



Lintons Club Reward Program Terms and Conditions

1. What is the Lintons Club Reward Program?

The Lintons Club Reward Program (the "Program") is a loyalty initiative offered by Lintons Place Limited ("Lintons", "we", or "our") designed to recognize and reward our valued customers by awarding redeemable points for every purchase. The Program is **free to join** and is available exclusively to individuals aged **18 years and older**.

2. How Do I Join the Lintons Club Reward Program?

To join the Program, you must provide the following required information:

- Full name
- Phone number
- ID or passport number
- Gender

You may also provide optional details, including:

- Email address
- Date of birth
- Place of residence

Note: Lintons will never request sensitive personal data such as your race, ethnicity, political affiliation, income, education, sexual orientation, or religious beliefs.

By joining, you agree to receive marketing communications related to Lintons' products, services, and events. These communications may include newsletters, promotions, or event invitations, and can be managed or unsubscribed from at any time.

Eligibility: Employees of Lintons are ineligible to participate in the Program.

3. Earning Points

To earn loyalty points, you must make a purchase at any Lintons store or via our online shop. When making a purchase, ensure you provide your registered phone number to accrue points.

Points are earned at a rate of **2.5%** of the total bill amount for each purchase. Each point is equivalent to **KES 1**.

Important Notes:

- Loyalty points are non-transferable and cannot be exchanged for cash.
- Points may expire if your account is inactive for **one year** or longer.

4. Points Redemption

Points earned can be redeemed for **Lintons Beauty World gift vouchers** only. Each voucher is worth **KES 2,500**, and you may receive multiple vouchers in the same value.

Points **cannot** be redeemed for cash or any other items except as specified above.

5. Updating Your Information & Opting Out

You have the right to update your registration details at any time. To update your information, visit any Lintons store or request changes through our customer service at **customercare@lintonsbeauty.com**.

If you wish to opt out of the Program or request the deletion of your personal data from our records, you may do so by contacting us at the same email address.

6. General Conditions

- **Rejection of Registration:** Lintons Place Limited reserves the right to refuse registration for any customer without prior notice or explanation, in accordance with applicable laws.
- **Amendment of Program Benefits:** We reserve the right to revise the benefits or terms of the loyalty program at any time, without prior notice. Any changes will be communicated via our website or other means of communication.
- **Fraud or Misconduct:** Customers who engage in fraudulent activities or any illegal conduct affecting the company's operations may be deregistered from the Program, with points being forfeited.

7. Data Protection and Privacy

Lintons Place Limited is committed to ensuring the privacy and protection of your personal data. Any personal information you provide will be handled in compliance with the **Data Protection Act, 2019** and other applicable privacy laws in Kenya.

- **Data Collection:** We collect personal information such as name, phone number, and other contact details for the sole purpose of administering the Program and providing relevant offers.

- **Data Usage:** Your data will be used to enhance your customer experience, including sending personalized offers and product recommendations. We will not share your information with third parties for purposes other than those related to the Program.
- **Data Security:** We implement reasonable security measures to safeguard your data against loss, theft, or unauthorized access. However, no data transmission over the internet can be guaranteed to be 100% secure.
- **Access and Correction:** You have the right to request access to your personal data held by Lintons and to request corrections or deletions, in line with the **Data Protection Act, 2019**.
- **Data Retention:** We retain your personal data for as long as necessary to provide you with the benefits of the Program and comply with legal obligations. If you wish to have your data removed, you may opt-out as described above.

8. Changes to Terms and Conditions

Lintons Place Limited reserves the right to modify or update these Terms and Conditions at any time. Any changes will be posted on our website or communicated to you directly through email or other channels. By continuing to participate in the Program, you agree to the revised Terms and Conditions.

9. Dispute Resolution

In the event of any disputes related to the Program, both Lintons and the customer agree to seek resolution in good faith. Should an amicable resolution not be reached, the matter will be referred to a mediator or the relevant authorities in Kenya for resolution under the **Consumer Protection Act, 2012**.

10. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of the Republic of Kenya. Any legal action or proceeding under these Terms and Conditions shall be exclusively brought in the courts located in Nairobi, Kenya.