



VOKÈRA AFFINITY PROGRAMME (UK)

TERMS & CONDITIONS UPDATED 31st MARCH 2021

1. THE VOKÈRA AFFINITY LOYALTY & REWARD PROGRAMME

(The Programme) is operated by Vokèra Limited, Borderlake House, Unit 7, Riverside Industrial Estate, London Colney, Herts AL2 1HG, United Kingdom (Vokèra)

2. DEFINITIONS

- a. **The Affinity Programme** - Is a long-term loyalty & reward programme operated by Vokèra.
- b. **Rewards** - Are a range promotional and loyalty rewards & benefits which may be offered to the member from time-to-time
- c. **Affinity Account** - Is a personal account in which individual members can register installations and access product warranty information specific to each installation registered within the programme
- d. **Members** - Are individuals not companies.
- e. **The Affinity website** – is the primary operational platform for the programme providing access to terms and conditions and all other programme benefits. The Affinity website is located at www.vokeraaffinity.co.uk
- f. **Registration** - The process of registering a Vokèra product installation includes FREE Gas Safe Notification (for gas boilers only) and automatic warranty registration. Registration must be made online via the Affinity website using a product serial number and unique Affinity claim code which can be found within every Vokèra product box. All boilers (except those installed on Social Housing contracts) are eligible for free Gas Safe Notification
- g. **Reward & promotion:** From time-to-time Vokera may run special Affinity member reward and incentive promotions via the Affinity member site. Terms and conditions will be specific to each promotion and will be available on the website
- h. **Gas Safe Notification** – the process of Vokèra notifying the Gas Safe Register of your boiler installation www.gassaferegister.co.uk
- i. **Warranty** – the process of registering the installed product with Vokèra to validate the full term of the product warranty, subject to terms and conditions.
- j. **The Programme administrator** – Is Vokèra and/or its nominated agents

3. ELIGIBILITY

- a. Programme membership is only available for:
 1. **UK Gas Safe registered installers**
 2. Gas Safe registered installers bound by the terms and conditions of the Gas Safe register
 1. Must have a current listing on the Gas Safe website
 2. Your registered Gas Safe address must be the address registered within Affinity
 3. Bona fide Installers whose normal place of business is within Mainland UK and Northern Ireland.
- b. Programme membership is **NOT** available for:
 1. Installers who are receiving contract support
 2. Stockists - merchants or retailers
 3. Consumers – typically homeowners, tenants and landlords
 4. Persons under the age of 18
- c. Those installers with links to wholesalers/distributors/merchants are **NOT** eligible for any Affinity reward or promotional benefit where purchases have been made through or in association with those linked wholesalers/distributors/merchants.
- d. Membership to the programme is by invitation, and Vokèra reserve the right to withhold or cancel programme membership to any persons or party entirely at their sole discretion.
- e. By accepting membership in the programme all participants agree to these Terms and Conditions of the programme as outlined hereunder.

4. HOW TO REGISTER TO BECOME A MEMBER

- a. Registering to become a member of the programme can only be made by completing and submitting the form on the Affinity website www.vokeraaffinity.co.uk

5. DURATION

- a. The Programme will operate from 1st June 2006 until further notice.



- b. Vokèra will endeavour to provide 3 months advance-notice of termination of The Programme. But reserve the right (Condition 17a) to terminate the programme at any time.

6. AFFINITY POINTS, PROMOTIONS & REWARDS

- a. From 31st March 2021 Affinity points are no longer available. From time-to-time Vokera may run special Affinity member loyalty reward and incentive promotions via the Affinity member site.
- b. Terms and conditions will be specific to each promotion and will be available on the website

7. AFFINITY ACCOUNTS

- a. Members will have access to their personal details and details of any Vokera product installation registered via the Affinity website. All member details are held on a central database and accessed via the dedicated Affinity website.
- b. Members will normally be able to access their Affinity account at any time via the Affinity website unless there are issues relating to internet access that are beyond Vokèra's control.

8. DATA PROTECTION & PERSONAL DATA USE

- a. These terms & conditions should be read in conjunction with our main privacy policy available here
- b. Additionally, by becoming a member of the programme, each member agrees that
 1. their personal details may be held on a secure electronic database.
 2. Vokèra can send relevant communications to the member (Condition 10)
 3. they will ensure that all details held on the database will be kept up to date at all-times, these details are:
 1. Contact name
 2. Business name
 3. Postal address
 4. Email address
 5. Telephone number
 6. Gas Safe registration number (Initial registration only)
 7. Gas Safe licence card number (Product installation registration only)

These will be the same details registered with the Gas Safe register. Failure to enter a valid Gas Safe licence card number when registering a product installation will mean that the registration cannot be completed – in this case you will need to contact Gas Safe to confirm your details with them. Vokèra are unable to do this.

- 4. they are required to enter personal data and passwords in order to access the Affinity website.
 5. Vokèra will also store data about each member relating to The Vokèra products registered
- c. Members personal information will by necessity only be shared with
 1. **Selected third-party partners & suppliers in order to fulfil our obligations to Affinity members and this includes delivery of any promotional reward or benefit awarded and any subsequent warranties that ensue.**
 2. **The Gas Safe Register as part of the Gas Safe notification process and the members obligation to their terms and conditions**
 3. **Domestic and General for boiler warranty registrations**
- d. Any third-party suppliers used to fulfil our obligations to members and who receive personal data are required to protect this information in accordance with our main Privacy policy and will not retain this data for longer than is required to meet our obligations
- e. Vokèra will not share member data with any other third party outside of our network and by necessity without the express consent from the member unless we are required to do so by law
- f. Members are personally responsible for the confidentiality of any Usernames and Passwords that are issued to them. Vokèra does not accept responsibility for any loss or fraud resulting from misuse of Usernames and Passwords.

