

Barclays Premier Rewards Terms and Conditions

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Part A – Premier Rewards Service Terms and Conditions

Additional Conditions

These additional conditions relate to the Barclays Premier Rewards Service ("**Premier Rewards**" or the "**Service**") and supplement and amend the general conditions of your relationship with us (the "**General Conditions**"). In the event of any inconsistency between these additional conditions and the General Conditions, these terms will apply in relation to the Premier Rewards Service.

1. Definitions

- 1.1 In these conditions,
 - (a) "**Content**" means any information you receive or access as a User of Premier Rewards;
 - (b) "**Eligible Barclays Premier Customer**" means all Barclays Premier Life Customers, Premier Current Account Customers and Premier International Banking customers;
 - (c) "**Services**" means any service we provide you electronically under Premier Rewards and includes any content, programmes or activities you may access as a User;
 - (d) "**User**" means you when you register for the Service and "**User ID**" means any identification we give you to access the service.
 - (e) "**Us**" or "**We**" means Barclays Bank UK PLC and your agreement for the Premier Rewards Service will be with Barclays Bank UK PLC.

2. Availability

- 2.1 Premier Rewards is only available to Eligible Barclays Premier Customers. You must ensure that you comply with any applicable laws before you attempt to access or use the Service outside these jurisdictions.

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- 2.2 We reserve the right to refuse your application or restrict your access to the Services at any time. We will normally give you reasons for doing this unless it's not practical to do so or we reasonably believe this will cause us to break a law, regulation, code or other duty which applies to us.

3. Registration

- 3.1 You can register for Premier Rewards in three ways:
 - (a) By logging onto www.barclayspremierrewards.co.uk and completing the online registration form. We will normally contact you through our website or using your unique email address provided when registering for the Service;
 - (b) If you are Barclays Premier Life Customer or Premier Current Account Customer, by logging into your Barclays Online Banking account - bank.barclays.co.uk - you will be able to go straight into the www.barclayspremierrewards.co.uk site to start receiving the full benefits of the Service; or
 - (c) By downloading our Smartphone app "**Barclays Premier Rewards**", and completing the in-app registration form
- 3.2 When you register with Premier Rewards, you must choose your User ID and password and keep these secret. If you believe someone else has access to or is using your User ID and/or password, you must take immediate steps to change them by doing so online.
- 3.3 Premier Rewards is administered by Hawk Incentives Limited ("**Hawk Incentives**") on our behalf. By registering for the Service, you authorise us to share your information with Hawk Incentives as set out in the General Conditions.

4. Operating Rules

- 4.1 Premier Rewards is available exclusively to you as an Eligible Barclays Premier Customer. You may not share or provide access to Premier Rewards or any of the Services without our permission. For example, you may not ask your

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friend to attend an event in your place or share any content with other third parties unless we allow you to do so.

- 4.2 If you accept an invitation from Premier Rewards, but are unable to attend or participate, you must tell us not less than 48 hours in advance or before the period specified on the invitation. We may stop inviting you to future events if you do not do so.
- 4.3 We can revoke or restrict your access to Premier Rewards in the following instances:
 - (a) if you breach any term of this agreement;
 - (b) if you access, attempt or allow other persons to access personal information relating to another person. We may also report you to the relevant authorities if you do so;
 - (c) if you key in the incorrect User ID or password on five successive logon attempts on the www.barclayspremierrewards.co.uk site;
 - (d) if your Premier account is closed or you switch to another account;
 - (e) if we reasonably believe an unauthorised person is attempting to access Premier Rewards or any of the Services;
 - (f) if we reasonably believe providing you the Services will cause us to break a law, regulation, code or other duty which applies to us;
 - (g) if we reasonably believe it is necessary to do so for operational reasons;
 - (h) if we reasonably believe your conduct in redeeming a benefit to be inappropriate.

