

Terms of Use for MY WALL3T Users

Last updated: 10 September 2026

These Terms of Use govern the use of MY WALL3T by users of the MY WALL3T Wallet.

1. Service provider and scope

1.1 Service provider

The provider of MY WALL3T is:

W3B Solutions GmbH

Hardtstraße 16

59872 Meschede

Germany

Email: support@wb-solutions.org

Telephone: +49 291 9081113

hereinafter “MY WALL3T”, “we” or “us”.

1.2 Scope

These Terms of Use apply to the use of the MY WALL3T Wallet and the functions and digital content provided through it.

Where additional conditions of a provider apply to individual digital content, these are displayed or made accessible in connection with the respective content.

The user's mandatory statutory rights remain unaffected.

2. Scope of services

2.1 MY WALL3T Wallet

MY WALL3T provides a digital wallet through which users can receive, store, display and, where provided for the respective content, redeem, use or transfer digital content.

2.2 Digital content

The following digital content in particular may be provided via MY WALL3T:

- offers,
- vouchers,
- coupons,
- tickets,
- bonus points,
- permitted memberships,
- messages and information, and
- other digital content supported by MY WALL3T.

Digital content may be subject to time limits. This applies in particular to offers, vouchers, coupons, tickets and bonus points.

If a validity period or expiry date is set for digital content, the digital content may expire after that validity ends and subsequently can no longer be redeemed or used.

The specific availability of individual functions may depend on the version used, the device, the operating system, the respective provider and the digital content concerned.

2.3 Provider content

Digital content may be made available via MY WALL3T by businesses, associations, organisations or other providers.

The respective provider is identifiable in the relevant content or via the associated provider profile.

2.4 No payment processing

MY WALL3T does not process users' payments for a provider's goods or services.

Where goods or services subject to payment are purchased in connection with digital content, payment is made directly between user and provider.

3. Use without a personal user account

3.1 No registration with a name or email address

As a rule, a personal user account with a name or email address is not required for ordinary use of the MY WALL3T Wallet.

3.2 Technical wallet

MY WALL3T uses technical or pseudonymous identifiers to provide and manage the wallet.

These enable, in particular, the technical assignment of digital content, bonus points, redemptions, transfers and other wallet functions.

3.3 Responsibility for the device

The user is responsible for adequately protecting their device against unauthorised access.

This includes, in particular, using available device locks and handling access credentials or transfer credentials with care.

4. Wallet and digital content

4.1 Wallet and private key

MY WALL3T provides the user with a wallet to manage their digital content.

A private key or a corresponding transfer credential is used for the intended transfer or restoration of the wallet on another device.

The user is responsible for keeping the private key safe and protecting it against access by unauthorised third parties.

Without the required private key, the wallet transfer function provided for this purpose cannot be used.

The user must not disclose the private key to unauthorised third parties.

4.2 Digital content and validity

Digital content is technically stored within the wallet or assigned to the wallet.

Digital content may contain information in particular about:

- the respective provider,
- the type and scope of the service,
- the start and end of validity,
- redemption conditions,
- transferability,
- repeat-use or check-in restrictions,
- any required minimum spend, or
- other requirements.

Digital content may have a limited validity period. This applies in particular to offers, vouchers, coupons, tickets and bonus points.

If a validity period or expiry date is set for digital content, the digital content must be used or redeemed within that period.

After the stated validity ends, the digital content may expire and further use or redemption may be excluded.

Use of digital content is subject to the conditions applicable at the time it was issued.

Mandatory statutory claims and mandatory statutory rules on validity and limitation periods remain unaffected.

4.3 No sensitive memberships

MY WALL3T does not permit memberships or comparable digital content that may reveal special categories of personal data within the meaning of Art. 9(1) GDPR.

This applies in particular to memberships or credentials from which inferences can be drawn about:

- political opinions,
- religious or philosophical beliefs,
- trade union membership,
- health data,
- genetic data,
- biometric data for identification purposes,
- sex life, or
- sexual orientation.

