal regulations to process (incl. to archive) personal data related to such Transactions.

In connection with the operation of your Account, we are required to process your Personal Data in order to comply with statutory obligations under [the DSA REGULATION \(EU\) 2022/2065 of THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of October 19, 2022, on a Single Market For Digital Services and amending Directive 2000/31/EC \(Digital Services Act\) \(hereinafter: DSA\)](#). The Company is required to collect and disclose information on Allegro about sellers who have the status of an entrepreneur and collect and disclose information about entities that paid for advertising and on whose behalf such advertisements are presented.

In connection with the obligations imposed on the Company under the regulations governing the exchange of tax information with other countries, we are obliged to process your Personal Data, including collecting, verifying, and transferring it to competent authorities to the extent required by law. This is the result of the requirements of the DAC7, which aims, among other things, to prevent fraud, abuse or avoidance of legal obligations. In carrying out the activities described in this paragraph, the Company may also process your TIN number, i.e., the taxpayer identification number or its functional equivalent within the meaning of the Act of May 23, 2024, on the exchange of tax information with other countries.

~~Regulation (EU) 2023/988 of the European Parliament and of the Council of May 10, 2023, on general product safety, amending Regulation (EU) No 1025/2012 of the European Parliament and of the Council and Directive (EU) 2020/1828 of the European Parliament and the Council, and repealing Directive 2001/95/EC of the European Parliament and of the Council and Council Directive 87/357/EEC (GPSR)~~ [The GPSR](#) imposes obligations on the Company to cooperate with market surveillance authorities with respect to activities that could eliminate or reduce the risks posed by products made available by the Company, as appropriate to the case and role of the Company.

Purpose of Personal Data processing	Legal grounds for Personal Data processing	Period of storage of Personal Data for a specific purpose (retention period)
Taking actions related to the handling of the Registration made by the User, and providing services by electronic means in relation to the handling of Accounts of Allegro Users, including informing about the possibility to pick up the parcel using the pick-up code via the Mobile Application or the Platform	Article 6(1)(b) of the GDPR (necessary for entering into and performance of an agreement) — Personal Data required to set up and handle the Account	Until the service is no longer provided

Enabling remote parcel pick-up using the Mobile Application	Article 6(1)(b) of the GDPR (necessary for entering into and performance of an agreement) – Personal Data required to pick up the parcel remotely	For a maximum period of 60 days from the date of using the remote parcel pick-up option
Personalizing the Account settings (placing a profile picture and other optional Personal Data in the Account) or providing Personal Data in the event of signing in to the Platforms via an external service	Article 6(1)(a) of the GDPR (User consent) — only for optional Personal Data which are not necessary to use the Account	Until the optional Personal Data are removed from the Account (withdrawal of consent) or until the service is no longer provided
Handling complaints, including solving technical problems	Article 6(1)(f) of the GDPR (legitimate interest of the Company in the protection of the Company's and the User's rights) or, in the case of Users who are also subject to the PIPL, concurrently as part of performing the agreement concluded with the Company	Until the complaint or issue is resolved
Exercise or defense of legal claims arising from an agreement or related to the provision of services, including debt collection or participation in court, arbitration, and mediation proceedings	Article 6(1)(f) of the GDPR (legitimate interest of the Company in the protection of the Company's rights) or, in the case of Users who are also subject to the PIPL, concurrently as part of performing the agreement concluded with the Company	Until the last day of the calendar year following the expiration of a 3 years' period from the date of discontinuation of the service or from the time of a Transaction made without prior Registration or signing in to the Account
Compliance with statutory obligations arising from tax and accounting provisions concerning the settlement of sales commissions charged on Transactions	Article 6(1)(c) of the GDPR in conjunction with Article 70 § 1 of the Tax Ordinance Act (processing is necessary for compliance with a legal obligation) or other applicable regulations	5 years starting from the end of the calendar year in which the tax was due for payment
Performance of obligations imposed on the Company as an economic operator regarding contact with supervisory authorities, in the	Article 6(1)(c) of the GDPR (legal obligation) in conjunction with Article 15 of the GPSR	10 years after delivery of the Product to or by the Company, or 6 years after delivery to the Company of the Product or part, component, or software embedded in the Product or

light and depending on the role provided by GPSR		after delivery by the Company of the Product, as applicable
Compliance with statutory obligations arising from tax and accounting provisions concerning the settlement of sales commissions charged on Transactions	Article 6(1)(c) of the GDPR in conjunction with Article 74 of the Accounting Act (processing is necessary for compliance with a legal obligation) or other applicable regulations	5 years starting from the year following the fiscal year in which the Transaction was made
Support for Sellers in compliance with the obligations related to the sale of explosives precursors under Regulation 2019/1148 Regulation (EU) No 2019/1148 of the European Parliament and of the Council of 20 June 2019 on the marketing and use of explosives precursors, amending Regulation (EC) No 1907/2006 and repealing Regulation (EU) No 98/2013	Article 6(1)(c) of the GDPR (processing is necessary for compliance with a legal obligation) (legal obligation)	Until the services are no longer provided
Performance of processing-related obligations, incl. archiving of transactional data arising from the eCommerce E-commerce VAT Package, as defined in Appendix No. 20 to the Allegro Terms & Conditions	Article 6(1)(c) GDPR (processing is necessary for compliance with a legal obligation) (compliance with a legal obligation) in conjunction with Articles 109b and 130d of the VAT Act on the goods and services tax or other applicable regulations	10 years from the end of the year in which the Transaction, also without prior Registration or logging into the Account, was made.
Compliance with statutory obligations under the DSA REGULATION (EU) 2022/2065 of THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of October 19, 2022, on a Single Market For Digital Services and amending Directive 2000/31/EC (Digital Services Act)	Article 6(1)(c) of the GDPR (processing is necessary for compliance with a legal obligation) legal obligation in conjunction with Article 30 of the DSA	6 months from discontinuation of services
Implementation of processing obligations, including collection, verification, and	Article 6(1)(c) of the GDPR (processing is necessary for compliance with a legal	5 years starting from the end of the year in which the

transfer of information for the purposes required by the regulations on the exchange of tax information	obligation (legal obligation) in conjunction with Article 1 of the Act of March 9, 2017, on the exchange of tax information with other countries or other applicable regulations	information transfer became due
Performance of obligations imposed on the Company as a business entity with respect to communicating with supervisory authorities, in light of and depending on the role assigned to it under the GPSR	Article 6(1)(c) of the GDPR (processing is necessary for compliance with a legal obligation) in conjunction with Article 15 of the GPSR	10 years, after the product is supplied to the Company or by the Company, or 6 years, after the product or the part, component, or software embedded in the product is supplied to the Company or by the Company, as applicable

Associated Services, including third-party financial services

In connection with its business activities, the Company enables you to use Associated Services provided or shared by the Company or third parties. Associated Services include but are not limited to Deferred Payment for Business, Delivery Service (as part of which the Company provides the Ship with Allegro] functionality for Sellers), Allegro Buyer Protection, Allegro Pay, ~~Family Group Functionality~~, insurance services, payment services, or the provision of services in connection with the fulfillment of Fundraising Goals in Charity Offers (as defined in Appendix No. 17 to the Allegro Terms & Conditions). The above services or functionalities support the core activities of the Company or help you use the Company services, for instance, by financing the [Offers](#) or Transactions, securing them, or enabling complaints. Associated Services can be provided or shared on the terms set out in the Allegro Terms & Conditions (including its appendices) or subject to separate terms and conditions, including those issued without participation of the Company by suppliers of such services or functionalities. For the purposes described in this part, we may use artificial intelligence (AI) systems or models.

The Company may also participate in the provision of Associated Services by third parties, for example, by:

- Providing information on third-party services and offers;
- By acting as an intermediary in the conclusion of agreements for ~~third-party~~ Associated Services [with third parties](#), including by providing access to services related to Transaction financing and securing, such as Goods insurance or consumer loans for the purchase of Goods.

In the situation described above, the Company may operate as a Personal Data processor engaged by the controller who provides the services to you, as a controller or joint controller.

In order to offer you and provide you with certain financial services, the Company may collect and process Personal Data contained in public business registers, ~~such as~~ [including](#):

- identification data (e.g., NIP (Tax Identification Number, citizenship));
- data on your business activity (place of business activity, date of commencement, suspension, resumption, and termination, including business activity being removed from the register, and its subject matter);
- information about any bankruptcy/recovery proceedings.

In connection with the provision of Associated Services, we process Your Personal Data in accordance with the rules described in the table below. Your Personal Data can also be processed for other purposes, including analytical and marketing purposes, and to guarantee the security of our services, as you will learn from further paragraphs of this Section of the Policy.

If you use Associated Services provided by third parties independent of the Company, the rules of processing your Personal Data may be set out in documents provided by those third parties on third-party websites or portals, for example, in terms and conditions of service or a privacy policy.

In a separate, dedicated part of Allegro (wakacje.allegro.pl) you can search for Travel Offers and conclude Travel Agreements directly with a selected Partner through a dedicated interface. In this case, the controller of your personal data for the purpose of concluding and performing the Travel Agreement is the Partner (the organizer of the Package Travel) with whom you conclude the agreement.

Purpose of Personal Data processing	Legal grounds for Personal Data processing	Period of storage of Personal Data for a specific purpose (retention period)
Taking steps to enter into an agreement and provide the Allegro Pay Business service	Article 6(1)(b) of the GDPR (necessary for entering into and performance of an agreement)	Until the service agreement has been performed
Taking steps to enter into an agreement and provide the Allegro Seller Finance service	Article 6(1)(b) of the GDPR (necessary for entering into and performance of an agreement)	Until the service agreement has been performed
Taking steps to enter into an agreement and provide the B2B Installments service	Article 6(1)(b) of the GDPR (necessary for entering into and performance of an agreement)	Until the service agreement has been performed
Processing of Personal Data from public business registers for the purpose of offering and providing financial services	Article 6(1)(f) GDPR (legitimate interest of the Company in improving the quality of services provided to the User) or, in the case of Users who are also subject to the PIPL, concurrently as part of	Until the Company's services are no longer used or until an effective objection to Personal Data processing is expressed

	performing the agreement concluded with the Company	
Provision of the Delivery Service (including with the use of "Ship with from Allegro" functionality by Sellers)	Article 6(1)(b) of the GDPR (necessary for the performance of an agreement for services provided by the Company via the Platforms, including the Delivery Service)	Until the service agreement has been performed
Taking steps to enter into an agreement and provide the Allegro Pay service	Article 6(1)(b) of the GDPR (necessary for entering into and performance of an agreement)	Until the service agreement has been performed
Taking steps to enter into an agreement and provide services related to the fulfillment of the Fundraising Goals in Charity Offers	Article 6(1)(b) of the GDPR (necessary for entering into and performance of an agreement)	Until the service agreement has been performed
Buyer Protection for sales agreements with other Users entered into via the Platforms	Article 6(1)(b) of the GDPR (necessary for the performance of an agreement)	For a maximum period of 24 months after the Transaction is completed
Paying out compensation under Allegro Buyer Protection	Article 6(1)(b) of the GDPR (necessary for the performance of an agreement)	Until the service agreement has been performed
Support for credit services, including for the purpose of selecting a third-party provider and transaction handling, in particular, by assessing the lending potential of Users based on their activity on Allegro	Article 6(1)(f) GDPR (legitimate interest of the Company in improving the quality of services provided to the User) <i>or, in the case of Users who are also subject to the PIPL, concurrently as part of performing the agreement concluded with the Company</i>	Until the Company's services are no longer used or until an effective objection to Personal Data processing is expressed
Taking actions aimed at concluding an insurance agreement by you, including granting you a discount in the insurance premium	Article 6(1)(b) of the GDPR (necessary for entering into and performance of an agreement)	Until the service agreement has been performed

