

General terms and conditions of du's online contests

December 2018

These general terms and conditions (the '**terms**') apply to everyone taking part in our contests. We have the right to vary, amend or withdraw these terms, and to change the prizes. We will publish these terms, and any changes to them, on our website at www.du.ae.

Definitions

We, us, our: means Emirates Integrated Telecommunications Company PJSC, or 'du' (which may also include its parent companies, linked companies, officers, employees and agents).

Contest: means any contest we organise as set out under these terms.

You: means the registered subscriber of our services who has entered a contest.

Personal information: means information about you and from which you can be identified, including your name, surname, mobile phone number, email address, photos, videos and so on.

Site: means our 'My World' branded portal, which is made up of various micro portals that hold and publish content and is managed by us or a service provider on our behalf. The site is available at www.myworld.du.ae.

Terms

A. Rules

1. You must keep to these terms. If you do not, you will be disqualified.
2. To register for a chance to take part in a contest, you must register with the site within the time frame set out for that contest.

B. Content

3. The site has two types of content – subscription-based and customised.
4. Subscription-based contents are included on the site under the following categories.
 - a) Music store
 - b) Games club
 - c) Video store
 - d) Picture note
 - e) Imagery store
5. Customised content is included on the site under the following categories.
 - a) Pay-per-download content such as videos, ringtones, wallpapers, images, full tracks, albums and so on.
 - b) Various regional-based micro portals such as special movies, cricket-based content, love songs and so on.

6. For more details about the content, please visit the site.

C. Contest and prizes

7. We promote various contests on the site. These contests are mainly based on the content. Contests are open to anyone who is a registered subscriber of our services.

8. You can take part in contests and may win prizes which may include:

- a) downloads of a maximum amount of content and tickets to concerts;
- b) downloads of a maximum amount of specific content such as movies, and telecom products and services such as free talk time, mobile phones, goodies, movie tickets and so on;
- c) subscription to content and free downloads; and
- d) downloads of a maximum amount of content within a time frame (set by us) and a chance to meet the artist.

9. You cannot exchange the prize for cash or prizes from other promotions or contests.

10. We may set extra terms and conditions for specific contests, and may vary these terms from time to time. We encourage you to visit the site for details of any amendments to these terms.

D. Disclaimers and liability

11. You understand and agree that you willingly take part in the contests at your own risk. You do not have to enter the contests.

12. We are not responsible if any contest is cancelled, extended or cut short.

13. We do not guarantee, or suggest, that any part of the contests (or the site) will be uninterrupted or error-free.

14. We do not provide any guarantee regarding the prize, which is provided 'as is'.

15. We are not responsible for any damage, loss or disappointment ('losses') you suffer and which results fully or partly, and directly or indirectly, in connection with you being unable to access or use the site, or for any losses which arise from you taking part in a contest.

16. By entering a contest, you (and your parent or legal guardian if you are under 18) agree that you cannot make any claim relating to the losses (including indirect losses) against us or anyone associated with the contest.

17. We will claim back from you (or your parent or legal guardian if you are under 18) any losses we suffer as a result of any action you take or fail to take.

E. Governing law

18. These terms and conditions are governed by the federal laws of the United Arab Emirates and the laws of the Emirate of Dubai.

F. Permission to use your personal information



19. We will protect any personal information we collect in line with the laws of the United Arab Emirates. You must give us permission to publish or use your personal information for advertising purposes and other media (print and electronic) free of charge. You agree to provide authorisation or permission in the forms we provide at the time.

G. Proprietary rights

20. You must not use any of our logos or trademarks or any other logo or trademark connected to a contest without our (or the relevant person's or company's) written permission.