

## General terms for “Leisure Assistant”

The service *Leisure Assistant*, is provided by Affinion International AB, hereafter referred to as Affinion, on behalf of OP. OP makes the Service available to you in your capacity of an OP-Visa Gold customer, hereinafter referred to as the Customer. These terms apply between the Customer and OP. The terms apply from April 1, 2019 and apply until the terms are replaced by new terms or the service ceases.

### Scope of services

Leisure Assistant can help the Customer with the following services:

- Order tickets for the theatre, musicals, sporting events, concerts etc.
- Reserve tables at restaurants
- Enter the customer on the guest lists for nightclubs

The Customer contacts the Service by telephone or e-mail. Some cases can be solved at once, while others require more time. ”

The Customer will always receive a preliminary response from Affinion within 24 hours when contacting Leisure Assistant via e-mail.

Leisure Assistant opening hours:

Monday to Friday: 10:00-18:00

Saturday: 10:00-18:00

It does not cost anything to use Leisure Assistant. The Customer only pays for his or her orders, such as concert tickets.

Leisure Assistant (Affinion) can either make reservations or purchases with third party suppliers on behalf of the customer with the Customer's credit card information, or make arrangements for the Customer to complete the reservation or purchase him/herself.

Leisure Assistant (Affinion) acts only as an intermediary with respect to the Customer's orders. When the Customer confirms a purchase or reservation, the Customer also accepts the terms and conditions of the relevant supplier from which Leisure Assistant helps the Customer to order services or products, and the Customer is responsible for reading and understanding such terms. Affinion is thus not responsible for the execution or delivery of services or products that the Customer orders from these suppliers. In some cases, the Customer may order products from Affinion (as a Supplier), and in such cases, separate terms and conditions apply to such orders (in the same way that terms and conditions apply for other third party suppliers).

Please note that the right of withdrawal normally does not apply when ordering tickets for cultural events.

### Processing of personal data

Personal data collected in connection with the Customer's use of Leisure Assistant” is information that is necessary to deliver the service, and includes (but is not necessarily limited to), the Customer's name, address, e-mail address, and telephone number, as well as information about the Customer's use of the service.

The purpose of the processing of personal data is to deliver the service (including giving the Customer advice and contacting any suppliers on behalf of the Customer), to answer questions from the Customer and to handle any complaints, to deliver a better service to the Customer based on the Customer's inquiries and previous use of the Service, and to defend any legal claims.

If the Customer uses Leisure Assistant to make a purchase or order, Leisure Assistant (Affinion) delivers the information that is necessary to execute the order to the supplier that the customer wishes to purchase a service or product from. Such information will usually include the Customer's name, address, e-mail address, credit card information, and details of the product/service that the Customer wishes to purchase.

The legal basis for the processing of personal data is that the processing is necessary for the performance of a contract to which the Customer is party, and that the processing is necessary for purposes relating to the legitimate interests of OP (i.e. to provide the Customer with a better service by being able to provide customized advice and defend any legal claims).

OP is the data controller for personal data relating to the Customer which Affinion collects from the Customer or a third party in connection with the delivery of the service. Affinion is OP's data processor and processes personal data according to OP's instructions. The personal data is furthermore processed in accordance with applicable law and OP's Privacy Policy.

### Applicable law and language

Finnish law applies to this agreement. These terms and conditions are available in Swedish, Finnish and English. The customer can communicate with Leisure Assistant in Finnish, Swedish or English.

### Complaints

For questions or complaints regarding the service, the Customer may contact Leisure Assistant on phone number +358 0100 0510 or by e-mail at [opvisagold@lisaetu.fi](mailto:opvisagold@lisaetu.fi)

### General

OP has the right to terminate the Service if the Customer abuses the Service. OP has the right to change these terms and conditions with a minimum of one month's notice to the Customer.

Neither OP nor Affinion is liable for any damage, loss or delay arising from decisions by authorities, acts of war, strikes, lockouts, blockades, fires, explosions, virus attacks, sabotage or similar events considered as force majeure.

### Limitations

Geographic limitations:

The service can be used by Customers for deliveries in Finland, Denmark, Norway, Sweden and Tallinn.

Leisure Assistant does not include assistance which provision can harm OP's or Affinion's reputation.