Support for insurance of purchased Goods	Article 6(1)(f) GDPR (legitimate interest of the Company in improving the quality of services provided to the User) <i>or, in the case of Users who are also subject to the PIPL, concurrently as part of performing the agreement concluded with the Company</i>	Until the Company's services are no longer used or until an effective objection to Personal Data processing is expressed
Ensuring that payment services are provided, sales commissions are paid on Transactions, and payments on the Platforms are secured	Article 6(1)(f) GDPR (legitimate interest of the Company in improving the quality of services provided to the User) <i>or, in the case of Users who are also subject to the PIPL, concurrently as part of performing the agreement concluded with the Company</i>	Until the Company's services are no longer used or until an effective objection to Personal Data processing is expressed
Enabling contact with a nonprofit organization in the event of making a payment on the charytatywni.allegro.pl platform, or customized offers and services based on your previous activity	Article 6(1)(a) of the GDPR (User consent)	Until consent is withdrawn
Compliance with statutory obligations arising from tax and accounting provisions concerning the settlement of Associated Services, where necessary	Article 6(1)(c) of the GDPR in conjunction with Article 70 § 1 of the Tax Ordinance Act (necessary for compliance with a legal obligation) <i>or other applicable regulations</i>	5 years starting from the end of the calendar year in which the tax was due for payment
Compliance with statutory obligations arising from tax and accounting provisions concerning the settlement of Associated Services, where necessary	Article 6(1)(c) of the GDPR in conjunction with Article 74 of the Accounting Act (necessary for compliance with a legal obligation) <i>or other applicable regulations</i>	5 years starting from the year following the fiscal year in which the Transaction was made

Exercise or defense of legal claims arising from an agreement or related to the provision of Associated Services, including debt collection or participation in court, arbitration, and mediation proceedings	Article 6(1)(f) of the GDPR (legitimate interest of the Company in the protection of the Company's rights) or, in the case of Users who are also subject to the PIPL, concurrently as part of performing the agreement concluded with the Company	Until the last day of the calendar year following the expiration of a 3 years' period after the service is no longer provided
Using the Family Group Functionality	Article 6(1)(b) of the GDPR (necessary for entering into and performance of an agreement)	Until the service agreement has been performed

User support and contact form

When you contact the Company service department, either through outgoing or incoming calls, also by calling the Company call center, the Company may process (for example, store or analyze) your Personal Data for Platform operating purposes.

The Company may also collect your Personal Data if you contact us using the tools available on Allegro, including the Allegro contact form. This Personal Data is necessary for the Company to contact you and to allow you to contact other Users, for purposes directly related to the operation of Allegro, for example, in connection with the conclusion of sales contracts as part of Transactions. The contact form provided by the Company must not be used to send private correspondence unrelated to the execution of Transactions and any use for such purposes may violate the Allegro Terms & Conditions. In order to prevent violations of law, including unfair practices, the Company collects data regarding communications made using the aforementioned form. The Company may also analyze and block, using special software, the content of messages exchanged between Users via the aforementioned contact form, in particular, if they are spam (unsolicited advertising information), contain prohibited content (e.g., they prompt to commit crimes), otherwise jeopardize the safety of services or functionalities e.g., their aim is to unlawfully obtain the password to a given Account or violate the Allegro Terms & Conditions.

To handle the queries addressed to Company, also through the contact form, we process your Personal Data in accordance with the rules described in the table below. For the purposes described in this part, we may use artificial intelligence (AI) systems or models. Your Personal Data can also be processed for other purposes, including analytical and marketing purposes, and to guarantee the security of our services, as you will learn from further sections of this section of the Policy.

Purpose of Personal Data processing	Legal grounds for Personal Data processing	Period of storage of Personal Data for a specific purpose (retention period)
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Contacting Users, also for purposes related to the provision of services and User services through available communication channels, in particular, emails, phone calls, and social media channels (such as Facebook Messenger, Instagram, Twitter, WhatsApp, or WeChat, or WeCom), chatbot (generating automatic answers);	Article 6(1)(b) of the GDPR (necessary for the performance of an agreement)	Until the services are no longer provided
Handling Users' requests submitted in particular to the User service department and via the contact form, when they are not directly related to the performance of the agreement	Article 6(1)(f) GDPR (legitimate interest of the Company in responding to received queries) <i>or, in the case of Users who are also subject to the PIPL, concurrently as part of performing the agreement concluded with the Company</i>	Until a the inquiry has been answered or the request has been fulfilled
Prevention of breaches in ongoing communication	Article 6(1)(f) of the GDPR (legitimate interest of the Company in ensuring the security of the services provided) <i>or, in the case of Users who are also subject to the PIPL, concurrently as part of performing the agreement concluded with the Company</i>	Until the end of the communication
Application and development of automated communication channels (machine learning)	Article 6(1)(f) of the GDPR (improving the algorithm for the functioning of automated communication channels)— <i>or, in the case of Users who are also subject to the PIPL, concurrently as part of performing the agreement concluded with the Company</i>	For a period of 12 months from the time when a particular message is sent
Exercise or defense of legal claims arising from an agreement or related to the provision of services, including debt collection or participation	Article 6(1)(f) of the GDPR (legitimate interest of the Company in the protection of the Company's rights) <i>or, in the case of Users who are also subject to the PIPL,</i>	Until the last day of the calendar year following the expiration of a 3 years' period after the service is no longer provided

in court, arbitration, and mediation proceedings	concurrently as part of performing the agreement concluded with the Company	
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Loyalty programs, competitions, promotional campaigns

From time to time, the Company runs competitions or promotional campaigns. Such events may also consist of making content or services available in return for providing your Personal Data or giving your consent to their processing. If you decide to take part in an event of that kind, your Personal Data (such as the necessary contact details) may be used by the Company to organize the competition in an efficient way, for example, to notify the winner. Contact details of Users taking part in the events voluntarily are processed by the Company in compliance with the applicable law and for the purposes of such events. Users may also join loyalty programs via the Marketplaces.

If you take part in a program, competition, or promotional campaign, your Personal Data may be used by the Company in accordance with the table below. However, more specific rules for processing Personal Data may be set out in dedicated event terms and conditions. For the purposes described in this part, we may use artificial intelligence (AI) systems or models. Additionally, your Personal Data can be processed for other purposes, including analytical and marketing purposes, creating autonomous tools to automate processes on the Platform, and to guarantee the security of our services, as you will learn from further sections of this section of the Policy.

Purpose of Personal Data processing	Legal grounds for Personal Data processing	Period of storage of Personal Data for a specific purpose (retention period)
Taking steps to enter into an agreement and provide services in the scope of enabling participation in the loyalty program	Article 6(1)(b) GDPR (necessary for entering into and performance of an agreement) or — if you provide optional Personal Data which are not necessary — Article 6(1)(a) GDPR (consent)	Until the end of participation in the loyalty program or, for optional Personal Data, until the withdrawal of consent
To enable participation in a competition or promotional campaign	Article 6(1)(f) of the GDPR (legitimate interest in carrying out obligations arising from making a public commitment, organization of competitions or similar campaigns, including in connection with carrying out activities to promote the Company's brand) or, in the case of Users who are also	Until the end of participation in the competition (e.g., awarding the prize) or promotional campaign, or until an effective objection is submitted

	subject to the PIPL, concurrently as part of performing the agreement concluded with the Company	
Compliance with statutory obligations arising from tax and accounting provisions concerning the settlement of sales commissions charged on Transactions	Article 6(1)(c) of the GDPR in conjunction with Article 70 § 1 of the Tax Ordinance Act (necessary for compliance with a legal obligation) or other applicable regulations	5 years starting from the end of the calendar year in which the tax was due for payment
Compliance with statutory obligations arising from tax and accounting provisions concerning the settlement of sales commissions charged on Transactions	Article 6(1)(c) of the GDPR in conjunction with Article 74 of the Accounting Act (necessary for compliance with a legal obligation) or other applicable regulations	5 years starting from the year following the fiscal year in which the Transaction was made
Exercise or defense of legal claims arising from an agreement or related to the enabling of participation in the event/holding the event, including debt collection or participation in court, arbitration, and mediation proceedings	Article 6(1)(f) of the GDPR (legitimate interest of the Company in the protection of the Company's rights) or, in the case of Users who are also subject to the PIPL, concurrently as part of performing the agreement concluded with the Company	Until the last day of the calendar year following the expiration of a 3 years' period after the end of participation in the event/holding the event

Marketing activities

The Company may also use your Personal Data to carry out marketing activities, also in situations where you provide your Personal Data, when we receive your Personal Data from entities cooperating with us or give your consent to its processing. In return the Company makes content or services available to you. Such activities may include:

- displaying marketing content not customized to your preferences on the Marketplaces or in the Mobile Application, or in the settings of the cooperating entities' platforms (contextual advertising). If Personal Data is used to display contextual advertising, they are processed in pursuance of the legitimate interest of the controller or a third-party in promoting Company's own activities or third-party activities or, in the case of Users who are also subject to the PIPL, concurrently based on the expressed consent;
- displaying marketing content customized to your preferences, including customization of listing categories or individual offers in Platform settings or settings of platforms of entities cooperating

with the Company based on your activity on the Marketplaces or platforms of entities cooperating with the Company (behavioral advertising). The display of marketing content in the indicated scope is also carried out jointly with entities cooperating with the Company, which means displaying marketing content also on the platforms of entities cooperating with the Company. Your Personal Data, including Personal Data collected by means of cookies or similar technologies (e.g., pixels, SDK, or tags), are then processed by the Company and cooperating entities for marketing purposes. Such activities are only undertaken based on your consent, which you can withdraw at any time, or if you meet specific conditions. For more information, see section 4 of the Policy or additional policies or Terms & Conditions describing the potential cooperation of the Company with cooperating entities, which we present at the time of obtaining consent or checking compliance with certain conditions;

