

TERMS AND CONDITIONS	
Organizer	Dutch Lady Milk Industries Berhad
Campaign	Stand A Chance to Win a Barista Course by the Specialty Coffee Association, in conjunction with the International Café and Beverage Show 2024 held on 23 rd to 25 th May 2024 at the Kuala Lumpur Convention Centre (“ICBS”)
Campaign Period	1 st May 2024 and ending at 5:00 p.m. on 25 th May 2024 (both dates inclusive). The Organizer reserves the absolute right to shorten or extend the Campaign Period without prior notice.
Eligibility and Entry Requirements	<ol style="list-style-type: none"> 1. Open to all Malaysians aged 18 years and above as at the start of the Campaign Period except employees and immediate family members of FrieslandCampina and/or Dutch Lady Milk Industries Berhad, including its agencies, distributors, suppliers and/or other organisations commercially connected to the Organiser; 2. All entrants must own/ operate/ work at a food and beverage outlet and/or establishment that sells coffee and/or other dairy or milk-based beverages; and 3. Entrants must have fully completed and submitted the registration form via either one of the following methods: <ul style="list-style-type: none"> • Online registration via the Dutch Lady Professional website at ICBS2024 Form Dutch Lady (dutchladyprofessional.com.my); or • On-ground registration at the Dutch Lady/FrieslandCampina booth at the ICBS before 5:00 p.m. on 25th May 2024. 4. For entrants who have completed the online registration, a physical check in must also be done at the Dutch Lady/FrieslandCampina booth during the ICBS 2024 and before 5:00 p.m. on 25th May 2024. 5. Any incomplete and/or late entries shall be automatically disqualified.
Campaign Mechanics	<p><u>How to Participate:</u></p> <p>a) Online Registration:</p> <ol style="list-style-type: none"> 1. Click on the “Register Now” or RSVP link in any of the Dutch Lady Professional social postings online relating to the ICBS 2024; or scan the RSVP QR Code from any of the event collaterals at the ICBS 2024 event booth of Dutch Lady/FrieslandCampina. 2. The entrant will then be redirected to an Online Registration Form. 3. Complete all fields in the Online Registration Form on the FrieslandCampina ICBS Invitation Website, including to answer one (1) question accurately and complete a sentence starting with “If I win the Specialty Coffee Association Barista Course, I will _____”, and click submit to submit your registration. 4. During the ICBS 2024 and before 5:00 p.m. on 25th May 2024, drop by and check in at the registration counter of the Dutch Lady/FrieslandCampina booth at Booth 2042, Hall 2, Kuala Lumpur Convention Centre. Each valid submission shall be deemed as one (1) entry.

	<p>b) On-Ground Registration:</p> <ol style="list-style-type: none"> 1. During the ICBS 2024 and before 5:00 p.m. on 25th May 2024, drop by and check in at the registration counter of the Dutch Lady/FrieslandCampina booth at Booth 2042, Hall 2, Kuala Lumpur Convention Centre, to perform the on-ground registration. 2. Complete all fields in the On-Ground Registration Form, including to answer one (1) question accurately and complete a sentence starting with “If I win the Specialty Coffee Association Barista Course, I will _____”, and submit or handover the form to the designated Dutch Lady/FrieslandCampina employee at the event booth. Each valid submission shall be deemed as one (1) entry.
<p>Judging Criteria and Prize Offered</p>	<ol style="list-style-type: none"> 1. Entries will be judged by the Organiser in the following manner: <ul style="list-style-type: none"> • Accuracy (50%): Accurate answer provided to the question posted by the Organiser in the registration form; and • Creativity (50%): Creativity in completing the sentence starting with “If I win the Specialty Coffee Association Barista Course, I will _____”, posted by the Organiser in the registration form. 2. Only one (1) winner shall be entitled to the prize if selected: One (1) Barista Course by the Specialty Coffee Association worth RM3,000.00 (“Prize”). 3. The Organiser retains the right to substitute the Prize with another prize of similar value in the event the original prize offered is not available. 4. Any other additional costs (i.e., travel expenses, transportation cost, duties and taxes) involved to redeem or collect the Prize shall be borne by the winner at their own cost. 5. Any misrepresentation of facts or particulars or non-compliance with any of the terms herein shall result in automatic disqualification. 6. The Organiser reserves the right to reject any submission at its sole and absolute discretion without having to assign any reason whatsoever.
<p>Notification of Winner and Prize Collection</p>	<ol style="list-style-type: none"> 1. Results will be announced in June 2024 by the Organiser on Dutch Lady Professional MY’s Instagram page (https://www.instagram.com/dutchladyprofessionalmy/) and/or Dutch Lady Professional MY’s Facebook page (https://www.facebook.com/DutchLadyProfessionalMY). 2. The shortlisted winner will receive notifications from the Organiser via Facebook and/or Instagram. 3. Upon being notified, the shortlisted winner will need to send a direct message to the Dutch Lady Professional MY Facebook Page and/or Dutch Lady Professional MY’s Instagram page for prize redemption within seven (7) days from the date of announcement. 4. Failure to respond by the shortlisted winner within the relevant response window shall be automatically disqualified. If the Prize is unclaimed after this time, the right to the Prize lapses and the Organiser may offer the Prize to a substitute winner selected in accordance with the winner selection method at the Organiser’s sole discretion.