5. Availability of the Services

- 5.1 We can change the nature, content, location or presentation of any event at anytime. Where we can, we will give you notice before we do so.
- 5.2 We will tell you when the Services will be available from time to time but do not guarantee they will always be available at the stated times.

6. Offers and Events

- 5.1 This section must be read in conjunction with Part B, Section 8 of these terms and conditions.
- 5.2 We are not responsible for providing Offers or Events to you through the Services. You may be required to accept applicable terms and conditions provided by the relevant third party. If these Offers or Events are withdrawn, we may find alternatives where reasonably possible.
- 5.3 Due to the limited availability of Events, you can only attend a maximum of five Events in one Allocation Period. If you attend more than five Events in one Allocation Period, we reserve the right to withdraw the Events and Offers from you in the future.

7. Intellectual property

- 7.1 The copyright and all other rights in Premier Rewards, the Services, Offers, Content or other information we provide to you, remains owned by us or by the person who licenses it to us (if applicable). You must use these exclusively in connection with this agreement and as described in any materials or information we provide to you. You will obtain no rights, title or interest in any such materials or intellectual property rights relating to them.

8. Changes to these Terms and Conditions

- 8.1 We can change these terms and conditions at anytime without prior notice to you by updating them on our website. We will tell you of any changes to your disadvantage by email or through our website. You will be required to accept these changes when you next log on. See Part B, section 9 for information on how we might change the Premier Rewards App.

9. General

- 9.1 We are not responsible for the following:

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- (a) any contract you conclude with or Offers you receive from third parties;
 - (b) any delay or failure in providing the Services due to circumstances beyond our reasonable control; or
 - (c) providing an alternative to any of the Services where they are cancelled, postponed or delayed.
- 9.2 Your access of our website is governed by our Site Terms and Conditions, [Data Privacy Notice](#), Cookies Policy and Security Notice which are available on our website.
- www.barclayspremierrewards.co.uk is hosted on behalf of Barclays Bank UK PLC by Hawk Incentives Limited (Westside, London Road, Hemel Hempstead, Hertfordshire, HP3 9TD).

10. Applicable Law

- 10.1 Part A of these terms are governed by the law of the jurisdiction in which you hold your Premier account.

Part B – Premier Rewards App Terms and Conditions

Additional Conditions

These additional conditions relate to the Premier Rewards App (**the "PR app"**) and supplement and amend the general conditions of your relationship with us (the "**General Conditions**"). In the event of any inconsistency between these additional conditions and the General Conditions, these terms will apply in relation to the PR app.

In these additional conditions "**us**" or "**we**" means Barclays Bank UK PLC and your agreement for the PR App will be with Barclays Bank UK PLC.

1. The Premier Rewards App

- 1.1 The PR app is available to Eligible Barclays Premier Customers. Eligible Barclays Premier Customer means all Barclays Premier Life Customers, Premier Current Account Customers and Premier International Banking Customers.
- 1.2 You must ensure that you comply with any applicable laws before you attempt to access the PR app inside any jurisdiction.
- 1.3 We reserve the right to refuse your application or restrict your access to the PR app at any time. We will normally give you reasons for doing this unless it's not practical to do so or we reasonably believe this will cause us to break a law, regulation, code or other duty which applies to us.
- 1.4 Before you can use the PR app you will need to download it from the relevant app store. You can access the full content of the PR app by either inputting your name and date of birth or by entering a one-time activation code into the PR app. You can only obtain this activation code by logging on to Premier Rewards at www.barclayspremierrewards.co.uk.

2. Use of Cookies and other information

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- 2.1 The PR app uses cookies and similar technologies ("**cookies**") when you register, to authenticate you when you use the service, and to generally improve your experience on the PR app. We use these cookies to collect information about your use of this app, for example which areas you use most often and which Premier Rewards are viewed or redeemed. This information helps us improve the app's performance, ensure the Barclays experience we deliver is relevant and develop our Premier Rewards for you and other users.
- 2.2 The PR app also allows you to locally save certain data to your device, such as your Premier Reward favourites.