- displaying marketing content (contextual and behavioral) in the advertising space of third-party platform operators (e.g., Meta Platforms Ireland Limited, Google Ireland Limited, TikTok Technology Limited, TikTok Information Technologies UK Limited, Microsoft Ireland Operations Limited) based on your activity on the Platform and personal data [such as including](#) your email address, telephone number or mobile device identification number linked with your Account, allowing the third-party operator to identify you as its user (excluding Junior Accounts). The transfer of personal data takes place in a hashed form, which means that if you are not registered on the respective platform of a third-party operator or if you are registered with other identification data, the third-party platform operator cannot read the data provided to it. Such actions are taken on the basis of the legitimate interest of the Company, and you may object against them at any time [or, in the case of Users who are also subject to the PIPL, concurrently based on the expressed consent](#);
- displaying marketing content on request of entities cooperating with the Company on the basis of identification data received from them, such as your e-mail address, contact number, or mobile device identification number (external advertisers may request us to create groups of recipients and select personalized ads based on data provided to them directly by you or obtained by them from other third parties). Such actions are taken on the basis of the legitimate interest of the Company, and you can object against them at any time [or, in the case of Users who are also subject to the PIPL, concurrently based on the expressed consent](#);
- carrying out other activities related to the direct marketing of goods and services (sending commercial information by electronic means or other marketing activities) through various electronic communication channels, including email, text/MMS, and push messages. We may also contact you by telephone. Such activities are undertaken based on the legitimate interests of the Company or the legitimate interests of the entities cooperating with the Company, in particular, as part of Additional Services and on your consent to receive said messages or information. You may withdraw your consent at any time;
- sending satisfaction surveys in connection with the Company's participation in the "Customer Verified" program provided by the Heureka platform operator or other similar programs provided by the Zboží platform operator or another entity or entities. Once you have given your consent, you will receive an email with a satisfaction survey in connection with each Transaction

you have concluded as a Buyer. The Heureka platform operator, the Zboží platform operator, or other similar entity cooperating with the Company, acting as the Company's processors, will receive your email address from the Company, along with the information on the Goods purchased. Personal Data will not be processed for any purpose other than sending the satisfaction survey and measuring conversion. Such actions are taken based on the legitimate interest of the Company, which involves assessing your satisfaction level in connection with the Transaction concluded and the Goods purchased [or, in the case of Users who are also subject to the PIPL, concurrently based on the expressed consent](#), and based on your consent for receiving these surveys. You can withdraw your consent at any time. In addition, you can opt out of receiving satisfaction surveys by clicking on the link in the survey — in this case, you will not receive another satisfaction survey.

We process your Personal Data in accordance with the rules described in the table below in connection with our marketing activities. Your Personal Data can also be processed for other purposes, including analytical purposes, creating autonomous tools to automate processes on the Platform, and to guarantee the security of our services, as you will learn from further sections of this section of the Policy. For the purposes described in this part, we may use artificial intelligence (AI) systems or models.

Purpose of Personal Data processing	Legal grounds for Personal Data processing	Period of storage of Personal Data for a specific purpose (retention period)
Display of contextual advertising (direct marketing of own services or goods of the Company or services or goods of third parties)	Article 6(1)(f) of the GDPR (legitimate interest of the Company in the promotion of the Company's or third-party goods or services) or, in the case of Users who are also subject to the PIPL, concurrently based on the expressed consent	Until the Platforms or the Mobile Application are no longer used
Displaying behavioral advertising based on viewing history, customization of listing categories or individual offers in Platform settings or settings of platforms of entities cooperating with the Company based on activity on the Marketplaces or platforms of entities cooperating with the Company	Article 6(1)(f) of the GDPR in conjunction with Article 339 398 and 399 of the Electronic Communications Law (legitimate interest of the Company in the promotion of the Company's or third-party goods or services in connection with expressed consent) or, in the case of Users who are also subject to the PIPL, concurrently based on the expressed consent	Until the withdrawal of consent (based on the provisions of the Electronic Communications Law) or expressing an effective objection to Personal Data processing
Displaying ads in the advertising space of third-party platform Provider based on	Article 6(1)(f) of the GDPR (legitimate interest of the Company in the promotion of	Until the Company's services are no longer used, or until an effective objection to

your identification data or the data of your device	the Company's or third-party goods or services) or, in the case of Users who are also subject to the PIPL, concurrently based on the expressed consent	Personal Data processing is expressed
Displaying ads in the advertising space of third-party platform Provider based on your identification data or the data of your device	Article 6(1)(f) of the GDPR (legitimate interest of the Company in the promotion of goods or services of entities cooperating with the Company) or, in the case of Users who are also subject to the PIPL, concurrently based on the expressed consent	Until the Company's services are no longer used, or until an effective objection to Personal Data processing is expressed
Contacting Users for purposes of permitted marketing activities, via available electronic communication channels, in particular, emails, text/MMS, and push messages, contact Contact by telephone	Article 6(1)(f) of the GDPR in conjunction with Article 10 of the Act on Electronically Supplied Services or Article 398 of the Electronic Communications Law (legitimate interest of the Company in the promotion of the Company's or third-party goods or services in connection with expressed consent for a communication channel) or, in the case of Users who are also subject to the PIPL, concurrently based on the expressed consent	Until the withdrawal of consent to receive messages or information (based on the provisions of the Act on Electronically Supplied Services or the Electronic Communications Law) or expressing an effective objection to Personal Data processing

Analytical and statistical activities and surveys

Your Personal Data can be processed by the Company for analytical and statistical purposes. For this purpose, we can also use artificial intelligence (AI) systems or models. In this case, we use your Personal Data for the purposes of activity analysis, identification of purchase preferences, creating autonomous tools to automate processes on the Platform, and improving the Company's functionalities and service quality. Whether the Company will be permitted to process information collected through cookies or similar technologies (e.g., **including** pixels, SDK, or tags) for analytical and statistical purposes depends on the User's consent to the storage of this information in the User's terminal device. For more information, see Section 4 of the Policy.

The Company collects Personal Data from Users that can be used to investigate User preferences and adjust the offering of the Company to User needs by means of surveys sent to Users by email or made available directly on the Marketplaces. Such Personal Data is also used for the purposes of statistical analysis. Additionally, Personal Data collected by means of training surveys made available in connection

with the provision of the Allegro Academy within User Accounts can be used to promote this training via the Company.

We process your Personal Data in accordance with the rules described in the table below in connection with our analytical and statistical activities. Your Personal Data can also be processed for other purposes, in particular, to guarantee the security of our services, as you will learn from further paragraphs of this Section of the Policy.

Purpose of Personal Data processing	Legal grounds for Personal Data processing	Period of storage of Personal Data for a specific purpose (retention period)
Conducting analytical and statistical activities	Article 6(1)(f) of the GDPR (legitimate interest of the Company in analyzing Personal Data, including User activity, to optimize services, offer functionalities, and support Users) or, in the case of Users who are also subject to the PIPL, concurrently as part of performing the agreement concluded with the Company	Until the end of storage of the User's Personal Data in connection with another active purpose of processing, or until an effective objection to Personal Data processing is expressed (however, no longer than until the last day of the calendar year following the expiration of a 3 years' period after the services are no longer provided by the Company)
Platform traffic management including monitoring of Users' activity, which covers keywords searched for and Offers listed	Article 6(1)(f) of the GDPR (legitimate interest of the Company in analyzing User activity to optimize the services provided) or, in the case of Users who are also subject to the PIPL, concurrently as part of performing the agreement concluded with the Company	Personal Data are processed in real time and, therefore, will be stored until the User no longer uses the services provided by the Company on the Platforms (that is, until the User leaves the website)
Conducting surveys, research, and analyses on the Platforms, including in terms of functioning, improving the operation of available services, or estimating the main interests and needs of visitors	Article 6(1)(f) of the GDPR (legitimate interest of the Company in analyzing User activity to optimize the services provided) or, in the case of Users who are also subject to the PIPL, concurrently as part of performing the agreement concluded with the Company	Personal Data are processed in real time and, therefore, they will be stored until the User no longer uses the services provided by the Company on the Platforms (that is, until the User completes a survey or analysis)



Ensuring the security of the provided services and enforcing the terms of the Allegro Terms & Conditions

Where necessary in order to ensure the security of services, ~~including IT resources or security, including the safety of Users and continuity of the Marketplaces or the Mobile Application, services or functionalities,~~ the Company may automatically obtain and record your Personal Data transmitted to the server by web browsers or your devices if you use the Marketplaces or the Mobile Application.

In order to guarantee an adequate security level, the Company obtains and records Personal Data transmitted to the server by web browsers or your devices, ~~as well as via the interaction with the Marketplaces itself (which include in particular: including: technical components of the device, software parameters, browser settings, location data, and information on the use of the Marketplaces), the way it is used, your browser settings, and details of your viewing behavior on Allegro)~~ in such a way as to create a unique digital 'fingerprint' of the devices or instances of applications that you use. The Company may also use this digital 'fingerprint' for the purpose of additional User authentication, as part of the authorization methods used. Such measures allow us to prevent abuse and fraud.

In order to counteract abuse, fraud, activities that violate rules of morality, the Allegro Terms & Conditions, and attempts to use your Account without authorization, the Company provides Lexisnexis Risk Solutions (EUROPE) Limited with Personal Data and certain Personal Data from your online interactions. These data allow querying the anonymous digital identity network (DIN) consisting of events originating from the entities participating in the network. Personal Data outside the IP address is provided by us in a masked form in such a way that it is not possible to identify you. Information about the processing of data by Lexisnexis Risk Solutions (EUROPE) Limited can be found [here](#).

In order to counteract misuse, fraud, ~~or~~ any activities that infringe the rules of good conduct, the Allegro Terms & Conditions, or applicable laws (including national or international restrictive measures), or behaviors that have a negative impact on the security of operation of Allegro and harm other Users, we automatically process Personal Data concerning your activity on Allegro, ~~data provided in the registration forms and resulting from links to other accounts, and the functionalities and tools used, including from the moment the Registration is started (including before the stage of identity verification or full activation of the Account).~~

In order to counteract the occurrences listed above, we will make decisions in your case based on automated data processing, including profiling. For the purposes described in this part, we may also use artificial intelligence (AI) systems or models. **In cases where the links or risk signals are ambiguous, automated decisions are subject to initial verification by authorized employees of the Company.**

Such operations may result in limiting the use of services or functionalities such as automatic suspension ~~or~~ reinstating of the Account (or its particular functionalities), participation in ~~specific programs being enabled or disabled, and~~ payouts of amounts collected being ~~allowed or blocked~~ **limited**, reviews being canceled, or sales commission being re-charged automatically.

The Company, acting as a postal Provider, fulfils obligations in the scope of applying specific restrictive measures, including the obligation to freeze the assets of persons entered on the relevant sanctions lists, in accordance with the regulations on counteracting money laundering and terrorism financing.

We process your Personal Data according to the rules described in the table below.

Purpose of Personal Data processing	Legal grounds for Personal Data processing	Period of storage of Personal Data for a specific purpose (retention period)
Ensuring the security of services or functionalities we provide to you by electronic means, and ensuring safe traffic	Article 6(1)(b) of the GDPR (necessary for the performance of an agreement in accordance with the requirements of the provision of the e-commerce platform service by a digital service provider within the meaning of the Act on the National Cybersecurity System)	Until the User no longer uses the services
Counteracting misuse, fraud, any activities that infringe the rules of good conduct, the Allegro Terms & Conditions or applicable laws, or behaviors that have a negative impact on security (including through automated verification of links from the moment the Registration is started and immediately after Registration, including before the stage of identity verification or full activation of the Account)	Article 6(1)(b) of the GDPR (necessary for the performance of an agreement with regard to supporting the security of the Company and Users, and counteracting misuse)	Until the User no longer uses the services
Compliance with legal obligations to restrict access to the services or functionalities provided by Allegro on the basis of specific provisions.	Article 6(1)(c) of the GDPR (necessary for the compliance with legal obligations under specific legislation)	Until the User no longer uses the services
Fulfillment of obligations related to counteracting money laundering and terrorism financing	Article 6 Section 1 letter c of the GDPR in connection with Articles 117-119 of the Act on Counteracting Money	5 years from the date of the last analysis provided for in the anti-money laundering regulations, except for cases where the

	Laundering and Terrorist Financing or other applicable regulations	supervisory authority orders longer storage of personal data
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Section 4. IP address, cookies or similar technologies, location, and identification numbers of mobile devices, and information concerning profiling

Company may collect your Personal Data via the Marketplaces using such technologies as cookies or similar technologies (e.g., including pixels, SDK, or tags). The use of such technologies by the Company is described in detail at <https://allegro.pl/regulamin/pl/polityka-plikow-cookies>.

