

Robinsons Rewards Card

Terms and Conditions

RRC Terms and Conditions

These “Terms and Conditions” shall form part of the legally binding agreement between you (Member) and Data Analytics Ventures, Inc. (DAVI), through its Loyalty Division, in accordance with the Robinsons Rewards Program (Program). Use of the Robinsons Rewards Card (Card) is conditioned on your acceptance without variation of the Terms and Conditions set out herein which DAVI may vary from time to time at its sole discretion with or without notice. Your signature herein and your use of this Card in all participating Robinsons Retail Stores (Stores) and partner establishments constitute your express consent to all the Terms and Conditions as stated herein.

CARD APPLICATION AND MEMBERSHIP

1. All legitimate Philippine residents with a valid Philippine government issued ID or Barangay Certificate are qualified to avail of the Card of the Program. For applicants below 18 years old and at least 15 years of age, a School ID may be presented in lieu of a valid Philippine government issued ID, together with the written express consent of a parent or legal guardian and proof of relationship in order to validate the application. Signature of parent or legal guardian appearing in the application signifies the express consent required which includes authority for the minor to redeem points earned by his/her Card without parent or legal guardian’s presence.
2. Lost or damaged physical card must be reported immediately and may be replaced by submitting a completely filled-out Application Form, Affidavit of Loss or surrender of damaged card and payment of Replacement Fee. Any points validly earned using the lost or damaged card shall be transferred to the new Card unless otherwise indicated herein. DAVI shall not be held liable for any points lost or redeemed as a result of the loss or damaged Card.

3. The Card may be used in all participating stores and partner establishments as indicated in this application form, Robinsons Rewards Website and Mobile Application will earn points by presenting the same before paying.

4. The purchase of the card gives the member the option to download the Robinsons Rewards Mobile Application and Website which will enable them to update their information, view and track their points and transactions and avail promotions. Signing the application form signifies that the member agrees to provide his or her information when registering via Mobile Application, Website or through Point-of-Sale.

EARNING AND REDEMPTION OF POINTS

1. Rules for points and conversion to peso value are described in this application form, Robinsons Rewards Website and Mobile Application. Points earned are automatically convertible to equivalent peso value and may be redeemed except as provided herein. DAVI reserves the right to change the value of earned Points at any time without need of prior notice.

2. Points earned may be used to pay for any product in any participating Stores except for purchase of Robinsons Gift Certificates and other items or services that DAVI may include or exclude from time to time at its sole discretion without need of prior notice.

3. Earning of Robinsons Rewards Points is limited to purchase of merchandise at selling price. Points cannot be earned for wholesale or transactions with corporate discounts, purchases made using Robinsons Rewards Points, purchase of Robinsons Gift Certificates, Business Center payment transactions, exchange of goods, Robinsons Rewards Membership Application Kit and non-merchandise transactions. DAVI reserves the right to include or exclude any product/s or service/s at any time at its sole discretion without need of prior notice.

4. Robinsons Rewards Card is not transferable in any case. It is only for use by the cardholder who must present his/ her card in any transaction. Redemption of points can only be done by the Member personally. For this purpose, Member is required to present a valid ID upon redemption. All redeemed Points may no longer be changed or cancelled.

5. It is the responsibility of the member to keep all transaction receipts should there be a request for points verification.

6. Points earned cannot be exchanged for cash and cannot be used for other rewards or promos. Exchange or return of goods is not eligible to earn points. DAVI reserves the right to make adjustments on earned Points as it sees fit including, but not limited to, deduction of Points arising from returned goods or services or from disputes. Point computations on DAVI's records shall be deemed correct and any dispute as to the number of Points that the Member can redeem shall be determined exclusively by DAVI. Should any conflict arise, cardholder agrees that the records of DAVI shall take precedence over other records, and that the decision of DAVI shall be deemed correct and final.

7. Member hereby releases DAVI, the Stores and all its officers and representatives free and harmless from any claim or damage resulting from the use, redemption of Points and on the issuance of the Card. Goods or services redeemed shall be subject to the return and exchange policy of the participating Stores and DAVI shall have no responsibility for any claims or dispute relative to the goods or services redeemed.

8. We may choose to acquire additional assets or sell its assets. In the event that all or substantially all of DAVI's Program assets are sold, the Member expressly consents to DAVI transferring his/her personal information to the new owner or successor entity so that the member can continue to enjoy the services under the Program. In such case, your personal information would remain subject to the commitments contained in these Terms and Conditions until such time that these Terms and Conditions are updated or amended by the new owner or successor entity upon notice to the Member.