	<ol style="list-style-type: none"> 5. The Organiser shall not be held responsible for any failure on the part of shortlisted entry to: a) Receive the Organiser’s announcement on the shortlisted entry; or b) Send a direct to message to the Organiser within the stipulated response window. 6. The Organiser will not be held liable in the event the shortlisted winner cannot be contacted for whatever reason. 7. The Organiser reserves the right to forfeit disqualify the Prize to the shortlisted winner who does not provide the required details upon receiving the request or notification from the Organiser. The decision by the Organiser is final and binding, no further correspondence or appeal will be entertained.
<p>General Conditions</p>	<ol style="list-style-type: none"> 1. All decisions made by the Organiser in relation to this Campaign including but not limited to the selection of winner(s) and forfeiture of Prize(s) (if any) shall be final, conclusive, and binding. No queries, challenges, correspondence, or appeals will be entertained. The selection of the winners shall be in accordance with the Participants’ satisfaction with the Campaign’s entry criteria and determined at the Organiser’s sole and absolute discretion. The receipt by any winner of any Prize under this Campaign is conditional upon compliance with all applicable laws, rules, and regulations. 2. The Organiser reserves the right to substitute any one of the Prize(s) with items of equivalent value at any time without prior notice. All Prizes are not transferable, non-refundable, and non- exchangeable for cash and will only be presented to winners who are able to satisfy the Organiser’s prize claiming requirements as set out herein. 3. The Organiser will not be held liable in the event of non-receipt or delayed delivery of any form of notification to the participants. All costs incidental to a participant’s participation in the Campaign and redemption and/or usage of the Prize shall be solely borne by the winners. 4. Participants shall not, without the prior written approval of the Organiser, speak to the press or any other media nor give any interviews or comments relating to the Campaign. 5. The Organiser and its partners and/or sponsors for the Campaign (if applicable) shall not be liable for any loss (including, without limitation, indirect or consequential loss), damage, personal injury, or death in connection with the Campaign or any prize, except any liability that cannot be excluded by law (in which case that liability is limited to the minimum allowable by law). 6. If applicable, all warranty claims regarding a Prize should be directed to the applicable manufacturer or supplier. The Organiser shall not be responsible for any breaches of contract or any actions or omissions on the part of any manufacturer or supplier of Prizes, nor be liable in any way to any party for any loss or damage arising in connection with the Campaign or any Prize. Except to the extent that they may not be excluded by law, all representations, warranties, terms, or conditions that are not expressly stated in these terms and conditions which apply to this Campaign and in respect of the Prizes and all