The Mobile Application and Allegro Lokalnie service will collect information about the current location of your device if you provide such Personal Data to us. The Company will retain such Personal Data only where you use the remote parcel pick-up option in the apps. Before you start downloading the location information, you will be asked to give your consent to this. The use of such location-related Personal Data by the Company is described in detail at <https://allegro.pl/regulaminy/udostepnianie-lokalizacji-yVx7ezEWySE>.

The Mobile Application uses the Google Account service to authenticate the User's device and verify the User's identity. During the authentication and verification process, ~~none of~~ the User's Personal Data is **not** shared with the service operator.

For the purposes of processing indicated in Section 3, in particular to carry out marketing and analytical activities, and in connection with the operation of the Account, the Company uses profiling in some cases. This means that through automatic processing of Personal Data, we assess selected factors and information about Users, in particular their activities on Allegro, including on the basis of their purchases made, history of offers viewed, and services used, in order to analyze their behaviors or create a forecast for the future. This allows for better matching the displayed content to the individual preferences and interests of the User.

Section 5. Users' rights in the context of Personal Data processing and how to exercise them

We enable you to exercise all rights you may have under the GDPR, i.e., the rights described in Articles 15 to 22 of the GDPR **and PIPL**. For a detailed description of each right, please see below.

The right of access to Personal Data enables you to be informed by the Company how your Personal Data is processed by the Company, including specifically the purposes of and legal grounds for the processing, the scope of Personal Data which is retained, the entities with which your data are shared and the planned time of erasure.



To **obtain a copy of your Personal Data** processed by the Company, you can exercise your right in this respect.

You may exercise **the right to the rectification of Personal Data** if you notice that your Personal Data is incorrect or incomplete. If this is the case, we undertake to remove any potential inaccuracies or errors in the Personal Data being processed and to complete the Personal Data where required.

You may exercise **the right to the erasure of Personal Data** if: your Personal Data is no longer necessary in relation to the purposes for which they were collected or otherwise processed by the Company; you withdraw your consent to Personal Data processing; you object to the processing of your Personal Data and there is no other legal ground for the processing, or your Personal Data have been unlawfully processed. In order to exercise your right to the erasure data, you have to terminate your agreement first. You will find a detailed description of how to exercise your right to erase Personal Data [here](#).

You may exercise **the right to the restriction of processing of Personal Data** if you notice that your Personal Data is incorrect — you may obtain restriction of processing of your Personal Data for a period enabling us to verify the accuracy of the personal data; the processing is unlawful but you oppose the erasure of the personal data; we no longer need your Personal Data but you may require them for the defense or exercise of legal claims or you have objected to the processing of your Personal Data pending the verification whether our legitimate grounds override yours.

You may exercise **the right to Personal Data portability** if the processing of your Personal Data is based on consent or on a contract between you and the Company, and when the processing is carried out by automated means.

You may exercise **the right to object to the processing of Personal Data for marketing purposes** at any time if your Personal Data has been processed for marketing purposes, without the need to justify your objection.

You may exercise **the right to object against the processing of Personal Data** for other purposes at any time, on grounds relating to your particular situation, if your data have been processed for the purposes of the legitimate interests pursued by the Company (e.g., for analytical or statistical purposes). Any objection in this respect should be justified.

In the case of Users who are also subject to the PIPL regulations, the right to object or refuse processing is granted in line with the rules and to the extent provided for in the GDPR and the relevant PIPL regulations.

You may exercise **the right to withdraw your consent** at any time where your Personal Data is processed based on consent, without affecting the lawfulness of processing based on consent before its withdrawal.

You can exercise your **right to human intervention, express your point of view, and contest an automated decision taken against you** at any time if an automated decision has been taken against you that produces legal effects or similarly significantly affects you.

Notwithstanding the provisions above, we have prepared a special instruction for Users who would like to exercise their rights under the GDPR. This document describes in detail how Users can exercise their rights against Company and it is available [here](#).

If you exercise **the right to object** to Personal Data profiling, you should log out of all devices and delete cookies from them (in some cases, the process may take up to 48 hours). The instruction on how to delete cookies is available in the Cookies Policy [here](#).

You can also contact the data protection officer using a contact form (available [here](#) for Buyers and [here](#) for Sellers).

Please note that **you may lodge a complaint** in relation to us processing your Personal Data with a supervisory authority, i.e., the President of the Office of Personal Data Protection (address: Prezes Urzędu Ochrony Danych Osobowych, ul. Moniuszki 1A, 00-014 Warszawa).

In addition, if you are a User subject to the PIPL, you have the right to have the personal data processing rules explained to you. For this purpose, you may contact the Company as described in Part 9 of the Policy. At the same time, the Policy serves as the primary point of reference for exercising this right.

Section 6. Personal Data recipients

The recipient of personal data is any third party to which the Company discloses your Personal Data — regardless of whether it acts on our behalf or processes data on its own behalf.

The Company cooperates with external **service providers who process your Personal Data only on behalf of and for the Company (as processors)**. These entities are not authorized to use your Personal Data for their own purposes, and their activities are subject to applicable laws and concluded data processing agreements. The scope of such cooperation includes in particular the following services:

- Providing **technical and IT infrastructure**, including storing personal data, providing cloud solutions, operating systems, databases, and tools based on artificial intelligence (AI) models;
- **Handling traffic and analytics** by providing analytical, statistical, and fraud prevention solutions;
- Engaging **in marketing and personalization activities**, which includes selecting, delivering, and measuring the effectiveness of ads and personalized content on the Marketplaces and in the Mobile App;
- Providing **general operational support** and merchant service, which includes handling debt collection processes, providing training platforms (including online training services), tools to improve order fulfillment and User service;

- Providing **consulting, advisory, and operational audit services**, including support from external business, legal, and tax advisors, as well as entities providing consulting, auditing (including IT, security, and process compliance audits), and operational services to the Company;
- Providing **protection against automated attacks** (bots or spam) using the Google reCAPTCHA tool provided by Google Ireland Ltd. to analyze hardware and software for security or other similar tools.

The Company also cooperates with external **service providers who process your Personal Data as independent controllers**. Such entities, after receiving Personal Data, become separate controllers of Personal Data and process them for their own purposes and for the implementation of agreements. The scope of such cooperation includes in particular the following services:

- Sharing your data **with the other party of the Transaction** concluded on the Marketplace (and in the case of Charity Offers — **also with Charities**) for the purpose of performing it;
- Sharing **your image (profile picture) as part of communication in the Message Center** so that it is visible to other Users;
- Provision of services by **logistics operators and carriers**, i.e., courier and postal companies accepting, packaging, delivering, and tracking parcels;
- Provision of services by **Associated Service providers and financial institutions**: Banks, credit or financing providers, insurers, and payment service providers for the purpose of assessing creditworthiness, handling payments, identity verification, and Transaction insurance;
- As part of cooperation with **entities operating classified ads portals, platforms that collect reviews and post-transaction surveys**, as well as entities cooperating as part of external advertising campaigns;
- Sharing Personal Data with **nonprofit organizations** on charytatywni.allegro.pl to enable them to send thank-you messages for donations, but only with the User's express and separate consent;
- Sharing Personal Data with **legal successors** in the event of restructuring, a merger, or the sale of the business or any part thereof; in such cases, your data may be transferred to the new owner to ensure continuity of services;
- Provision of services by **statutory auditors and audit firms** in the scope of auditing and reviewing the Company's finance reports and the performance of other services reserved by law for statutory auditors (where such entities act as separate data controllers in connection with the performance of their statutory professional duties).

Note that **if you sell through a Business Account**, you receive Personal Data of other Users (Buyers) from the Company in connection with the Transactions you enter into, in the scope necessary to complete the Transactions, and you become a separate data controller. This means that you are

required to fulfill all obligations under the GDPR and the PIPL (for Users to whom the PIPL applies) toward those Users, including those related to their rights. If you are a Buyer, this means that any questions, concerns, or requests regarding the processing of your Personal Data by the Seller in connection with a Transaction to which you are parties should be addressed to the Seller, and the Seller should, in their own interest and at their own responsibility, respond to and address them.

The Company shares your Personal Data with the **relevant government authorities, public institutions, and supervisory authorities** where required by law or pursuant to an order issued by a competent authority. This applies in particular to the indicated public administration bodies:

- **Law enforcement and judicial authorities**, i.e., courts, public prosecutor's office, the Police, and other services in connection with proceedings concerning possible violations of the law, fraud, or abuse, including on the Marketplaces,
- **Tax and revenue authorities**: To fulfill legal obligations, including reporting obligations, arising from applicable laws (including those arising under DAC7, the VAT Act, or the Act on the Exchange of Tax Information);
- **The General Financial Information Inspector (GIIF)**, in the performance of duties related to the prevention of money laundering and terrorist financing;
- **Market surveillance authorities**: To fulfill legal obligations arising from applicable laws (including those arising under the GDPR, the DSA, or the GPSR).

The Company may also transfer **anonymized data** (i.e., data that do not allow specific Users to be identified) to trusted partners, research agencies, and third-party providers. Such transfer takes place to assess the attractiveness of ads and services, improve the quality and effectiveness of the Company's offerings and those of its partners, and support scientific research carried out in the public interest.

If you need detailed information about the above-mentioned entities, such as contact details, specific purposes, means of transferring Personal Data, and the categories of Personal Data transferred, contact us as specified in Part 9 of the Policy.

