



WEB RETAILER AWARD 2025 TERMS AND CONDITIONS

1. Introductory provisions

1.1. These terms and conditions govern the rules of the WEB RETAILER AWARD 2025 competition (hereinafter referred to as the "**Competition**") and, together with other information about the Competition available at <https://www.webretaileraward.com> (hereinafter referred to as the "**Website**"), set out the complete rules of the Competition (hereinafter referred to as the "**Competition Terms**").

2. Organizer and participants of the Competition

2.1. The organizer of the Competition is Ceneje d.o.o., Dunajska cesta 155, 1000 Ljubljana, registration no. 6699421000 (hereinafter referred to as "Ceneje" or "the company" or "website owner"), which is the operator of the [webretaileraward.com](https://www.webretaileraward.com) website (hereinafter referred to as the "Organizer").

2.2. These Competition Terms govern the rights and obligations of the Organizer and two types of participants: a) Competitors, which are e-shop operators or agencies that meet the conditions for participation in one of the competition categories (hereinafter referred to as "Competitors"), b) Voters, meaning natural persons (internet users) who participate in voting in the Popularity Award category (hereinafter referred to as "Voters"). (Competitors and Voters hereinafter together also as "Participants")

2.3. Employees and other associates of the Organizer are not eligible to participate in the Competition.

2.4. Only Competitors who meet the following conditions will be eligible to participate in the Competition:

1. At least 18 years old (applies to individuals or business owners),
2. Have an online shop;
3. They have completed the registration form to enter the Web Retailer Award competition on [webretaileraward.com](https://www.webretaileraward.com). For the purposes of participation in some additional awards category, Competitors that have chosen to compete for said awards may need to fill out an additional set of steps, like for example, filling a Google Forms query, as requested by the Organizer. The Competitor can at any given time decide not to complete the steps required, but with it, withdraw from the selection process for the desired additional award.

By submitting an application, the Competitor agrees that their personal data will also be processed for the purpose of awarding the prize if their entry is selected as a winner.

2.5. E-shop operators who are active on the Organizer's platform with active offers, listing, bidding, or other forms of collaboration will be automatically added as a Competitors to the Competition by Organizer. This status is not final, as these Competitors are able - at any time - to withdraw from the Competition by notifying their Key Account Manager or the Event organisation team.

3. Competition dates

3.1. The competition will run from 17th of November 2025 from 10:00 until 23:59 on the 25th of February 2026. The form that allows entry into the competition will close before the end of the duration of the competition, to ensure fair distribution during the voting period, which will follow the initial period. The registration and voting periods will be specified later.

3.2. The winners and finalists will be announced on TBA at the Web Retailer Award event (sometimes regarded as E-commerce Jam) (hereinafter referred to as "Ceremony"). The Organizer reserves the right to change the announcement date as necessary.

4. Voting

4.1. Voters can cast their votes using the form on the Website during the voting period. Voters are obliged to vote in all categories of the Competition. Voters will express their opinion on which webshop deserves to win in given category. Voters will only be able to choose from the list of registered Competitors. After the voting period has ended, a carefully selected jury of experts will pick the winner in each category, selecting from the top 5 Competitors according to the Voters' poll.

The selection processes of winners of specific awards are stated on the Website subpage and are final.

5. Awards

5.1. Competitors have no legal claim to the prize in the Competition.

5.2. No cash payment of the award is possible. The Organizer shall not be held liable for any material, moral or criminal consequences arising from the award or the use of the award. The award is non-transferable.

6. The Award Ceremony

6.1. The winners will be announced at the Ceremony at the communicated time and place. The results of the Competition are final and can not be appealed. After the Ceremony, the winners will be properly announced on our web page and on social media profiles of Ceneje.si., Jeftinije.hr, and Idealno.rs respectively. All participants will be notified of the outcome of the Competition by email, no later than one week after the official announcement.

6.2. The winners will be able to collect the award in-person at the Ceremony, or we will arrange a pick-up at a later disclosed date and location. At the winners' behest, we can also send the award by post to the address provided in the email, in case the winner is unable to attend the Ceremony.