Providers must not make such memberships available via MY WALL3T.

4.4 Conditions of the respective provider

The respective provider determines the conditions of its digital content within the technical capabilities of MY WALL3T.

These may include, in particular:

- the start and duration of validity,
- scope of services,
- place of redemption,
- redemption period,
- minimum spend,
- exclusions,
- number of permitted redemptions,
- transferability, and
- repeat-use restrictions.

Where a limited validity period is provided for digital content, it is stated with the respective content or in the associated conditions.

Before use or redemption, the user should take account of the conditions stated for the respective digital content, particularly its validity period.

4.5 Conditions of tokens already issued

If a voucher, coupon, ticket, bonus point, permitted membership or other digital content is issued to a wallet as a token, that token is, as a rule, subject to the conditions applicable at the time of its issue.

The conditions of a token already issued must not subsequently be tightened to the user's detriment.

This applies in particular to:

- the start and duration of validity,
- scope of services,
- redemption conditions,
- minimum spend requirements,
- transferability,
- repeat-use restrictions, and
- other material requirements for use.

In particular, the validity period set when a token is issued must not subsequently be shortened to the user's detriment.

Later changes to an offer or its settings apply, as a rule, only to tokens issued in the future.

This does not affect changes that are exclusively beneficial to the user or become necessary due to mandatory statutory provisions.

4.6 Bonus points

Bonus points are digital content of the MY WALL3T Wallet.

They may be assigned to the user as part of a bonus or points programme offered by the respective provider.

Conditions may be set for bonus points in particular concerning:

- the number of bonus points awarded,
- the requirements for their award,
- the manner and requirements of their use or redemption,
- their validity period,
- their transferability, and
- other conditions of the respective bonus or points programme.

Bonus points may have a limited validity period.

The applicable validity period is determined by the conditions stated with the bonus points or the relevant bonus programme.

If bonus points are not used or redeemed within their stated validity period, they may expire at the end of that period and subsequently can no longer be used.

A validity period set for bonus points already issued must not subsequently be shortened to the user's detriment.

Changes to validity conditions apply, as a rule, only to bonus points issued in the future, unless the change is made exclusively for the user's benefit or is required by mandatory statutory provisions.

The user's mandatory statutory rights remain unaffected.

4.7 No entitlement to cash payment

Unless expressly provided otherwise for digital content, there is no entitlement to payment in money for vouchers, bonus points or other digital content.

Mandatory statutory claims remain unaffected.

5. Redemption, use and transfer

5.1 Redemption and validity

Digital content may be redeemed or used with the respective provider in accordance with the applicable conditions.

This also applies to bonus points. Where bonus points can be used to obtain a benefit, voucher or other service, redemption is governed by the conditions of the respective bonus programme.

Before redemption, the user should check whether the requirements stated for the respective content are met and whether the content is still valid.

After the stated validity period ends, digital content, including bonus points, may expire and can no longer be redeemed or used.

Mandatory statutory rights remain unaffected.

5.2 Redemption status

A properly completed redemption may be recorded technically in MY WALL3T.

After redemption, digital content may be marked as redeemed or may no longer be reusable in accordance with its conditions.

For bonus points, use may lead to a corresponding reduction in the points balance available in the wallet.

5.3 Repeat-use restrictions

Digital content may provide that redemption or a check-in is possible only at certain intervals, for example:

- once a day,
- once a week,
- once a month, or
- once a year.

The restriction applicable to the respective content is set by the provider and must be indicated accordingly with the content.

5.4 Transferability

Where digital content is marked as transferable, it can be transferred to another wallet using the function provided for this purpose.

Non-transferable content must not be transferred through technical manipulation or other circumvention measures.

The transfer of digital content does not, as a rule, extend or restart its validity period.

The existing validity period for the transferred content continues to apply after the transfer unless expressly provided otherwise for the content concerned.

5.5 Effect of a transfer

After a successful transfer, the digital content concerned is, as a rule, available to the receiving wallet.

Once the technical transfer is complete, the previous user can no longer use the transferred content.