Company may **share your Personal Data with the following third parties**:

- ~~entities cooperating with the Company and operating websites or providing online applications (including mobile applications) in order to publish Users' offers posted in classifieds categories;~~
- ~~entities cooperating with the Company and operating websites or providing online applications (including mobile applications) which enable a comparison of Transaction reviews, in order to collect reviews of Transactions made on the Marketplaces by means of surveys;~~
- ~~entities cooperating with the Company that offer their financial services as Associated Services, to assess the User's creditworthiness, analyze the credit risk, and to grant a potential loan, to perform the contract you concluded, including enforcing any amounts due;~~



- ~~entities cooperating with the Company and operating websites or providing online applications (including mobile applications), in order to handle the Registration process or use the Account.~~

~~**Company may cooperate with third parties**, e.g., specialized providers of Personal Data storage services, analytical services, services related to AI systems or models, debt collection services, in order to enable such entities to provide services to Company. In this case, as a rule, such entities are not authorized to use your Personal Data for their own purposes (Personal Data will always be processed on behalf of and for the Company) and their activities are subject to applicable law and this Privacy Protection Policy;~~

The scope of collaboration includes:

- ~~information storage and access: storing information or accessing information already stored in your devices such as advertising identifiers, device identifiers, cookies or similar technologies (e.g., pixels, SDK, or tags);~~
- ~~personalization: collecting and processing information to personalize website or application advertisements and/or content;~~
- ~~selecting, serving, and reporting of advertisements: collecting information and merging it with existing information to select and serve advertisements to you and to measure how effective they are (what advertisements have been displayed; how often, when, and where they have been displayed; or whether you have taken any action in relation to the advertisement, for instance, clicked the ad or made a purchase);~~
- ~~conducting debt collection proceedings;~~
- ~~Providing services that enable e-learning;~~
- ~~Providing support/streamlining services for the fulfillment of orders placed on Allegro.~~

~~**The Company may also share your Personal Data with other entities** (such goods delivery companies) where necessary to conclude or perform their contract to which you are a party, or in order to support/improve order processing on Allegro, which includes, in particular, the following:~~

- ~~Accepting the order for fulfillment;~~
- ~~Packing the parcel;~~
- ~~Delivery of the parcel to the indicated address, including informing on the parcel tracking status.~~

~~In the situations mentioned above, the entities with which your Personal Data **is shared may become separate data controllers in respect of your Personal Data.**~~

~~**We share your Personal Data with parties to your Transactions made on the Marketplaces** (and to Charities as defined in Appendix No. 17 to the Allegro Terms & Conditions in the case of Transactions~~



~~made in connection with Charity Offers) and to entities that support us in providing electronic services, i.e., to providers of payment services, credit services, insurance services, consulting or audit services, entities supporting User service and promotion of Offers, or entities cooperating in marketing campaigns.~~

~~**We share your Personal Data relating to your image (profile picture) with other Users** in the case of the communications through the Allegro Message Center.~~

~~The Company **may disclose your Personal Data to public authorities** under the applicable laws and regulations in connection with proceedings concerning possible legal violations or addressing any other potential violations of the Allegro Terms & Conditions (including investigations carried out in connection with fraud and abuse committed on Allegro).~~

~~Pursuant to its Policy, the Company undertakes not to sell the Personal Data of the Users. In the event of restructuring or sale of the Company's business or any part thereof, and the transfer of all or a substantial part of its assets to a new owner, the Personal Data of Users, including yours, **may be transferred to the new owner** in order to ensure the continuation of services provided on the Marketplaces, via the Mobile Application, or the Associated Services.~~

~~Based on your consent, the Company **may disclose your Personal Data on charytatywni.allegro.pl** to public benefit organizations in order to enable them to thank you for your contribution.~~

~~In connection with the use of the Family Group Functionality and sending of invitations, your data will be transferred to parties you invite to the Family Group (addressees of invitations); in the invitation we provide: your name indicated in your Account and your email address.~~

~~In addition, the User initiating an invitation to the Family Group to be sent the addressee entrusts the Company for processing, on the basis of the provisions of the Allegro Terms & Conditions, the email address of the addressee of the invitation to the Family Group, in order to deliver the invitation and enable the addressee to use the Family Group Functionality.~~

~~By initiating the sending of an invitation to the Family Group to a recipient, the User consents to the Company engaging another processor to process the personal data of the recipient (subprocess) in order to deliver the invitation to the recipient.~~

~~The Company will process the invitation addressees' personal data in accordance with the laws applicable in this respect, and undertakes to:~~

~~a. process the email of the invitation recipient only as a result of the User initiating the sending of the invitation to the Family Group to the recipient (taking due account of the provisions of Article 28(3)(a) of the GDPR);~~

~~b. ensure that persons authorized to process personal data of invitation recipients have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;~~

c. take (implement) any and all appropriate technical and organizational measures (taking into account state of the art, the costs of implementation and the nature, scope, context, and purposes of the processing, as well as the risk for the rights and freedoms of natural persons, of varying likelihood and severity) to ensure a level of security appropriate to the risk, including, inter alia:

- i. the ability to ensure the ongoing confidentiality, integrity, availability, and resilience of processing systems and services;
- ii. a process for regularly testing, assessing, and evaluating the effectiveness of technical and organizational measures for ensuring the security of the processing;
- iii. compliance with the conditions for engaging another processor under Article 28(2) and Article 28(4) of the GDPR.

Sub-processing of the personal data of the invitation recipient shall only take place in the period of communication with the invitation recipient preceding the acceptance or rejection of the invitation by the recipient. If the invitation is rejected, the Company will store the invitation recipient's email address in order to monitor the frequency of invitations sent by the User to the same email address, however, for no longer than 30 days. Furthermore, the Company may store the email of the invitation recipient where the applicable law obligates the Company to continue to store the email throughout the retention periods arising from that law.

Within the Account settings, in connection with the use of the Family Group Functionality by the User, the Company displays the following personal data of other group members to the Family Group Members and Family Group Manager:

- a. The following information is displayed to the Family Group Manager: the profile picture of the User available in the Account, the name set in the Account by the User, and email address, a badge: adult, youth, child.
- b. The following information is displayed to a Family Group Member: the profile picture of the User available in the Account, the name set in the Account by the User, and email address without the domain of another Family Group Member, email address of the Family Group Manager, a badge: adult, youth, child.

As it is necessary to prevent web robots from performing certain functions on the Platforms, we use, in addition to our own tools and those of our processors, the Google reCAPTCHA solution provided by Google Ireland Ltd. This functionality involves the acquisition of hardware and software information (such as device and search engine data), and its independent analysis by Google.

Information collected through reCAPTCHA is used by Google to provide, maintain, and improve functionalities, and for general security purposes.

Company may share anonymized Personal Data (i.e., data that do not identify specific Users) with third-party service providers, trusted partners, or research agencies in order to better understand the attractiveness of advertisements and services to Users, improve the overall quality and performance of

~~services provided by the Company or the aforementioned entities, or to participate in scientific research offering broadly understood benefits to the society.~~

~~If you sell via a Business Account, you are required — after obtaining from the Company the Personal Data of other Users who are natural persons — to comply with all obligations arising from the GDPR, including the information obligation, and to ensure that they may exercise their rights under the GDPR.~~

Section 7. Transfers of Personal Data to countries outside the European Economic Area

Your Personal Data may be transferred outside the European Economic Area, for example, to:

- DataDog, Inc with its registered office in New York, USA, in connection with the use of Personal Data processing services offered by this party to ensure the provision of services offered on Allegro by the Company;
- Khoros, LLC. with its registered office in San Francisco, USA, in connection with using the community available at <https://spolecznosc.allegro.pl/> by Users, for the exchange of knowledge and mutual assistance between its members,
- Regulatory DataCorp Limited with its registered office in London, United Kingdom, in connection with the use of services supporting analysis for the purpose of counteracting money laundering and terrorism financing,
- Shenzhen Allegro Business Services Co., Ltd., with its registered office in Shenzhen, the People's Republic of China, in connection with providing support and customer service to Users (Sellers) who are established or reside in the People's Republic of China or conduct business from the People's Republic of China, primarily with respect to such Sellers' Personal Data, and in the scope necessary to provide the above-mentioned support services,
- another User (Seller) in connection with the Transaction. If a User enters into a Transaction with a Seller located outside the European Economic Area, Personal Data are transferred outside the European Economic Area on a one-time basis for the purpose of completing that specific Transaction. The transfer of Personal Data is necessary for the performance of the agreement between the Company and the Users entering into the Transaction, as well as for the completion of the Transaction between the Users.
- ~~SFDC UK, Ltd (SalesForce) with its registered office in London, UK, in connection with the use of Personal Data processing services offered by this party to ensure the provision of services by the Company offered on Allegro.~~

At the same time, as part of cooperation with processors, data processing may be further entrusted to entities that may transfer data to countries outside the European Economic Area. Parties that systematically process data for Allegro include:

- EasyGenerator B.V. with its registered office in Rotterdam, the Netherlands, provider of e-learning services offered in the Allegro Academy;
- Google Cloud Poland sp. z o. o. with its registered office in Warsaw, Poland, in connection with the use of the electronic mail system and the Google Workspace tools, for statistical and administrative purposes and in connection with the use of Personal Data processing services offered by this party to ensure the provision of services by the Company offered on Allegro;
- Google Ireland Limited, with its registered office in Dublin, Ireland, in connection with the use of the Google reCAPTCHA system in order to ensure security;
- INFOBIP sp. z o.o., with its registered office in Wrocław, Poland, in connection with the use of Personal Data processing services offered by this entity for the sending of SMS messages,
- Lexisnexis Risk Solutions (EUROPE) Limited, based in Dublin, Ireland, in connection with the use of the ThreatMetrix service to ensure the security of the provision of services by the Company offered on Allegro;
- Microsoft Ireland Operations, Ltd with its registered office in Dublin, Ireland, in connection with the use of Personal Data processing services offered by this party to ensure the provision of services by the Company offered on Allegro;
- Meta Platforms Ireland Limited with its registered office in Dublin, Ireland, in connection with the use of the authentication services offered by this party;
- [OpenAI Ireland Ltd \(OpenAI\) with its registered office in Dublin, Ireland, in connection with the use of Personal Data processing to ensure the provision of services offered on Allegro by the Company;](#)
- SFDC Ireland, Ltd (SalesForce) with its registered office in Dublin, Ireland, in connection with the use of Personal Data processing services offered by this party to ensure the provision of services by the Company offered on Allegro;
- Snowflake Computing Netherlands, B.V. with its registered office in Amsterdam, the Netherlands, in connection with the use of Personal Data processing services offered by this entity, aimed at ensuring the provision of services offered on Allegro by the Company.
- Genesys Cloud Services BV with its registered office in Amsterdam, the Netherlands, in connection with the use of Personal Data processing services offered by this party to ensure the provision of services offered on Allegro by the Company.

The Company always relies on mechanisms ensuring an adequate level of protection, for example, by using standard contractual clauses for the transfer of Personal Data to Personal Data processors established in third countries approved by the European Commission. You can receive copies of such



clauses from the Company by writing to iod@allegro.pl or iod@allegro.cz (dedicated to service in Czech) or iod@allegro.sk (dedicated to service in Slovak) or iod@allegro.hu (dedicated to service in Hungarian).

~~In the event of a Transaction made by the User with a Seller outside the European Economic Area, Personal Data are transferred outside the European Economic Area once for the purpose of making a specific Transaction. The transfer of Personal Data is necessary for the performance of the agreement between the Company and Users making Transactions, as well as for the execution of the Transaction itself between Users.~~

In the case of Users (Sellers) who are established or reside in the People's Republic of China or conduct business from the People's Republic of China, Personal Data may be transferred outside the People's Republic of China to the entities indicated above. The Company will comply with all the requirements provided for in applicable laws, such as:

- obtaining a separate consent, if consent is the legal basis for processing;
- carrying out a data protection impact assessment;
- obtaining a positive verification in the scope of cross-border transfer, if required.

If you need detailed information about the above-mentioned entities, such as contact details, specific purposes, means of transferring Personal Data, and the categories of Personal Data transferred or procedures for exercising rights against recipients under applicable local laws, contact us as specified in Part 9 of the Policy.