	<p>implied warranties are excluded, including, but not limited to, the implied warranties of satisfactory quality, merchantability, or fitness for a particular purpose of any of the Prizes.</p> <ol style="list-style-type: none"><li data-bbox="488 281 1421 485">7. The Organiser reserves the right, in its sole discretion, to disqualify any Participant that is found or suspected of tampering with the Campaign Mechanics, the operation of this Campaign and/or to be in violation of the Terms and Conditions hereof. If any winner is disqualified from the Campaign, the Organiser at its sole discretion may decide whether a replacement winner should be selected.<li data-bbox="488 506 1421 659">8. The Organiser reserves the right to reject/delete any submissions which contain any elements of nudity, pornographic images, graphic violence, defamatory or libelous statements or materials that are considered illegal or may contravene the laws of Malaysia or materials that are likely to tarnish the Organiser's image or reputation.<li data-bbox="488 680 1421 961">9. The Organiser, its affiliates, subsidiaries, promoters and agents shall not be liable in any way for the following: a) any additional expenses incurred by participants for taking part in the Campaign; b) any sort of technical failure; c) intervention by unauthorized parties during the Campaign; d) electronic and/or human errors in the administration of the Campaign and processing of entries; and/or e) any data entry that is lost, stolen, damaged, wrongly delivered or not received which is not due to the sole negligence or willful default of the Organiser.<li data-bbox="488 982 1421 1136">10. All participants unconditionally agree to assume full liability and responsibility to the extent permitted by law in the event of any loss, mishap, injury, damage, claim, or accidents (including death) suffered because of or arising from their participation in this Campaign, redemption and/or utilization of the Prizes and/or Organiser's products.<li data-bbox="488 1157 1421 1881">11. All entries submitted for the Campaign shall become the property of the Organiser. The Organiser reserves the right to use, publish, disclose, or display the name, address, last 4 digits of the winner(s)' identification card (IC) number, photograph, particulars and/or documents of winner(s) for advertising and publicity purposes. The winners or their duly authorized representatives may be required to attend prize presentations and/or at the Organiser's reasonable request, participate in publicity programs, which the Organiser may from time to time organize in connection with the Campaign and if so, such winner(s) or their duly authorized representatives should attend such functions at their own cost and expense. This may include winner(s) being filmed, photographed and/or interviewed by the Organiser or on its behalf. The Organiser is permitted to the use of your name, image, voice and/or likeness for editorial, advertising, promotional, marketing and/or other purposes without further notice or compensation. The Organiser shall have the absolute right and discretion to advertise and/or air and/or print any audio/video recording of the Campaign and its entrants and/or use the slogan, names or nicknames on any of its programmes/channels or in any media whatsoever, in whole or in part, at the Organiser's discretion. All copyrights subsisting in such audio/video recordings shall belong to the Organiser absolutely.
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<p>The Organiser’s Personal Data Protection Act Compliant Notice under the Personal Data Protection Act 2010</p>	<p>1. The Organiser shall process the personal data that you have provided in the online entry form such as your name, national identity card number, contact details, address, (including any details contained therein) and any other information that has been requested from you in this Campaign (“Personal Data”).</p> <p>2. By submitting an entry and participating in this Campaign, you hereby consent and agree to the processing of your Personal Data by the Organiser in accordance with the Organiser’s Personal Data Protection Act Compliant Notice for purposes of this Campaign including in the manner as specified below:</p> <ul style="list-style-type: none"> a. To the use of any Personal Data by the Organiser for the Campaign such as for management and administration of the Campaign; to deliver the prize(s) to you should you be selected to be a winner etc. b. To publish your name and last 4 digits of your identification card (IC) number on the Organiser’s Instagram page or any event page, and/or any other platforms of the Organiser as it deems fit if you have been selected as a winner; and c. To send you news and promotional material and information from the Organiser. Provision of your Personal Data for this purpose is voluntary and you may withdraw your consent for this purpose at any time by contacting the Organiser using the contact details below. <p>3. Your Personal Data is being processed by or on behalf of the Organiser. Save as indicated otherwise herein, provision of your Personal Data is mandatory if you wish to participate in this Campaign. Failing to provide your Personal Data will result in the Organiser not being</p>

	<p>able to process your participation or to contact you in the event you are selected as a potential winner or recipient of any Prize or reward.</p> <ol style="list-style-type: none"><li data-bbox="488 281 1421 485">4. The Personal Data that you provide us with may be disclosed to our service providers and external agencies such as digital agencies engaged by the Organiser for the management of the Campaign and to process your participation in this Campaign. Your Personal Data may also be transferred and accessed outside of Malaysia by the Organiser's related entities in the region and the Organiser's headquarters.<li data-bbox="488 501 1421 573">5. You are responsible for ensuring and you warrant that the Personal Data you provide us is accurate, complete, and not misleading and updated.<li data-bbox="488 590 1421 835">6. If a participant informs the Organiser via Careline at 1-800-88-1191 or at dutchladycareline@frieslandcampina.com that the above information should not be used as a basis for further contact, the Organiser will respect such participant's request. For the Organiser's full Personal Data Protection Act Compliant Notice, please refer to the Organiser's website at https://www.dutchlady.com.my/privacy-policy/ (English version) or https://www.dutchlady.com.my/dasar-privasi/?lang=bm (Bahasa Malaysia version).
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