

ComAp Customer Satisfaction Survey 2025

Official Rules for the Customer Satisfaction Survey Game of the company ComAp a.s., with its registered office at U Uranie 1612/14a, 170 00 Prague 7, ID: 161 88 667, incorporated in the Commercial Register maintained by the Municipality Court in Prague Section B, insert 18788.

1. Eligibility:

- The survey game is open to all customers who receive and submit a completed customer satisfaction survey to the administrator.
- Participants must be at least 18 years old and have a valid email address linked to a user of administrator's products.
- Employees, affiliates, and immediate family members of the administrator organizing the survey are not eligible to participate.
- Those who:
 1. fail to comply with the terms and conditions of this Customer Satisfaction Survey Game as set here in;
 2. act in breach of the law and/or good morals and/or commit fraud in connection with those Customer Satisfaction Survey Game Rules.
 3. provide false or incomplete information in relation to this Customer Satisfaction Survey Game.
- In the event that you are excluded from this Customer Satisfaction Survey Game, you shall not be entitled to any compensation for any costs or damages that you may incur.

2. Survey Completion:

- Participants must fill in and complete the customer satisfaction survey in its entirety.
- All required fields must be accurately filled out for the entry to be considered valid and submitted only once.
- The survey must be submitted within the specified timeframe mentioned in the survey invitation and below.

3. Contact Information:

- Participants must provide valid contact information, including their full name and email address.
- The provided contact information must be accurate and current.
- Failure to provide complete and accurate contact information may result in disqualification.

4. Data Collection and Privacy:

- By participating in this Survey Game, you acknowledge that in accordance with EU Regulation 2016/679 Article 6(1)(b), the General Data Protection Regulation (GDPR), the administrator processes the above personal data provided to it to the extent necessary for the organisation of the Survey Game and evaluation of the survey itself, and selection of the winner. The provision of personal data is a necessary contractual requirement otherwise it is not possible to participate in this Survey Game. The administrator will keep the personal data for a period of 2 years from the end of the Survey Game. You, as the participant, have the right to access, rectify or delete your personal data, or to restrict processing and to object to processing of your personal data. You may exercise these rights via <https://www.comap-control.com/> or by sending an email to privacy@comap-control.com. You also have the right to lodge a complaint with the Czech Office for Personal Data Protection.
- Personal data will not be shared with any third parties unless explicitly consented by the participant.

5. Winner Selection:

- Participants who complete the survey and provide their contact information will be automatically entered into the award draw.
- The winner will be selected randomly through an automated process using the function "RANDBETWEEN" in excel.
- The winner will be chosen from the pool of eligible participants based on the entries received during the survey period.

6. Time schedule

- The Survey Game starts on November 11th at 10:00 am (UTC+1).
- The surveys must be submitted by November 20th 3 pm (UTC+1),
- Winner selection shall be announced by December 1st,
- The award shall be transmitted by e-mail within 7 business days of the winner response to notification.

7. Award:

- The winner will receive a 50€ Amazon voucher.
- The prize is non-transferable and cannot be exchanged for cash or any other alternative.
- The administrator reserves the right to substitute the award with an item of similar type or similar value, if necessary.
- Award cannot be claimed in court.

8. Winner Notification:

- The selected winner will be notified via email address provided.

- The winner will be required to respond to the notification within 30 days to claim the award.
- Failure to respond within the given timeframe may result in disqualification, and an alternate winner may be selected.

9. General Conditions:

- By participating in this Survey Game, you agree to those official Rules for the Customer Satisfaction Survey Game.
- The administrator reserves the right to modify, suspend, or terminate the Survey Game in case of any unforeseen circumstances or technical issues.
- The administrator's decision regarding the winner selection and any other aspect of the Survey Game shall be final and binding.
- The administrator declares that it is not responsible for errors caused by the transmission of electronic messages.
- The administrator reserves the right to decide all issues relating to this Survey Game at its sole discretion. The administrator reserves the right to amend, suspend or cancel the Survey Game at any time.
- These Survey Game Rules shall take effect from the date of their announcement and each person, by submitting the survey (participant), signifies their acceptance.
- Any disputes arising out of or in connection with this Survey Game shall be resolved at the sole discretion of the administrator.