Section 8. Amendments

If necessary, the Company may amend ~~this Privacy Protection~~ the Policy. In this case, paragraphs 14.1 and 14.2 of the Allegro Terms & Conditions apply accordingly.

Section 9. Contact details

For more information on the processing of your Personal Data and answers to questions concerning the Privacy Policy, please contact our data protection officer. The contact details are as follows:

email address: iod@allegro.pl or iod@allegro.cz (dedicated to service in Czech) or iod@allegro.sk (dedicated to service in Slovak) or iod@allegro.hu (dedicated to service in Hungarian),

mailing address: Inspektor Ochrony Danych Allegro sp. z o.o., ul. Wierzbicice 1B, 61-569 Poznań.

You can also contact the data protection officer using a contact form (available [here](#) for Buyers and [here](#) for Sellers).

If the Seller has additional support, the relevant information or assistance in obtaining it may also be provided by the Account Manager.

Appendix No. 6

Appendix No. 6. Junior Account principles

(...)

6. Junior Account User may not buy or sell Goods in Transactions listed in the following categories:

- Real Estate;
- Erotica;
- Cars;
- Motorcycles;
- Other Vehicles and Boats;
- Tobacco Accessories;
- Weapons;
- Air Guns;
- Stun Guns;
- Pepper Sprays;
- Fireworks;
- OTC Medication;
- Investment Products;
- Collectible Gold Coins;
- Non-prescription veterinary drugs;
- Alcohol Accessories;
- For Adults;
- Alcohol;
- Alcohol-free;
- Energy Drinks;
- Plant Protection Products for Professionals;
- Allegro Wakacje;
- Medical Services.

(...)

Appendix No. 9

Appendix No. 9: Allegro Buyer Protection — Terms & Conditions

(...)

Section 2. Exclusions from Allegro Buyer Protection

Allegro Buyer Protection shall not apply in the following situations:

(...)

10. The Buyer activates the digital Code or voucher on the Seller's external site. This restriction does not apply to offers whose subject is a digital code or voucher that constitutes a step leading to the conclusion of an agreement for the provision of travel services (in particular services of the "Mystery Holiday" type) or the performance of an agreement for the provision of medical services. Allegro Buyer Protection covers exclusively events that occur before the activation of the digital Code or voucher, e.g.: the code or voucher was not delivered, the delivered number was incorrect, or the number could not be activated for reasons attributable to the Seller.

(...)

Appendix No. 12

Appendix No. 12 Terms & Conditions of the "Allegro Smart!" service for Sellers

(...)

Section 10. Rights and obligations of Seller using the Service on Allegro.pl

(...)

3. Considering the wording of paragraphs 1 and 2 above, the Company, to allow the Sellers to lodge complaints related to non-performance or improper performance of services provided by the Carriers, grants the power of attorney to the Sellers to take actual and legal actions related to representing the Company in complaints process related to services provided by Carriers as part of the Service. The power of attorney mentioned above in the preceding sentence shall be made available for downloading by the User in the Delivery Settings tab in the Seller's Account. Complaints concerning the services provided by the Carriers shall be considered in accordance with provisions of the terms and conditions for such services available at:

(...)

- Pocztex Service Terms and Conditions (Terms and Conditions of the provision of the Pocztex service in Poland and Appendix to the Terms and Conditions) available at <https://www.pocztex.pl/jowisz/uploads/2025/08/Zasady-Allegro-Pocztex-obowiazuje-od-18-sierpnia-2025.pdf> — [Zasady-swiadczenia-uslugi-Allegro-Pocztex-w-obrocie-krajowym-obowiazujacych-od-18-sierpnia-2026.pdf](#)

(...)

Appendix No. 16

Appendix No. 16 General Terms & Conditions of Delivery Service

(...)

Section 1. Definitions (Allegro.pl)

(...)

2. Capitalized terms used herein, whether in plural or singular, shall have the following meaning:

(...)

Carrier's Terms & Conditions — valid documents governing the rules on which the Carrier provides the Services, i.e.

(...)

Pocztex Service Terms and Conditions (Terms and Conditions of the provision of the Pocztex service in Poland and Appendix to the Terms and Conditions) available at [~~https://www.pocztex.pl/jowisz/uploads/2025/08/Zasady-Allegro-Pocztex-obowiazuje-od-18-sierpnia-2025.pdf~~](https://www.pocztex.pl/jowisz/uploads/2025/08/Zasady-Allegro-Pocztex-obowiazuje-od-18-sierpnia-2025.pdf) [Zasady-swadczenia-uslugi-Allegro-Pocztex-w-obrocie-krajowym-obowiazujacych-od-18-sierpnia-2026.pdf](#)

(...)

Appendix No. 16A

Appendix No. 16A. General Terms & Conditions of the Delivery Service for Allegro Lokalnie

(...)

Section 3. The rights and obligations of Sellers using the Delivery Service

(...)

3. The Seller shall be fully liable to Company for any damage caused to Company or to the Carrier due to the shipping, pick-up, transport, sorting, or delivery of any Non-Standard Parcels. ~~In particular, the Seller shall reimburse Company for all costs, fees, or penalties charged to or imposed on Company by~~

~~the Carrier due to the performance of any activities in respect of any Non-Standard Parcels in the maximum amount defined in Section 6(7) of Appendix No. 4 of the Allegro Terms & Conditions.~~

(...)

Appendix No. 17

Appendix No. 17. Charity Offers and Donations

(...)

Section 2. General provisions

(...)

2.3. A Charity shall make the Fundraising Goal credible. For this purpose, at the request of Company, the Charity shall submit the necessary documentation the scope of which shall be determined by Company depending on the Fundraising Goal. The documentation referred to in the preceding sentence shall be sent by email to the following address: kontakt.charytatywni@allegro.pl

The Fundraising Goal should be precisely specified, **be measurable, and it must be possible to objectively verify its performance and completion**, and cannot be changed for the duration of the Charity Offers listed for that goal, from the moment when purchase offers appeared or Donations are made as in the relevant Charity Offer. **The Fundraising Goal must serve the charitable activities of the Charity and may not be used, directly or indirectly, to finance any entities affiliated with the Charity, including entities affiliated with it through personal or capital ties, members of its governing bodies, persons managing it, or entities exercising control over it, including its founders and beneficial owners, regardless of when the affiliation arose or how long it lasts. If such financing is disclosed or if there are reasonable grounds to doubt whether the Charity's charitable activities are being funded with funds derived from the Fundraising Goal and whether such funds are being used for their intended purpose, the Company may revoke the Charity status of that entity. Revocation of the Charity status, regardless of its legal basis, including under the Terms & Conditions, also results in the removal of all Charity Offers listed by that organization.**

(...)

Section 3. Registration of Accounts by Charities

(...)

3.2. Upon the Registration, the Charity must obtain the status of a "Charity Account". For this purpose, the Charity organization must complete the application available in the Account settings under the tab: My Account > Allegro Charytatywni, providing the following details and documents:

(...)

If a Charity has been operating for a period shorter than one year from the date of its establishment, as well as if, during the preceding year, the Charity has undergone material corporate changes, such as a change in its management, founder, beneficial owner, or entity exercising effective control over it, the Charity is required to submit for verification the partnership agreement that it entered into and performed during the preceding year with a reputable non-governmental organization, together with documentation confirming its performance and the Charity's other charitable activities to date, including documentation confirming the support it has provided to date. Regardless of the above, the Company may request additional documents, including but not limited to:

- agreements related to charitable activities of the Charity concluded with other parties;
- other documents or information confirming the charitable activities of the Charity.

3.3. The Charity, members of its governing bodies, persons managing it, as well as entities exercising control over it, including its founders and beneficial owners, may not be affiliated, including through personal or capital ties (regardless of when the affiliation arose or how long it lasts), with suppliers of Goods that the Charity sells through Charity Offers, or with Sellers offering the same or similar Goods on Allegro. If there are reasonable grounds to suspect that the entity has any of the affiliations referred to in the preceding sentences, the Company has the right to not grant or to revoke its Charity status.

~~3.3.~~ 3.4. Upon the verification of the completed registration form and of the application and the documents referred to in paragraph 3.2 above by the Company, a message shall be sent to the email address provided by the Charity, which, in the case of the positive outcome of the verification, shall contain the Agreement.

~~3.4.~~ 3.5. Upon the acceptance of the Agreement by the Charity by clicking the Accept button available in the Charity Account under the "Allegro Charytatywni" tab, the Agreement shall be made and become effective.

3.6. The Charity status may be not granted to or may be revoked from entities that are unable to provide documentation of their charitable activities to date or the actual use of funds derived from the Fundraising Goal. Activities addressed to or involving entities affiliated, including through personal or capital ties, with the Charity, members of its governing bodies, persons managing it, or entities exercising control over it, including its founders and beneficial owners, regardless of when the affiliation arose or how long it lasts, do not qualify as charitable activities.

3.7. The Charity may be subject to periodic review by the Company. At the Company's request, the Charity is required to provide any additional documents that the Company may reasonably request as part of the re-verification process, including, but not limited to, its current finance report or an extract from its accounting records/balance sheet, a substantive report on its activities, documents confirming the source of the Goods offered through Charity Offers, documents confirming the transfer of funds collected for the Fundraising Goal, documents confirming that the Fundraising Goal has been fulfilled, agreements related to the Charity's charitable activities and documentation confirming their

performance, and documents related to the Charity's ownership structure and affiliations. Failure to provide such documents, or providing documents that continue to give rise to reasonable doubts as to the Charity's compliance with the Terms & Conditions, may result in the Company revoking its Charity status.

Section 4. Charity Offers and direct support for Fundraising Goals

4.1. Users purchasing Goods in Charity Offers or making Donations to directly support the Fundraising Goal shall be identified in accordance with the provisions of Appendix No. 7A of the Allegro Terms & Conditions.

4.2. In order to post a Charity Offer on the Platform, the User shall use a special form titled: "List an item for charity" available at <https://allegro.pl/charityOffer/>, and then must indicate the Fundraising Goal. The Charity has the right to stipulate that, within the scope of a specific Fundraising Goal it publishes, only that Charity may list Charity Offers. In this case, other Users may not list Charity Offers within this Fundraising Goal.

4.3. The subject of Charity Offers may only be Goods:

a. Received by the Charity through a donation in kind;

b. Created by employees, volunteers, or wards of the Charity;

c. that are the Charity's own products, i.e., have been manufactured directly by the Charity or on its behalf, including its promotional materials, products, or merchandise (e.g., clothing bearing its branding, mugs, calendars, books);

d. purchased directly by the Charity for resale as part of its own business activities, provided that such sales are conducted on a small scale and that the business activities are strictly ancillary (subsidiary) to the Charity's charitable activities and statutory objectives.

The subject of a Charity Offer may not be Goods purchased or otherwise acquired by the Charity, directly or indirectly, from an entity affiliated, including through personal or capital ties, with the Charity, members of its governing bodies, persons managing it, or entities exercising control over it, including its founders and beneficial owners, regardless of when the affiliation arose or how long it lasts, or Goods that are identical or similar to Goods offered by such affiliated entities through their Offers on Allegro. Employees, volunteers, or wards of the Charity who produce the Goods offered through the Charity's Charity Offers may not be the affiliated entities referred to in the preceding sentences, nor may they be employees or associates of such entities.

