

# Donor Survey Information and Regulations

## 1. Brief description and organizer of the Survey

1.1. The organizer and data controller of the Survey:

CSL Plasma Kft. (1037 Budapest, Montevideo u. 7, 2nd floor; Tax number: 24992914241; Company registration number: 01 09 193476; hereinafter: CSL Plasma Kft.).

1.2. Brief description of the Survey:

CSL Plasma Kft. organizes a donor satisfaction and needs survey ("Survey") from 14 April 2025 in several survey rounds to understand donors' opinions about plasma donation, the services provided at plasma centres, and what further needs donors might have, and how services could be improved. The data and information received during the survey are processed by CSL Plasma Kft. and used in its future activities and service development.

CSL Plasma Kft. provides a HUF 8,500 shopping voucher to donors who participate in the survey, complete the survey questionnaire in full, and return it to CSL Plasma Kft.

Participation in the Survey cannot be combined with any other periodic promotion related to survey participation.

For details of the Survey, see point 3.

The Survey applies to both new and existing donors, defined as a natural person with a donor ID in the CSL Plasma system (hereinafter: Participant).

## 2. Duration of the Survey

From 14 April 2025 until withdrawal

Other provisions: CSL Plasma Kft. may suspend or withdraw the Survey at any time without justification.

## 3. Eligibility requirements and the Survey process

Donors who have donated plasma at least once in the 12 months preceding the completion of the questionnaire at any of the plasma centres listed below may participate in the Survey. The Survey is not linked to a specific donation, so we are not asking about your opinion or experiences related to a specific previous donation. Therefore, the survey questionnaire should not be completed and submitted following a specific donation but independently of donation. For this reason, questionnaires cannot be submitted after donation, only before donation or on occasions when no donation takes place.

The Participant is eligible to receive a 8,500 HUF shopping voucher if they fully complete and submit the questionnaire related to the satisfaction or needs assessment Surveys, independent of their donation, at the CSL Plasma centre. Participating CSL Plasma centres:

CSL Plasma Miskolc – 3525 Miskolc, Széchenyi István út 35.

CSL Plasma Nyíregyháza – 4400 Nyíregyháza, Nagy Imre tér 1.

CSL Plasma Debrecen – 4029 Debrecen, Csapó utca 42.

The Survey consists of multiple phases and related questionnaires, so a donor can complete and submit multiple questionnaires during the Survey; however, participation in all phases of the Survey is not mandatory.

Donors wishing to participate in the Survey are registered when they first submit the fully completed satisfaction or needs assessment questionnaires at the CSL Plasma centre.

The completion and processing of the questionnaires are done anonymously, meaning CSL Plasma Kft. does not record which donor completed which questionnaire.

Another condition for participation is that the Participant consents to "Data processing for promotional purposes" and "Donor organization" as specified in the data protection notice available on the CSL Plasma Kft. website ([adjplazmat.hu](http://adjplazmat.hu)) and maintains this consent during the Promotion period, without withdrawing it. If the Participant withdraws this consent, they will be automatically excluded from the Promotion without further notification. CSL Plasma Kft. reserves the right to refuse the Participant's participation or to unilaterally change this survey information and regulations without prior notice if the Participant's participation conflicts with the regulations.

#### **4. Limitation of Liability**

CSL Plasma Kft. is not liable for any deficiencies or inaccuracies in the application information, whether caused by technical or human error on the part of the Participants, any device or program used in or in connection with the Survey, or in the processing of the application data. The Organizer is not responsible for any malfunction or other failure of computer systems, telephone lines, hardware, software or programs, or for any human or technical error or delay in data transmission or network connections. The Organizer is not responsible for the loss, delay, misappropriation, or incompleteness of requests or applications. If, in the sole opinion of the Organizer, the Survey cannot be conducted as planned, or other reasons beyond the Organizer's control disrupt or adversely affect the administration, security, fairness, integrity, or proper conduct of the Survey, the Organizer reserves the right to cancel, terminate, modify, or suspend the Promotion at its discretion. The Organizer reserves the right to exclude from the Survey any person who has violated the provisions set forth in the Regulation.

#### **5. Taxation**

The Organizer shall bear any potential tax implications of the promotional gifts. The Participant is obliged to provide any data necessary or facilitating tax administration and to make any necessary declarations.

## **6. Miscellaneous Provisions**

By registering, the Participant automatically accepts the official Survey and data processing regulations.

Budapest, 14 April 2025.

CSL Plasma Kft.