9. AFFINITY COMMUNICATIONS

- a. These terms & conditions should be read in conjunction with our main privacy policy available here
- b. Vokèra will use personal member data provided by Affinity members to send communications relevant to your membership and your business by email, by post or by SMS. These currently include:
 - a. Promotions as they occur



- b. Personalised promotions based on the products you install
- c. Technical & training related
- d. Member status communications
- e. Events
- c. Vokèra will only ever send communications responsibly
- d. Each member can choose to review and 'opt-out' or 'opt-in' to receive any communications at any time by:
 - a. Logging in to your Affinity account and going to your account settings page and then by selecting your chosen communication preference
 - b. Clicking 'unsubscribe' on any communication you receive
- e. By necessity, Vokèra reserves the right to communicate with any member at any time, irrespective of communication preference, if there are changes or significant updates to the programme that the member needs to be aware of

10. ACCOUNT CLOSING AND TERMINATION

- a. Vokèra reserves the right to close any account if the member has not logged in within the previous 36-month period
- b. Members can close their Affinity account at any time by emailing the Affinity support team affinitysupport@vokera.co.uk with the registered Gas safe company number and the email address as registered within Affinity
- c. A record of Vokèra product installations (product and date of installation) along with the installation address will be retained for the purposes of Warranty provision and homeowner support
- d. Due to GDPR regulations, once an account has been closed we are unable to reinstate a previous account – to set-up a new account you would need to contact the **Affinity support team on 01727 744044 or email: affinitysupport@vokera.co.uk**

11. GAS SAFE NOTIFICATION (UK)

- a. Each product registration requires the member to enter the following Gas Safe details:
 - 1. **Gas Safe registration number**
 - 2. **Gas Safe licence card number**

It is essential that the Gas Safe details entered are up to date – if a new licence card number has been issued then those details must be entered as part of the product registration.
- b. For each product registered within Affinity Vokèra will
 - 1. Notify the Gas Safe Register of the installation
 - 2. Pay the fees associated with this notification directly to the Gas Safe Register.
 - 3. Send the homeowner their Building Regulation Compliance Certificate.
 - i. **Lost Certificates** – Copies of Gas Safe certificates can be downloaded in the Affinity member area by logging into the members account, going to account history and then by selecting 'Installations'. All registered installations will be listed along with the relevant Gas Safe and Warranty certificates for each boiler.
 - ii. **Cancellation of Certificates** - Should incorrect information be shown on the certificate please call 01727 744044 with the certificate number and corrections required so we can inform the necessary bodies and re-issue the certificate.

12. EXTENDED WARRANTY REGISTRATION

- a. As part of your Affinity claim Vokèra will also:
 - 1. Register the boiler to validate the product warranty - as long as the registration is made within 30-days of installation - and issue the end user warranty confirmation.
- b. As part of this registration you agree to:
 - 1. Ask the homeowners permission to ensure that they understand and agree to their personal information being shared with our warranty partner. As part of our commitment to supporting installers, when registering you can specify if you wish to carry out your own servicing on the boiler installed.
 - 2. Provide details of the installation address along with the name of the homeowner/landlord/tenant.
 - 3. Register the boiler within 30 days of installation.

13. PROGRAMME SUPPORT

- a. For any questions relating to Affinity membership, Affinity promotions, product registrations and warranty, please contact the Affinity support team during normal office hours (Monday to Friday, 09:00-17:00 Excluding Bank Holidays)



1. Telephone: 01727 744044
2. Email: affinitysupport@vokera.co.uk

- b. We aim to respond to all enquiries within one working day, however depending on the nature of enquiry this may take longer.
- c. Vokèra are unable to accept any responsibility for loss of service due to loss of internet connection or mobile network issues or any technical issues that are beyond our control.

14. FRAUDULENT ACTIVITY

If any member makes an unlawful claim for any Affinity promotion reward or is in breach of any of the terms and conditions of membership, Vokèra reserves the right to

- a. Change the status of the member account to 'on hold' so that Affinity promotional rewards and other benefits cannot be earned or awarded
- b. Seek repayment in full from the member, for the value of any benefit gained due to unlawful action
- c. Terminate the member account

15. GENERAL

- a. Vokèra reserves the right to alter, amend or withdraw The Programme or any part of it at any time without prior notice or compensation due to circumstances beyond its control.
- b. Vokèra's decision on all matters relating to the programme shall be final and binding and no correspondence will be entered into.
- c. If a member of the programme is an employee (or subcontractor) of a company, it is assumed that membership of the programme is with the full knowledge and consent of their employer. It is also assumed that any promotional rewards awarded are done so with the full knowledge and consent of their employer.
- d. Recipients of promotional rewards are personally responsible for any tax liability they may incur as a result of accepting a reward or rewards.
- e. Any promotional rewards or other member benefits are non-transferrable
- f. Programme membership does not signify status or a level of accreditation or endorsement from Vokèra.

PROPER LAW: This Contract is subject to the law of England and Wales.

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