6. Misuse and prohibited use

MY WALL3T may be used only within the intended functions and applicable laws.

The following in particular are prohibited:

- manipulation of wallets or digital content,
- manipulation of bonus point balances or points entries,
- unauthorised duplication of vouchers, tickets or tokens,
- circumvention of redemption, validity or repeat-use restrictions,
- abusive multiple redemptions,
- unauthorised access to other people's wallets,
- disclosure or use of other people's private keys without authorisation,
- interference with technical protection mechanisms,
- automated or mass access outside the intended functions,
- use to commit unlawful acts, and
- other acts that may impair the security or functioning of MY WALL3T.

Where there is a justified suspicion of misuse, we may take technically necessary and proportionate measures to protect MY WALL3T, users, providers or third parties.

The user's mandatory statutory rights remain unaffected.

7. Contracts with providers

7.1 Role of MY WALL3T

MY WALL3T provides the technical platform and wallet.

Where a provider offers goods, services, events, vouchers, tickets, bonus programmes or other services via MY WALL3T, the respective provider is, as a rule, responsible for that offer.

7.2 Contract between user and provider

Where taking up an offer results in a contract for goods or services, that contract is, as a rule, concluded directly between the user and the respective provider.

MY WALL3T does not become a party to that contract unless expressly stated otherwise in an individual case.

7.3 Payment

Payments for the provider's goods or services are made directly between user and provider.

MY WALL3T does not provide payment processing for this purpose.

7.4 Provider's responsibility

The respective provider is responsible in particular for:

- the accuracy of its offer information,
- the availability of the service offered,
- legally required price information,
- the conditions of its bonus or points programmes,
- compliance with the stated validity and redemption conditions,
- fulfilment of the contract concluded with the user, and
- its own statutory information obligations.

7.5 Statutory claims

The user's statutory claims against the respective provider remain unaffected.

8. Location functions

8.1 Voluntary use

Certain functions of MY WALL3T may use the device's current location.

Location processing takes place only if the user activates or uses a corresponding function and grants the required device permission.

8.2 Not a prerequisite for general wallet use

As a rule, the general wallet can also be used without permanent location permission.

However, location-dependent functions may be unavailable or only available to a limited extent without the corresponding permission.

8.3 No movement profiles

MY WALL3T does not use the location function to create movement profiles or for personalised advertising.

Further information is provided in the Privacy Policy for Users of MY WALL3T.

9. Push notifications

9.1 Voluntary activation

MY WALL3T may offer push notifications.

These are used only if the user has activated the corresponding function or granted the required device permission.

9.2 Deactivation

Push notifications can be deactivated via the app or the settings of the respective operating system.

9.3 Function-dependent notices

Push notifications may be used in particular to inform users about events or information relevant to the wallet.

There is no entitlement to technically successful delivery of a push notification at all times.

The validity or expiry of digital content does not depend on whether a push notification about an impending expiry was delivered, unless expressly agreed otherwise or required by law.

The user can view the respective validity directly with the digital content concerned or in the wallet, where this information is provided for the content.

10. Relationship between provider and user data

10.1 No personal master data of wallet users for providers

As a rule, providers do not receive personal master data of wallet users via MY WALL3T.

In particular, providers do not receive wallet users':

- names,
- email addresses,
- telephone numbers, or
- postal addresses.

10.2 No individual wallet ID

Providers do not receive an individual wallet ID that allows them to recognise a particular wallet across multiple transactions.

10.3 Statistical information

Where MY WALL3T provides statistics to providers, these are anonymous or aggregated, so that no inferences about a specific user or a specific wallet can be drawn from them.

10.4 No processing on behalf of providers

Under the current technical configuration, MY WALL3T does not process personal data of wallet users on behalf of providers.

As a rule, therefore, there is no controller-processor relationship under Art. 28 GDPR between MY WALL3T and the respective provider with regard to the ordinary processing of wallet user data.

10.5 Data outside MY WALL3T

If a user provides personal data to a provider outside MY WALL3T, for example in connection with a purchase or another direct business relationship, the respective provider is, as a rule, itself responsible for that processing.