3. Push notifications and the use of location data

- 3.1 In order for the PR app to be able to advise you of Premier Rewards that are near to your device location, the PR app will make use of the location data on your device to present you with push notifications. You can turn off the PR push notifications at any time via the settings within the PR app. You can also turn off the location data functionality at any time by turning off the location services settings on your mobile device for Android or via the device privacy settings for iOS.
- 3.2 When location-based services are used by the PR app, Barclays does not collect and retain the precise location of your device. However, the location of the Premier Rewards that have been viewed or redeemed and whether this action has occurred within approximately 500 metre radius of a Premier Rewards benefit will be collected and used as detailed within sections 5 and 6 of these terms and conditions.
- 3.3 Access to maps is subject to the following separate terms:
 - (a) Google Maps/Google Earth APIs Terms and Conditions available at <https://www.google.com/accounts/TOS> if you access Google Maps/Google Earth APIs app (iOS and Android versions); and
 - (b) iOS Maps Terms of Use available at <http://www.apple.com/legal/sla/> – if you access iOS Maps

4. Use of the PR app

- 4.1 The PR app currently only works on compatible Smartphones running Android 4.0 and above and iOS 6.0 and above. We may change the version of the operating system the PR app works with at any time. Some features may not be available on all platforms or operating systems, visit our website for more information.
- 4.2 You must:
 - (a) ensure you comply with any local restrictions on downloading, using or otherwise exporting the PR app;
 - (b) not download the PR app from anywhere other than a store approved by us or install or use it on a jail-broken or rooted device;
 - (c) not use the PR app in any unlawful manner, for any unlawful purpose, or in any manner inconsistent with the agreement, or act fraudulently or maliciously for example by hacking into or inserting malicious code into the PR app or iOS, Android or other operating systems;
 - (d) not upload, store or share inappropriate or illegal images or content that breaches the rights of others;
 - (e) not attempt to derive income from the use or provision of the PR app, whether for direct commercial or monetary gain or otherwise;
 - (f) not use the PR app in a way that could damage, disable, overburden, impair or compromise the PR app, Barclays systems or security or interfere with other users; and
 - (g) not collect or harvest any information or data from the PR app or our systems or attempt to decipher any transmissions to or from the servers running the PR app.
- 4.3 The PR app may utilise or include third party software and copyrighted material or may be subject to third party or other open source license. Portions of the software are based in part on:

Android

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- (a) Picasso 2.4.0. licensed under Apache License 2.0 (Copyright 2013 Square, Inc)
- (b) Google Play Services 5.0.89 licensed under Creative Commons Attribution 2.5 (<http://creativecommons.org/licenses/by/2.5/>)
- (c) Crouton 1.8.5 licensed under Apache License 2.0 (<http://www.apache.org/licenses/>)
- (d) gson 2.3 licensed under Apache License 2.0 (<http://www.apache.org/licenses/>)
- (e) ViewPagerIndicator 2.4.2 licensed under Apache License 2.0 (<http://www.apache.org/licenses/>)
- (f) Otto 1.3.6 licensed under Apache License 2.0 (Copyright 2013 Square, Inc)
- (g) Retrofit 1.9.0 licensed under Apache License 2.0 (Copyright 2013 Square, Inc)
- (h) OkHttp 2.2.0 licensed under Apache License 2.0 (Copyright 2014 Square, Inc)

iOS

- (a) Restkit licensed under Apache License 2.0 (Copyright 2009-2012 The Restkit Project)
- (b) **SDWebImage** Copyright (c) 2009 Olivier Poitrey <rs@dailymotion.com> <https://github.com/rs/SDWebImage> All source code is licensed under the MIT License.