Goods offered by the Charity through Charity Offers may not be sourced through a dropshipping model (i.e., a model in which the shipping process is outsourced to a third-party supplier).

At every request of the Company, the Charity is required to promptly provide documentation confirming the source of the Goods offered through its Charity Offers. The Company has the right not to grant or

revoke the granted Charity status of an entity if the Company has reasonable grounds to suspect that the Goods offered by this entity through its Charity Offers do not meet the requirements set out above.

~~4.3.~~ 4.4. In order to make a donation in the form of directly supporting the Fundraising Goal, the User uses a special form available at the given Fundraising Goal. The amount of money indicated in this form and subsequently paid by the User will be transferred to the Charity whose Fundraising Goal was selected by the User.

~~4.4.~~ 4.5. For a Charity Offer listed by the User, the price of the Goods presented in such offers will be transferred to the Charity whose Fundraising Goal was indicated by the User before its listing on the Platform.

~~4.5.~~ 4.6. Donations to directly support a Fundraising Goal and payments for Goods in Charity Offers may be made only using the payment service specified in Appendix No. 7A or Appendix No. 7C of the Allegro Terms & Conditions.

~~4.6.~~ 4.7. When Charity Offers concern Goods referred to in Annex No. 15 to the VAT Act of 11 March 2004 (consolidated version: Journal of Laws of 2020, item 106, as amended), the sales of which will be evidenced with an invoice for the total amount of receivables exceeding the amount referred to in Article 19(2) of the Entrepreneurs' Law of 6 March 2018 (Journal of Laws of 2019, item 1292, as amended), i.e. a gross amount of PLN 15,000, and the payment for the aforementioned Goods has been made using the split payment mechanism, the User (Seller) shall immediately transfer to the Charity the entire amount corresponding to the price of these Goods.

~~4.7.~~ 4.8. Under Charity Offers and in Donations, the following products/services are not available:

a. the "Installments" product at Allegro referred to in the terms and conditions available at <http://allegro.pl/raty/regulamin>

b. The Allegro Pay service provided in accordance with its Terms & Conditions.

~~4.8.~~ 4.9. The Company shall not charge basic fees for the posting of Charity Offers and sales commissions on the sales of Goods in such listings.

~~4.9.~~ 4.10. The price of the Goods to be sold in Charity Offers posted by Users shall be transferred to the Charity. In this case, the User who has posted the Charity Offer shall receive only the costs paid by the Buyer of the delivery of the Goods purchased in this offer.

~~4.10.~~ 4.11. Payments by the Users who are Buyers for Goods purchased in Charity Offers and Donations to directly support a Fundraising Goal shall be made through an entity intermediating in the conducting the payment transaction.

~~4.11.~~ 4.12. Should the User who is the Buyer exercise the right to withdraw from the agreement concluded as part of a Charity Offer as per Article 27 of the Consumer Rights Act of 30 May 2014, the Charity, at Seller's request made directly through the Message Center functionality, shall refund the amount corresponding to the price of the Goods purchased to the Buyer's account number.

~~4.12.~~ 4.13. Charity Offers may not be posted in the following categories:

- Health > Erotica
- Health > OTC Medication
- Sports and Travel > Military > Air Guns
- Sports and Travel > Military > Knives, Machetes
- Business and Services > Services
- Business and Services > Live Animals
- Automotive > Cars
- Automotive > Motorcycles and Quads
- Automotive > Machinery
- Automotive > Trailers, Semitrailers
- Automotive > Other Vehicles and Boats
- Real Estate
- Supermarket > Pet Supplies > Non-prescription Veterinary Drugs

~~4.13.~~ 4.14. The duration of Charity Offers may not exceed the duration of the Fundraising Goal, i.e., a maximum of 90 days, except that the duration of a Charity Offer may not be shorter than 24 hours.

(...)

Appendix No. 19

Appendix No. 19: Data processing Agreement

Section 1. Definitions

1.1

The following terms used in this document have the meanings specified below:

Personal Data — any information concerning an identified or identifiable natural person;



GDPR — Regulation of the European Parliament and of the Council (EU) 2016/679 of April 27, 2016, on the protection of natural persons with regard to the processing of personal data and the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

PIPL — Personal Information Protection Law of the People's Republic of China of August 20, 2021.

Agreement — this personal data processing agreement

Services — services provided by the Company to Sellers in their registered Business Accounts, including in particular using the machine learning technology.

Personal Data Protection Act — Act of May 10, 2018, on the protection of personal data.

1.2

Other capitalized terms have the meanings specified in the Allegro Terms & Conditions.

Section 2. The scope of processing

2.1.

The Seller instructs the Company to process Personal Data, and the Company undertakes to process Personal Data in accordance with the Agreement and the generally applicable laws in particular the GDPR, [Personal Data Protection Act](#), or [PIPL \(where applicable\)](#). The persons to whom personal data relate include Buyers, Sellers, manufacturers, or persons responsible or authorized representatives (in particular in the scope of fulfilling the obligations arising from generally applicable laws in the field of exercising control over the general safety of products and goods), and other persons whose indication results from the obligations imposed on the Seller arising from generally applicable laws. The scope of personal data includes primarily identification data (first name, last name, login, or business name), contact data (email address, contact number, mailing address, or address of residence) and other data (including information on Transactions, including orders placed, the manner of their fulfillment, the content of correspondence regarding Transactions, information on the activity of Buyers and the quality of communication and correspondence, as well as information on how to use the functionalities offered by the Company).

2.2.

The Company processes Personal Data on behalf of the Seller for the purpose of performance of the Service. In particular, the Company collects Personal Data, records them, stores, disseminates them by displaying them, modifies, organizes, analyzes, combines, anonymizes, erases, including by automated means, to the extent necessary for the performance of the Services. The Services offered by the Company include automatic handling of correspondence, creation of lists of manufacturers or persons responsible or authorized representatives (in particular in the scope of fulfilling the obligations arising from generally applicable laws in the field of exercising control over the general safety of products and

goods), management of information about the activities of Buyers, and maintaining an appropriate level of quality of communication and correspondence.

(...)

Section 3. The rules for the processing of Personal Data by the Company on the Seller's behalf

3.1.

The Company shall process Personal Data pursuant to generally applicable laws, in particular, the GDPR, [Personal Data Protection Act](#), or [PIPL \(where applicable\)](#).

3.2.

The Company is required to:

a. process Personal Data only based on the Seller's documented instruction (taking into account Article 28(3)(a) of the GDPR [or Article 21 of the PIPL — where applicable](#)), with such instruction to be understood by the Company and the Seller to mean the entrusting of the processing of personal data by the Seller under the Allegro Terms & Conditions;

b. ensure that persons authorized to process Personal Data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;

c. take (implement) all appropriate technical and organizational measures (with due regard to the state of the art, the costs of implementation and the nature, scope, context, and purposes of processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons) to ensure a level of security appropriate to the risk, including inter alia as appropriate:

i. the pseudonymization and encryption of Personal Data;

ii. ensuring the ability to ensure the ongoing confidentiality, integrity, availability, and resilience of processing systems and services;

iii. the ability to restore the availability of and access to Personal Data in a timely manner in the event of a physical or technical incident;

iv. testing, assessing, and evaluating on a regular basis the effectiveness of technical and organizational measures for ensuring the security of the processing;

v. respecting the conditions for engaging another processor resulting from Articles 28(2) and 28(4) of the GDPR [or Articles 21 and 59 of the PIPL \(where applicable\)](#).

3.3.

As part of the right to audit (including the right to inspect), the Seller may request the Company to provide information regarding the processing of Personal Data by the Company, by sending the respective request to the address: iod@allegro.pl or iod@allegro.cz (dedicated to service in Czech) or iod@allegro.sk (dedicated to service in Slovak) or iod@allegro.hu (dedicated to service in Hungarian). *If the Seller has additional support, the relevant information or assistance in obtaining it may also be provided by the Account Manager.* Upon receiving the request, the Company shall reply to the request sent (and shall provide the information covered by the request) within 30 (thirty) days of receiving the request.

(...)

3.5.

The Company shall only use sub-processors that provide sufficient guarantees to implement appropriate technical and organizational measures in such a manner that processing will meet the requirements of the GDPR *or PIPL* and ensure the protection of the rights of the data subjects. The Company shall ensure that sub-processors are subject to personal data protection obligations corresponding to those imposed on the Company under the Agreement.

(...)

Appendix No. 21

Appendix No. 21. Details of the Allegro Prices program

(...)

Section 4. Offer qualification and selection

4.1.

Only Offers with Goods covered by the Program that are linked with the Product Catalog or which have a GTIN code (e.g., EAN, ISBN) ~~and have an invoice option: VAT invoice may qualify for the Program.~~

(...)

Appendix No. 24

Appendix No. 24 Wakacje.allegro.pl

(...)

Section 6. Rules for the positioning of Travel Offers

(...)

4. The order in which Travel Offers appear in search results on wakacje.allegro.pl (ranking) depends on the search parameters and the sorting options selected by the User. The default sorting criterion is **“Recommended”** ~~“Earliest Date,” which orders offers by the start date of the Travel Event.~~

5. The User may change the order of the results list at any time by selecting one of the following criteria:

a. **Recommended (default): Positioning in this option depends on the internal operational data of the Partner, Nowa Itaka Sp. z o.o., including, in particular, on the dynamic analysis of sales, availability of places, mechanisms designed to ensure a diverse range of destinations in the results displayed;**

~~a.~~ **b. Earliest Date: Sort by departure date (from the earliest to the latest dates);**

~~b.~~ **c. Date from latest: Sort by departure date (from the latest dates to the earliest);**

~~c.~~ **d. Lowest price: Sort by price for the first full-paying adult participant (from the cheapest to the most expensive);**

~~d.~~ **e. Best rating: Sort by the arithmetic mean of hotel ratings posted by the Partner’s customers (from highest to lowest).**

6. If multiple options are available for a single hotel (differing, for example, in dates, room type, or length of stay), only one option (a representative) is displayed in the results list. The selection of the representative takes the following factors into account:

a. **With the “Recommended” (default) sorting option, the variant with the highest score in the Partner’s internal system ranking is selected, and, in the case of variants with the same value, the least expensive variant is selected;**

~~a.~~ **b. when sorting by price, the cheapest option is selected, and if prices are equal, the one with the earliest departure date;**

~~b.~~ **c. when sorting by date, the option with the correct date (earliest or latest) is selected, and if dates are equal, the cheapest option;**

~~c.~~ **d. when sorting by rating, the option with the highest rating is selected, and in the case of equal ratings, the cheapest option is selected.**

7. In a situation where Travel Offers (representatives of various hotels) have the same value for the main criterion selected by the User (e.g., the same price), their relative order is determined by secondary parameters, in particular: price (when sorting by date), departure date (when sorting by price), and the technical order in which data is made available by the Partner’s IT systems.