The winner will be informed of the method and the date/deadline of collecting the award by email (the address provided at the time of registration will be used as recipient).

6.3. The Participants and others attending the Ceremony must also agree to the Terms and conditions of participation at the Web Retailer Award live event (sometimes regarded as E-commerce Jam).

7. Privacy and Protection of Personal Data

7.1. The personal data controller is the Organizer, Ceneje d.o.o., Dunajska cesta 155, 1000 Ljubljana, registration no. 6699421000 (hereinafter referred to as the "Controller"). Participants authorize Controller to manage, maintain, aggregate and process the personal data collected from participants and registered users in accordance with the Personal Data Protection Act (ZVOP-1, Official Gazette of the Republic of Slovenia No. 86/2004 et seq.) (PDPA) and General Data Protection Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of personal data and the protection of personal data concerning the use of personal data. Controller ensures the protection of personal data in accordance with the applicable legislation.

7.2. Processing of personal data of Competitors (e-shops and agencies)

- **Scope of data:** The Controller processes the personal data of representatives and contact persons of Competitors (typically name, surname, email, telephone number, job position) that was provided during registration, when applying for the award, or in the Certified shop program. The provision of this personal data is a necessary requirement for Competitors to participate in the Competition; if the personal data necessary for participation in the Competition is not provided, it is not possible to compete in the Competition, unless otherwise stated in these Competition Terms.
- **Purposes of processing:** a) Registration of Competitors and verification of compliance with the conditions of participation. b) Administration of the Competition, including sending organizational instructions, information about reassignment, notification of winning, publication of the winners on the Website and Ceneje.si social channels, c) Resolution of any complaints, disputes, or suspected violations of the Competition Terms, d) newsletter mailing.
- **Legal basis:** Processing is necessary for the performance of a contract (participation in the Competition) and also on the basis of the legitimate interest of the Controller (proper organization of the Competition and protection of rights), or on the basis of processing for the fulfillment of the legal obligations of the Organizer, and on the basis of consent for the newsletter purpose.
- **Retention period:** Personal data will be processed for the duration of the Competition and further for the duration of the limitation periods (3 years after the end of the Competition). In the case of personal data processing based on the Organizer's legal obligations, personal data will be processed for the period specified by the relevant legal regulation. Competitors can unsubscribe from the newsletter at any time by following the link that is present in each email.
- **Data recipients:** Personal data may be made available to organizing agencies, the jury, IT system and hosting service providers, delivery service providers, cooperating contractors, and, where applicable, other persons involved in organizing the Competition.

7.3. Processing of personal data of Voters

- **Scope of data:** In connection with voting, the Controller processes the personal data of Voters to the following extent: a) Email address (for sending a confirmation link and verification). b) IP address (to prevent fraudulent voting). The provision of this personal data is a necessary requirement for voting in the Competition; if the personal data necessary for voting in the Competition is not provided, it is not possible to vote in the Competition unless otherwise stated in these Competition Terms.
- **Purpose of processing:** To ensure the proper and fair conduct of voting, to verify the uniqueness of Voters, and to prevent fraud.
- **Legal basis:** Processing is based on the consent given by the Voter and also on the legitimate interest of the Controller (ensuring the integrity and regularity of the Competition), or possibly also on the basis of the fulfillment of the legal obligations of the Organizer.
- **Retention period:** This data will be processed for the duration of the voting and evaluation of the Competition, but no longer than 6 months after the announcement of the winners and further for the duration of the limitation periods (3 years after the end of the Competition). In the case of personal data processing based on the Organizer's legal obligations, personal data will be processed for the period specified by the relevant legal regulation.
- **Data recipients:** Personal data may be made available to IT system and hosting service providers, delivery service providers, cooperating contractors, and, where applicable, other persons involved in organizing the Competition.

7.4. Personal data may be transferred to recipients in third countries or international organizations only if the European Commission has decided that the third country in question ensures an adequate level of personal data protection, or if appropriate safeguards are provided, in particular by means of standard contractual clauses on the protection of personal data approved by the European Commission, supplemented, where necessary, by additional measures, or by other appropriate safeguards, provided that enforceable data subject rights and effective legal protection for data subjects are available.

