

SHOPRITE CONSUMER RESEARCH SERVICE TERMS AND CONDITIONS

VERSION DATED NOVEMBER 2024

1. ACCEPTANCE OF TERMS

By participating in our surveys, you agree to these terms and conditions.

2. ELIGIBILITY

- 2.1. Participants must be opted-in members of our Xtra Savings program, provide their Xtra Savings number, where required to do so and meet the specified target audience criteria set by the supplier (e.g. age, gender, ethnicity, purchase history).
- 2.2. Participants who have been disqualified based on the filter questions, are not eligible to retake or attempt the survey again.

3. INCENTIVES

- 3.1. Participants may receive incentives for completing surveys, which may include any of the following:
 - Shoprite/Checkers vouchers used at POS;
 - Sixty60 credit loaded onto Sixty60 app/profile;
 - Entry into a lucky draw; or
 - Promo credit or discounts loaded onto Xtra savings profile/card.
- 3.2. Incentives are not transferable and may not be deferred or exchanged for cash or otherwise.
- 3.3. Incentives are subject to a validity period and must be claimed and used within the specified time periods.

4. DATA COLLECTION AND USE

- 4.1. Participants will provide personal information to receive incentives and may opt-in to join our survey panel for future research and may opt-out at any time.
- 4.2. **Results from completed surveys shall be shared with suppliers for usage.**
- 4.3. If the personal information provided is incorrect, we will be unable to process your incentive, and it will be forfeited.
- 4.4. Personal data will be handled in accordance with Data Protection Laws of South Africa and our Privacy Policy and will not be shared with third parties without your consent.
- 4.5. Participants' Xtra Savings transactional data and inferences from such may be combined with their survey responses.

5. SURVEY PARTICIPATION

- 5.1. Participation in surveys is voluntary. By completing a survey, you acknowledge that responses may be used for analysis and reporting purposes, and consent to your survey results (excluding personal information) being shared with suppliers.

- 5.2. Participants may opt-out at any time during the survey should you not wish to continue.
- 5.3. Participation in this survey is for your personal use only. Sharing or forwarding the survey link or any related materials with others is prohibited.
- 5.4. Participation in this survey is limited to individuals who have received or viewed the associated advertisement online. Only those persons who meet this criterion can complete the survey.
- 5.5. Participation in this survey is limited to one response per person. Any additional submissions will be disqualified.

6. CONFIDENTIALITY

Your responses will be kept confidential and used only in aggregate form for research purposes.

7. NO GUARANTEES

We do not guarantee that surveys will yield specific outcomes or insights.

8. CHANGES TO TERMS

We reserve the right to amend these terms at any time without further notice to you.