PRIVACY POLICY

1. Each member is required to keep his information updated by reporting any changes in name, address, and other personal information. Members may update his/her information by emailing customer service at customercare@robinsonsrewards.com.ph. Necessary documents may be required from the member for verification purposes. In case of death of the member, card will automatically be revoked in any case and all rights and benefits offered by the program will immediately be null and void.

2. You can manage the types of personal data you provide to us and can limit how we communicate with you. At the same time, we think that the more you tell us about yourself and what you like, the more relevant and personal your experience with our services will be. You can manage your membership by following administration instructions contained in any commercial communications that we send you. Please note that we may still need to contact you with important transactional information related to your account and your purchases.

3. We control and process personal data for the following purposes: Operate, maintain and improve the Site, provide you with personalized direct marketing initiatives via email and direct marketing offers, determine your eligibility for certain types of offers, products or services that may be of interest to you, and analyze advertising effectiveness, answer your questions and respond to your requests, to establish and analyze individual and group profiles and customer behavior, communicate and provide additional information that may be of interest to you about us, send you reminders, technical notices, updates, security alerts, support and administrative messages, service bulletins, marketing messages, and requested information, including on behalf of business partners, administer rewards, surveys, sweepstakes, contests, or other promotional activities or events, manage our everyday business needs, such as administration of the membership, forum management, fulfillment, analytics, fraud prevention, and enforcement of our corporate reporting obligations or to comply with the law, comply with our legal obligations, resolve disputes, and enforce our agreements, enhance other information we have about you to help us better understand you and determine your interests and provide you with more relevant and compelling services.

4. We are not in the business of selling or renting personal data. We will not share your personal data, except with your consent or as otherwise required or permitted by law, as follows: with our affiliates and subsidiaries and affiliated and unaffiliated service providers to provide services for us, subject to strict contractual obligations to protect your personal data and process it on our behalf and under our control only, as necessary to perform contractual obligations towards you with business partners to the extent you have availed goods or services offered by a business partner or participated in an offer, rewards, contest or other activity or program sponsored or offered through us or on behalf of that business partner, in case of a merger, acquisition or reorganization with a purchaser of our company or all or substantially all of our Program assets, to comply with legal orders and government requests, or as needed to support auditing, compliance, and corporate governance functions, to combat fraud or criminal activity, and to protect our rights or those of our affiliates, business partners and users, or as part of legal proceedings affecting our company or group and in response to a subpoena, or similar legal process, including to law enforcement agencies, regulators, and courts. In case of sale of all or substantially all of our Program assets, your personal information would remain subject to the commitments contained in this Privacy Policy until such time that this Privacy Policy is updated or amended by the new owner or successor entity upon notice to you.

5. We have implemented an information security program that contains administrative, technical and physical controls that are designed to reasonably safeguard personal data. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, we cannot guarantee its absolute security.

6. In accordance with applicable law, you may (i) request access to any other personal data we hold about you and request that it be updated, rectified, deleted or blocked, (ii) request that we refrain from further use of any personal data we hold about you, and (iii) object to our creation of user profiles about you. If you have any questions or comments about our privacy practices or this Privacy Statement, if you want to make use of any of the above rights, or other rights that you may have in relation to your personal data, you may communicate with us directly through phone, email or through our customer service counters.

7. We will retain your personal data for as long as your account is active or as needed to provide you services and to maintain a record of your transactions for reporting compliance purposes. We will also retain your personal data as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

OTHER CONDITIONS

1. By signing the application form, the member agrees to the “Terms and Conditions” and “Privacy Policy” stated in any channel not limited to Robinsons Rewards Website or Mobile Application.
2. These “Terms and Conditions” shall be governed by the laws of the Republic of the Philippines.
3. The provisions of these “Terms and Conditions” as well as all and any other manual, rules and procedures issued by DAVI from time to time in connection herewith may be cancelled, changed or modified at any time and for whatever reason at the sole option of DAVI without need of prior notice.
4. DAVI reserves the right to terminate the Program at any time at its sole discretion. In the event of termination of the Program, all accrued Points earned in the Card will be terminated unless used within 60 days after the Program’s official date of termination.
5. The Robinsons Rewards Card is and shall remain the property of DAVI and must be returned on demand. DAVI reserves the right to terminate or revoke any Card at its sole discretion in the event of abuse, fraud or violation of any of the provisions of the “Terms and Conditions”, rules, regulations, manuals and policies as determined solely by DAVI. Termination of the Card results to termination and forfeiture of any and all Points earned.
6. Any breach of these “Terms and Conditions”, rules, regulations, manuals and policies, whether intentional or not, may result in the termination of the membership, forfeiture of Points and cancellation of all privileges as described above.