

1. What is this document?

These Customer Portal Terms of Service (the **Portal Terms**) form a legal agreement between you and Revolut Bank UAB (**Revolut/we/us**) for your use of Revolut's Subscriptions Customer Portal (the **Portal**).

2. What is the Portal?

The Portal is an online interface that we host and maintain. You can use the Portal to manage payments to a merchant who uses Revolut's subscription management platform (a **Merchant**).

3. How do I access the Portal?

You don't need to hold a payment account with Revolut to use the Portal. If you are signed up to a subscription with a Merchant, that Merchant will provide you with a link to use the Portal. If you have subscriptions with multiple Merchants, each Merchant will provide you with a different link to the Portal so you can see each subscription separately.

Any information on the Portal is provided to us by the Merchant. If you believe any of the information is inaccurate, please contact the Merchant who has provided you that link to the Portal directly.

4. What can I do on the Portal?

You may use the Portal to:

- view or cancel your subscription with a Merchant,
- update or remove your payment information.

The Merchant is responsible for ensuring you are the only person able to access your Portal.

If you remove your payment information from the Portal, this does not cancel your subscription with the Merchant. To cancel your subscription with the Merchant, you must follow the Merchant's cancellation process.

If you have any questions about Merchant's terms, including its cancellation and refund policies, please contact the Merchant. We do not control the Merchant's terms.

5. Ending your use of the Portal

You can stop using the Portal at any time.

We may suspend or terminate your access to the Portal for the following important reasons:

1. we have reasonable and properly documented grounds to suspect that you have intentionally or through gross negligence used Portal for purposes that are in breach of Polish or European laws that are directly applicable to you; or
2. we have asked you to provide us with information or documents that we are obliged to obtain under the provisions of generally applicable law and we have not received them; or
3. you violate the provisions of these Terms; or
4. we have reasonable and properly documented grounds to suspect that you use of the Portal is fraudulent way; or
5. we are required to do so by law; or
6. we decide to discontinue the Portal, provided that we give you prior notice at least 30 days before such discontinuation.

6. When can we change these Terms?

We reserve the right to amend the Portal Terms for the following important reasons:

1. The introduction, amendment or repeal of generally applicable laws, to the extent that this will result in an obligation for us to amend the rules and regulations and only to the extent corresponding to such amendments;
2. A change in our offer, that is, we are introducing, changing, ceasing to offer or limiting the functionality of Portal - the change will be introduced only within the scope of the provisions relating to the product, service or functionality;
3. The need to introduce technological and technical corrections or improvements, adjustment or improvement of existing personal data protection measures, adjustment or improvements of security and fraud prevention measures in connection with the Portal - only to the extent that it will be necessary to adapt the Terms to the solutions resulting from these changes
4. Circumstances in which we update information about us, we change the existing marketing names, we correct clerical errors, spelling or punctuation errors, we update our contact details, address details or registration details, we merge or separate our regulations or we change the existing marketing names provided that these changes do not increase your existing obligations or limit your rights.

Informing about changes to the Terms

If we make a change to the Terms, information about changes will be sent by email on a durable medium together with the attached amended regulations, no later than 14 days before the date the changes take effect.

If you do not object to these changes before changes to the Terms take effect, then we will consider that you have consented to them. You may object to the proposed changes in the period from the day you receive information about the changes to the day preceding the date they take effect and stop using Portal. You do not incur any fees in this respect.

7. Complaints

If you're unhappy with our service, we'll try to put things right. Please contact us through the Revolut App under the Help section, email us at formalcomplaints@revolut.com or fill out our online complaints form. Our [Complaints Policy](#) has more information on how we handle complaints. The Portal is not a financial services product. Complaints will therefore not be heard by any mechanism for financial services dispute resolution.

8. Your data

For information about how Revolut processes your personal data, please see our [Customer Privacy Notice](#).

9. Legal bits and pieces

Company information	Revolut Bank UAB is a bank incorporated and licensed in the Republic of Lithuania with company number 304580906 and authorisation code LB002119 and whose registered office is at Konstitucijos ave. 21B, 08130 Vilnius, the Republic of Lithuania.
Governing law	The laws of Lithuania apply to this agreement. Despite this, you are subject to the protection afforded to you under Polish laws that cannot be excluded by contract and intended to protect your interests.

Disputes	The courts of Poland have jurisdiction over any disputes between us.
Entire agreement	These Terms, constitute the entire agreement between you and Revolut in relation to the Customer Portal.
These terms are severable	If something in these terms is held to be unlawful, the rest of these terms will still apply.
Binding language version	If these Terms are translated into another language, the translation is for reference only and the Polish version will apply.