

Terms and Conditions of Use of the Customer Zone on the website www.pozagas.sk of POZAGAS a.s.

(effective from 1.11.2025)

1. These terms and conditions of use of the Customer Zone on the website www.pozagas.sk of POZAGAS a.s. (hereinafter referred to as the "Terms and Conditions") apply to users of the Customer Zone on the website www.pozagas.sk of POZAGAS a.s. (hereinafter referred to as the "Customer Zone"), who are customers of POZAGAS a.s. (hereinafter referred to as "POZAGAS").
2. All terms beginning with a capital letter used in the text of these Terms and Conditions and/or in the Customer Zone have the meaning assigned to them in the Rules of Operation and Technical Terms and Conditions of POZAGAS.
3. These Terms and Conditions also apply to all updates and the Customer Zone. Before using the Customer Zone, POZAGAS customers must read and familiarize themselves with these Terms and Conditions.
4. After concluding the Gas Storage Contract, POZAGAS will provide the Customer with a username and password for the Customer Zone. The username and password will be assigned to those authorized persons whom the Customer designates directly in the Gas Storage Contract. When logging into the Customer Zone, two-factor authentication is used via a text message sent to the selected mobile phone number.
5. By logging into the Customer Zone, the Customer becomes its user (hereinafter referred to as the "User") and confirms that they will use the Customer Zone exclusively to the extent and in the manner specified in these Terms and Conditions, and in accordance with the relevant legal regulations.
6. The User may use the Customer Zone to submit Application for selected services currently offered by POZAGAS.
7. The User submitting an Application in the Customer Zone declares that they are authorized to do so and that, if this is not the case, they will bear all legal consequences and liability for any damage associated with this.
8. The user declares that all data and documents provided to POZAGAS in the Application submitted in the Customer Zone are true, complete, and correct, and that if this is not the case, they will bear all legal consequences and liability for damages associated with this.

9. The user acknowledges that failure to complete the Application in accordance with the instructions provided in the Application or in accordance with the instructions published by POZAGAS may result in the Application being rejected.
10. Only one user may use the Customer Zone on a single user account. Sharing your username and password with third parties may result in your access to the Customer Zone being blocked. A user who allows a third party to use the Customer Zone is fully responsible for all activities performed by that person as if they had performed them themselves.
11. POZAGAS reserves the right to modify the functionality of the Customer Zone as necessary, for example, to add or remove various features.
12. POZAGAS reserves the right to refuse any compensation for damages that may arise in connection with the use of the Customer Zone, especially in the case of unauthorized use of the Customer Zone.
13. The user is obliged to prevent unauthorized use of the Customer Zone by their behavior, in particular by protecting their login details and not providing them to third parties, protecting their computer on which they use the Customer Zone by installing security patches and updates, using up-to-date antivirus software, and the like.
14. The user undertakes not to use the Customer Zone on untrustworthy devices, on devices on which malicious code is installed, and on devices that are shared by a large number of users – for example, computers in internet cafes, computers in publicly accessible places, and the like.
15. These Terms and Conditions have been approved by POZAGAS and are effective from the date of their publication. POZAGAS reserves the right to change these Terms and Conditions at any time. The publication of these Terms and Conditions, or any further changes thereto, replaces the previous version of the Terms and Conditions of Use of the Customer Zone.
16. These Terms and Conditions are governed by the laws of the Slovak Republic.