5. Access to the App

- 5.1 You may not share or provide access to the PR app or any of the content without our permission. For example you may not ask your friend to attend an event in your place or share any content with other third parties unless we allow you to do so.
- 5.2 We can revoke or restrict your access to the PR app in the following instances:

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- (a) if you breach any term of this agreement;
- (b) if you access, attempt or allow other persons to access personal information relating to another person. We may also report you to the relevant authorities if you do so;
- (c) if you close your Barclays current account or no longer meet the financial criteria to qualify for the Premier Banking or International Banking service;
- (d) if we reasonably believe an unauthorised person is attempting to access the PR app;
- (e) if we reasonably believe providing you the PR app will cause us to break a law, regulation, code or other duty which applies to us;
- (f) if we reasonably believe it is necessary to do so for operational reasons;
- (g) if we reasonably believe your conduct in redeeming a benefit to be inappropriate.

6. Charges

We do not charge you for using the PR app (but network and call charges may apply for using the app).

7. Offers

- 7.1 We can change the nature, content, location or presentation of any Offer at anytime. Where we can, we will give you notice before we do so.
 - 7.2 We will tell you when the Offer will be available from time to time but do not guarantee they will always be available at the stated times.

8. Events

- 8.1 This section must be read in conjunction with Part A, section 5 of these terms and conditions.
- 8.2 Events are only available to Eligible Barclays Premier Customers in the United Kingdom who are not Politically Exposed Persons.

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- 8.3 All Events are subject to availability and are allocated on a first come first served basis.
- 8.4 Due to the limited availability of Events, you can only attend a maximum of five Events in one Allocation Period.
- 8.5 If you accept an invitation for an Event but are unable to attend, you must tell us at least 48 hours in advance by clicking on the cancellation link in your event confirmation email. If you do not tell us you can't attend in time, the Event will count towards your total Event attendance for the Allocation Period.
- 8.6 You may be required to accept additional terms and conditions for an Event as provided by the relevant third party.
- 8.7 We have the right to restrict, withdraw, cancel or otherwise not make available an Event at any time in accordance with these terms and conditions and the General Conditions and will not be liable for any losses you suffer or costs you incur as a result of this.

9. Liability

- 9.1 We will not be liable to you for any losses you suffer or costs you incur because:
 - (a) you are unable to access or use the PR app for any reason or there is a delay in its use;
 - (b) any device, hardware or software you use in connection with the PR app is damaged or corrupted or fails to work;
 - (c) the PR app does not work as you expect, does not meet your requirements or contains errors or defects or we fail to correct these;
 - (d) you did not receive any notifications in a timely manner; or
 - (e) there is a reduced level or failure to provide any service caused by any third party service providers including software providers and mobile operators;
 - (f) any contract you conclude with or Offers you receive from third parties;
 - (g) any delay or failure in providing the Offers due to circumstances beyond our reasonable control;

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- (h) providing an alternative to any of the Offers where they are cancelled, postponed or delayed; or
 - (i) you allow an unauthorised person to access the app.
- 9.2 We will be liable in those situations set out in the General Conditions of your agreement with us.

10. Changes to these Terms and Conditions

- 10.1 When we change the terms and conditions we will notify you of the change when you next start the PR app. The new terms may be displayed on-screen and you may be required to read and accept them to continue your use of the PR app.
- 10.2 From time to time updates to the app may be issued via the Apple App Store, Google Play or other application stores the app is available from. Depending on the update, you may not be able to use the PR app until you have downloaded the latest version of the app and accepted any new terms.

11. Applicable Law

Part B of these terms are governed by English law.

Financial Criteria

You have an annual gross income paid into a Barclays current account of £75,000+ and/or £100,000+ saved or invested through Barclays.

You can get this in Braille, large print or audio by calling **0800 111 777***

(via Text Relay if appropriate) or by ordering online from [barclays.co.uk/accessibleservices/](https://www.barclays.co.uk/accessibleservices/)

Call monitoring and charges information

*To keep a high quality of service, your call may be monitored or recorded for training and security. Calls to 0800 numbers are free when calling from a UK landline. Charges may apply when using a mobile phone or calling from abroad.

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