8. The sorting system used on wakacje.allegro.pl is based entirely on the logic and operational data provided by the Partner (Nowa Itaka sp. z o.o.), while the Company is solely responsible for its technical implementation. Neither the Company nor the Partner utilize algorithms that use profiling, behavioral data, preferences, or other personal data of the User, as well as ~~does not use~~ paid ranking mechanisms for Travel Offers (paid promotion affecting the ranking) on wakacje.allegro.pl.

Changes to the Allegro Terms & Conditions from October 30, 2026.

This document contains changes in the regulations concerning Allegro.hu. You want to know what we are going to change? For earlier versions of the Allegro Terms & Conditions and descriptions of changes made and planned, see [repository](#).

Appendix No. 4

Appendix No. 4 Fees and sales commissions

(...)

Section 20. Delivery and Additional Services Costs (Allegro.hu)

(...)

10. Allegro - Delivery Service – Packeta Poland Spółka z ograniczoną odpowiedzialnością – Fees for Services and Additional Services

a. The Delivery Service, as referred to in Appendix No. 16 to the Allegro Terms & Conditions, is provided via the Carrier, Packeta Poland sp. z o.o.

b. Seller fees for Services provided on the basis of the Delivery Service and Services provided as part of Allegro Smart! are as follows:

Service	Code
Allegro Packeta Pick-up Point	PACKETA_OOH_HU_HU
Allegro Packeta Parcel Lockers	
Order value in the range	Fee with Allegro SMART! — for each parcel
HUF 2,800–4,199 gross	HUF 89.43 net HUF 110 gross
HUF 4,200–5,999 gross	HUF 178.86 net HUF 220 gross
HUF 6,000–9,199 gross	HUF 284.55 net HUF 350 gross
HUF 9,200–13,899 gross	HUF 430.89 net HUF 530 gross
HUF 13,900 gross or more	for the first parcel: HUF 544.72 net HUF 670 gross for each additional parcel: HUF 430.89 net HUF 530 gross
Order value in the range	Fee in the Delivery Service — for each parcel
Regardless of the order value	HUF 642.28 net

Parcels handled as part of the **Allegro Packeta Pick-up Point** service should have the following standard parameters:

- a standard parcel is in the shape of a regular cuboid from which no oversized elements extend
- maximum weight of a single parcel: 15 kg
- longest side: 120 cm (maximum height)
- maximum dimensions: summed dimensions of three sides up to 150 cm (e.g., 60 x 40 x 50 cm)

Parcels handled as part of the **Allegro Packeta Parcel Lockers** service should have the following standard parameters:

- a standard parcel is in the shape of a regular cuboid from which no oversized elements extend
- maximum weight of a single parcel: 15 kg
- maximum dimensions: 35 × 45 × 60 cm

c. All Additional Services strictly relating to the Service referred to in sub-paragraph b) above are paid by the Seller as per the table below:

Service	Code	Fee
Payment on delivery (maximum payment on delivery amount: HUF 220,000,00)	PACKETA_COD_HU_HU	HUF 398.37 net HUF 490 gross
Operational return to sender	PACKETA_RETURN	Included in the basic service price

d. The fees will be charged on the Seller's account in the month in which they were provided or in the following months after the provision of these services, depending on the date when the Company becomes aware of the basis for charging these fees.

e. If the Buyer fails to pick up the Allegro Smart! parcel and it is returned to the Seller or the Buyer exercises the right to withdraw from the agreement and to return the Goods via the return form available to the Buyer in the "Purchase History" tab and with the return options available in Allegro Smart!, Allegro will refund the basic fee paid by the Buyer in the amount reduced by the value indicated in the table for the unreturned part of the order. The refund will be made if the return parcel receives a status indicating its delivery. No refund of the fee shall be granted if, when dispatching the parcel to the Buyer, the Seller violates the conditions specified in the Allegro Terms & Conditions and its appendixes. The refund will be granted in the form of a transaction rebate.

Appendix No. 16

Appendix No. 16 General Terms & Conditions of Delivery Service

(...)

Section 1. Definitions (Allegro.hu)

(...)

2. Capitalized terms used herein, whether in plural or singular, shall have the following meaning:

Carrier — a third party providing any Delivery Services to the Company, Seller or Buyer, in particular, services that involve pick-up, moving, sorting, or delivering Parcels between the Seller or the Buyer and the Addressee, including the Services, Additional Services or Goods Return Services.

The Carriers providing Services and Additional Services are:

(...)

b. PACKETA POLAND SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ with its registered office in Warsaw, address: ul. Postępu 14, 02-676 Warsaw, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court for the capital city of Warsaw in Warsaw — 13th Commercial Division of the National Court Register, under the KRS number 0000575023, NIP (Tax Identification Number): 8831858623, REGON (National Business Registry Number): 36249788500000, share capital: PLN 15,000.00; the party providing Services in the following delivery options: Allegro Dispatch from Poland to Hungary — Packeta Pick-up Point, Allegro Dispatch from Poland to Hungary — Packeta Pick-up Point payment on delivery, Allegro Dispatch from Poland to Hungary — Packeta Parcel Lockers, Allegro Dispatch from Poland to Hungary — Packeta Parcel Lockers payment on delivery, Allegro Dispatch from Czechia to Hungary — Zásilkovna Pick-up Point, Allegro Dispatch from Czechia to Hungary — Zásilkovna Pick-up Point payment on delivery, Allegro Dispatch from Czechia to Hungary — Zásilkovna Parcel Lockers, Allegro Dispatch from Czechia to Hungary — Zásilkovna Parcel Lockers payment on delivery, , Allegro Dispatch from Slovakia to Hungary — Packeta Pick-up Point, Allegro Dispatch from Slovakia to Hungary — Packeta Pick-up Point payment on delivery, Allegro Dispatch from Slovakia to Hungary — Packeta Parcel Lockers, Allegro Dispatch from Slovakia to Hungary — Packeta Parcel Lockers payment on delivery; [Allegro Packeta Pick-up Point](#); [Allegro Packeta Pick-up Point payment on delivery](#); [Allegro Packeta Parcel Lockers](#); [Allegro Packeta Parcel Lockers payment on delivery](#);

(...)

Service — a service provided by the Carrier for the benefit of the User, consisting of the movement, transport or organization of transport of the Goods between the Seller and the Recipient, under the General Terms & Conditions, the Carrier's Terms & Conditions, and generally applicable regulations. The



Services are presented by the Company on the Platform under the following names: Allegro DPD Courier Hungary; Allegro DPD Courier Hungary payment on delivery; Allegro DHL Courier Hungary;; Allegro DPD Pickup Hungary; Allegro DPD Parcel Lockers Hungary; Allegro Dispatch from Poland to Hungary — Packeta Pick-up Point; Allegro Dispatch from Poland to Hungary — Packeta Pick-up Point payment on delivery; Allegro Dispatch from Poland to Hungary — Packeta Parcel Lockers; Allegro Dispatch from Poland to Hungary — Packeta Parcel Lockers payment on delivery; Allegro Dispatch from Czechia to Hungary — Zásilkovna Pick-up Point; Allegro Dispatch from Czechia to Hungary — Zásilkovna Pick-up Point payment on delivery; Allegro Dispatch from Czechia to Hungary — Zásilkovna Parcel Lockers; Allegro Dispatch from Czechia to Hungary — Zásilkovna Parcel Lockers payment on delivery; Allegro Dispatch from Slovakia to Hungary — Packeta Pick-up Point, Allegro Dispatch from Slovakia to Hungary — Packeta pick-up point payment on delivery, Allegro Dispatch from Slovakia to Hungary — Packeta Parcel Lockers, Allegro Dispatch from Slovakia to Hungary — Packeta Parcel Lockers payment on delivery, [Allegro Packeta Pick-up Point](#), [Allegro Packeta Pick-up Point payment on delivery](#), [Allegro Packeta Parcel Lockers](#), [Allegro Packeta Parcel Lockers payment on delivery](#), Allegro Courier Express One; Allegro Express One Courier payment on delivery; Allegro Express One Pick-up Point; Allegro Express One Pick-up Point payment on delivery; Allegro Express One Parcel Locker; Allegro Express One Parcel Locker payment on delivery, Allegro DPD Courier; Allegro DPD Courier payment on delivery; Allegro DPD Pickup; Allegro DPD Parcel Lockers;

(...)

Section 2. Terms and Conditions of Delivery Service (Allegro.hu)

(...)

5. The Services provided as part of the delivery options; Allegro DPD Courier Hungary payment on delivery; Allegro Dispatch from Poland to Hungary — Packeta Pick-up Point payment on delivery; Allegro Dispatch from Poland to Hungary — Packeta Parcel Lockers payment on delivery; Allegro Dispatch from Czechia to Hungary — Packeta Pick-up Point payment on delivery; Allegro Dispatch from Czechia to Hungary — Packeta Parcel Lockers payment on delivery; [Allegro Packeta Pick-up Point payment on delivery](#), [Allegro Packeta Parcel Lockers payment on delivery](#), Allegro Express One Courier payment on delivery; Allegro Express One Pick-up Point; Allegro Express One Pick-up Point payment on delivery; Allegro Express One Parcel Locker payment on delivery; Allegro Dispatch from Slovakia to Hungary — Packeta Pick-up Point payment on delivery, Allegro Dispatch from Slovakia to Hungary — Packeta Parcel Lockers payment on delivery, Allegro DHL Courier Hungary payment on delivery, Allegro DPD Courier payment on delivery, Allegro DPD Pickup payment on delivery, and Allegro DPD Parcel Lockers payment on delivery shall be provided in accordance with, inter alia, the General Terms & Conditions and the Carrier's Terms and Conditions, taking into account the characteristics and agreed scope of those Services and delivery options, which means that the use of the Services provided using these delivery options may be limited, inter alia, to the options of collecting funds from the Recipient selected by the Carrier or made available by the Carrier.

(...)

8. Transfers of an amount equal to the funds collected from the Recipient:

In the Services provided based on the Delivery Service with the SwA Functionality in the delivery options: Allegro DPD Courier Hungary payment on delivery, Allegro Dispatch from Poland to Hungary - Packeta pick-up point payment on delivery, Allegro Dispatch from Poland to Hungary - Packeta parcel lockers payment on delivery, Allegro Dispatch from Czechia to Hungary - pick-up point payment on delivery, Allegro Dispatch from Czechia to Hungary - Packeta parcel lockers payment on delivery, Allegro Dispatch from Slovakia to Hungary - Packeta Pick-up Point payment on delivery, Allegro Dispatch from Slovakia to Hungary - Packeta Parcel Lockers payment on delivery, [Allegro Packeta Pick-up Point payment on delivery](#), [Allegro Packeta Parcel Lockers payment on delivery](#), Allegro Express One courier payment on delivery, Allegro Express One pick-up point payment on delivery, Allegro Express One parcel locker payment on delivery, Allegro DHL Courier Hungary payment on delivery, Allegro DPD Courier payment on delivery, Allegro DPD Pickup payment on delivery, and Allegro DPD Parcel Lockers payment on delivery is made by the Company within 2 working days of receiving the delivery status of the Parcel from the Carrier via the Payment Operator, to the settlement tool. The maximum payment on delivery value is, as appropriate: PUDO/APM — HUF 220,000, courier delivery to the address — HUF 300,000.

(...)