7.5. Each data subject acknowledges that they have the right to request access to their personal data from the Controller, to have it corrected or deleted, or to restrict its processing, to exercise the right to data portability, and to lodge a complaint with a supervisory authority. If the processing of personal data is based on the consent of the data subject, the data subject is entitled to withdraw their consent. If the processing of personal data is based on the legitimate interest of the Organizer, the data subject is entitled to object to the processing.

7.6. Any data subject may at any time request the Organizer to permanently or temporarily stop using their personal data processed on the basis of their consent. Such a request may be made at any time to contact@webretaileraward.com, specifying that he/she wishes to withdraw their consent given in context of this award competition.

In addition, he/she has the following rights:

- The right to access or extract his/her personal data collected in connection with him/her in machine-readable form;

7.3. Processing of personal data of Voters

- **Scope of data:** In connection with voting, the Controller processes the personal data of Voters to the following extent: a) Email address (for sending a confirmation link and verification). b) IP address (to prevent fraudulent voting). The provision of this personal data is a necessary requirement for voting in the Competition; if the personal data necessary for voting in the Competition is not provided, it is not possible to vote in the Competition unless otherwise stated in these Competition Terms.
- **Purpose of processing:** To ensure the proper and fair conduct of voting, to verify the uniqueness of Voters, and to prevent fraud.
- **Legal basis:** Processing is based on the consent given by the Voter and also on the legitimate interest of the Controller (ensuring the integrity and regularity of the Competition), or possibly also on the basis of the fulfillment of the legal obligations of the Organizer.
- **Retention period:** This data will be processed for the duration of the voting and evaluation of the Competition, but no longer than 6 months after the announcement of the winners and further for the duration of the limitation periods (3 years after the end of the Competition). In the case of personal data processing based on the Organizer's legal obligations, personal data will be processed for the period specified by the relevant legal regulation.
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In addition, he/she has the following rights:

- The right to access or extract his/her personal data collected in connection with him/her in machine-readable form;

- the right to rectification of inaccurate data collected in connection with it;
- the right to “forget” (delete) all the data collected about him/her, provided that the conditions set out in the General Data Protection Regulation are met;
- the right to file a complaint against the controller with a supervisory authority if he/she considers that the processing of his/her personal data infringes the General Data Protection Regulation.

Any of the above requests concerning the exercise of rights relating to personal data shall be addressed in writing to the Controller’s email address: info@ceneje.si or dpo@ceneje.si. The controller may request additional information from the data subject for the purposes of reliable identification in the event of the exercise of rights relating to personal data but may refuse to act only if it proves that it cannot reliably identify the participant.

7.7. Further information can be found in our Privacy Policy.

8. Final Provisions

8.1. In the event of a violation or suspected violation of these Competition Terms by any e-shop, or conduct contrary to legal regulations, the Organizer may exclude that e-shop from the Competition.

8.2. The Organizer reserves the right to expand any competition categories/subcategories at any time during the Competition.

8.3. The Organizer reserves the right to terminate the Competition prematurely.

8.4. Any questions or complaints regarding the award distribution can be sent to contact@webretaileraward.com. Written objections and submissions that do not comply with the Award Rules will not be considered. The Organizer reserves the right to make a final decision in disputed cases at its own discretion.

8.5. The Organizer is not responsible for any technical problems that may arise during the Competition in connection with registration or voting. The Organizer shall not be liable for any direct or indirect damage resulting from interruptions in access to or malfunctions of the website, nor shall it guarantee the success of the use of the website.

8.6. The Organizer will not reimburse Competitors for any costs incurred in connection with their participation in the Competition. Participants waive any legal claims against the Organizer directly or indirectly related to their participation in the Competition.

8.7. These Competition Terms and all legal relationships arising from participation in the Competition are governed by the laws of Slovenia. Any disputes that may arise from or in connection with the Competition will be resolved by the competent courts of Slovenia.

8.8. The Organizer reserves the right to change these Competition Terms and subsequently publish them in the same manner as the Competition was announced, at any time during the Competition.