



## **KYOCERA Service Award 2021 Terms and Conditions**

The KYOCERA EMEA Service Award is a competition organized by KYOCERA Document Solutions Europe B.V. ("KDE") for service technicians of authorized KYOCERA partners. In rigorous tests conducted both online and on-site, we identify the best service technicians who are rewarded with a trip to KYOCERA in Japan.

The 2021 Service Award Competition ("Competition") will be held in the SCs: KDAT, KDDE, KDFR, KDNL, KDES, KDRU, KDZA, KDUK and KDIS.

## **ELIGIBLE APPLICANTS**

Eligible Applicants ("Applicants") are technicians from a KDE and/or KYOCERA Document Solutions Europe B.V. Sales Company ("KDEU-SC") contract partner, who have completed Basic Training or Additional Training within the last two years (2018-2020).

Excluded from the Competition are KDE/KDEU-SC employees, Dealer Managers (those employees with technical skills who no longer work as a technician), Trainers or participants on the Train-The-Trainer Program.

All European Competition finalists from the past three years are also excluded.

KDE reserves the right to reject applications and/or exclude Applicants from participating in the Competition for internal reasons not mentioned here.

## **REGISTRATION**

Prior to entering the Competition, Applicants must have registered online. Registration is valid only when the Applicant has read and agreed to our Terms and Conditions as outlined.

Registration must include complete and correct personal information from Applicants (first name, last name, address, city, email address, phone number). Incomplete or incorrect registration data will result in exclusion from the Competition.

## **CONTEST PROCEDURE**

Stage 1: This is an online questionnaire which will be conducted by the KDEU-SC in the Contestant's respective country during the period: March 29th, 2021 to July 30th, 2021.

The top scoring Contestants (the number to be determined by each KDEU-SC) will be permitted to proceed to Stage 2 of the Competition. Notification of success will be confirmed by email.

Scoring for this multiple choice test is as follows:

- No answer on a question = 0 points
- a correct answer (for single answer question) = +1 point, a wrongly given answer results in 0 points for this question
- correct answers within a multiple choice question = +1 point per right answer
- partially correct answer (within a multiple choice question) = +1 point for correct answer
- wrong answer within a multiple choice question = -1 point per wrong answer

Rule for all questions: every question will be treated separately and it is not possible to have less than 0 points for a question.

Contestants with the highest scores will enter the group of highest scoring Contestants. Should Contestants have the same score; one will be selected to go through to the next stage by a draw.

The winners of the first stage will be informed by email by the KDEU-SC in the Contestant's respective country.

Stage 2: The successful Contestants from Stage 1 will take part in a country wide Competition by the respective KDEU-SC. During this stage of the Competition, Contestants will participate in theoretical and practical tests. The practical tests will be observed and graded by an auditor. The final result of the theory and practical test will be determined by a jury.

## **PRIZES**

Stage 1: Online Competition

The prizes for the 1st Stage of the Competition will be offered by the KDEU-SC in the Contestant's respective country.

Stage 2: Country Competition

The prizes for the 2nd Stage of the Competition will be offered by the KDEU-SC in the Contestant's respective country.

Prizes cannot be converted into cash nor can they be transferred to any other person.

## **DATA PROTECTION**

KDE is committed to user privacy. Personal Data will be processed exclusively for the preparation and execution of all activities related to the Competition. Personal Data will be processed in line with EU Data Protection Law and KDEs IT security and confidentiality rules.

KDE is the data controller and the Service Award organization team is responsible for processing personal data. Only dedicated KYOCERA staff will have access to your data.

What information does KDE collect and process and for what purpose?

1. Registration for the Competition, communication and organizational purposes:  
Name, surname, nationality, job title, company name, contact information (e-mail address, business phone number), meal preferences (together with allergies and intolerances).
2. In a few cases we ask for Visa information for the purpose of the invitation letter. Prize giving, travel arrangement in case of winning a trip to Japan and surroundings:  
Home address and private phone number if provided on a voluntary base.
3. Conducting the Competition, prize giving, final award ceremony, continual improvement process of this Competition:  
Test scores and rankings, name, surname, nationality, job title, company name, contact information (e-mail address, business phone number)

### **Does KDE share this data with other parties and for what purpose?**

This data is shared with KDEs subsidiaries in Europe and third parties for the purpose of conducting the Competition, the prize giving, the final award ceremony and the continual improvement process for this Competition. Third parties include travel agencies for trip arrangements, the KDEU-SC contract partner (dealer) and the KYOCERA Headquarter in Japan for the travel arrangement. All recipients of the data are bound to data processing agreements in line with EU Data Protection Law.

### **How long does KDE retain the data?**

KDE is keeping the data for the duration of planning and realization of the Competition and subsequent award ceremonies and travel gifts. Data that is no longer required for the purposes of the legitimate interests of KDE, such as user statistics and verification of eligibility for the competition, will be deleted within a three months period.

### **Legal basis for the processing of personal data**

Personal data are collected and processed by KDE based on your consent. You can withdraw your consent at any time. Your personal data will no longer be processed once you have withdrawn your consent but prior processing will remain lawful.

### **What are your rights and how can you exercise them?**

You have the right to access and rectify your personal data, to restrict the processing of your data and, under certain conditions, to ask for your data to be deleted.

You can exercise your rights by entering your request on the official KDE web page:

<https://www.kyoceradocumentsolutions.eu/en/footer/data-request.html>

If you have any further questions, you can also contact the KDE BOG Data Protection Officer at [datenschutz@deu.kyocera.com](mailto:datenschutz@deu.kyocera.com).

### **IMPORTANT**

Each Contestant may only register once.

KDE reserves the right to cancel the Competition at the end of any stage of the Competition without reason.

### **LIABILITY**

KYOCERA Document Solutions Europe B.V is liable for all damage as a result of its deliberate or gross negligence.

Regarding non-executive employees, KYOCERA Document Solutions Europe B.V's liability is limited to foreseeable and typical damage of property and assets.

On slight negligence KYOCERA Document Solutions Europe B.V liability is limited to foreseeable and typical damage of property and assets pertaining to fundamental breach of duty.

In case of force majeure as well as restrictions for everyday life imposed by the authorities (e.g. freedom of travel, freedom of assembly, health rules of conduct etc.) or other reasonable security concerns, KYOCERA reserves the right to cancel the trip to Japan and to compensate alternatively by another prize, which will be determined by KYOCERA in its sole discretion. Participants of the contest have no legal claim to any particular form of prize. Furthermore, KYOCERA excludes any liability for possible consequences.

The liability limitations shall not apply in the event of injury to life, body or health.

### **BREACH OF RULES**

Contestants will immediately be excluded from the Competition for:

- non-compliance with the Rules of the Competition
- attempting to manipulate the Rules and/or outcome of the Competition
- declaration of false data (e.g. declaration of a name under which the participant is not known)

In cases where prizes have already been awarded these will be claimed back from the Contestant.

### **FINAL CLAUSE**

If any part of the Rules becomes invalid or infeasible, the remainder will not be affected. In such cases, all parties are obliged to act together to replace the invalid or infeasible section by a valid or feasible replacement, which should resemble as closely as possible the purpose and intention of the original section.

No recourse is available, legal or otherwise.

These Rules are exclusively subject to the Dutch law.