11. Reporting illegal content

11.1 Reporting option

Users can report content they consider illegal using the reporting function provided for this purpose in MY WALL3T.

Alternatively, a report can be submitted electronically to:
support@wb-solutions.org

11.2 Information in a report

Where possible, a report should contain the information required to clearly identify the content concerned and assess the alleged illegality.

This includes, in particular:

- a comprehensible explanation of why the content is considered illegal,
- an electronic location as precise as possible or another unambiguous identification of the content,
- where required, the name and email address of the reporting person, and
- a statement that the information is correct and complete to the best of their knowledge.

Where provided by law, the name and email address may be omitted.

11.3 Review

We review reports in accordance with statutory requirements and may, in particular:

- request further information,
- examine the content concerned,
- ask the provider for a statement,
- restrict or remove content, or
- reject a report if there is no sufficient reason for a measure.

Where required by law and contact details are available, we provide information on receipt of the report and the decision taken.

12. Availability

12.1 Technical availability

We endeavour to make MY WALL3T available as reliably as possible.

However, availability at all times and entirely without interruption cannot be guaranteed.

12.2 Possible restrictions

Use may be temporarily restricted in particular due to:

- maintenance work,
- security measures,
- updates,
- technical malfunctions,
- disruptions at telecommunications or infrastructure providers,
- force majeure, or
- other circumstances beyond our reasonable control.

12.3 Mandatory consumer rights

The user's mandatory statutory rights remain unaffected, particularly where statutory provisions on digital products apply.

13. Updates

13.1 Technical updates

MY WALL3T may receive updates serving in particular:

- security,
- troubleshooting,
- compatibility,
- stability, or
- further development.

13.2 Necessary cooperation

Where a provided update is required for proper and secure use, the user may be required to install it within a reasonable period.

13.3 Statutory update obligations

Any statutory obligations to provide updates remain unaffected.

In particular, the user's mandatory rights under statutory provisions on digital products remain unaffected.

14. Changes to the app and functions

14.1 Further development

We may further develop MY WALL3T technically and functionally.

This may include, in particular:

- changes to the user interface,
- technical optimisations,
- security improvements,
- adaptations to operating systems or devices,
- introduction of new functions, and
- modification or discontinuation of individual functions.

14.2 No impairment of mandatory rights

Changes are made in compliance with statutory requirements.

Where a change impairs the user's ability to use the service to more than a minor extent, the mandatory statutory conditions and information obligations applicable to such changes apply.

14.3 Tokens already issued

A change to an app function does not entitle a provider to subsequently change the conditions of a token already issued to the user's detriment.

This also applies in particular to the validity period of bonus points, vouchers, coupons and tickets already issued.

15. Deletion of the wallet

15.1 Deletion by the user

The user can delete their wallet using the function provided for this purpose.

15.2 Consequences

Deletion may permanently eliminate access to the digital content contained in the wallet, in particular:

- bonus points,
- offers,
- vouchers,
- coupons,
- tickets,
- permitted memberships, and
- other wallet-bound content.

Before deletion, the user should therefore check whether any valid or usable digital content remains.

15.3 Data processing after deletion

Personal or pseudonymous data associated with the wallet is deleted or anonymised in accordance with the Privacy Policy and the technical deletion concept, unless statutory reasons for further processing exist.

Existing backup copies are not subsequently modified individually.

Any data still contained in them is deleted no later than after 30 days as part of the regular backup cycle.

15.4 Statistical data

Where transactions are needed after anonymisation exclusively for statistical purposes without a personal wallet reference, they may be retained in anonymised form.

16. Inactive wallets

16.1 Period of inactivity

If a wallet is not used for a period of 36 months, MY WALL3T may anonymise the wallet.

16.2 Prior information

Where push notifications are activated and technically deliverable, the user may be informed of the impending consequence of inactivity approximately three months before the planned anonymisation.

16.3 Consequences of anonymisation

Upon anonymisation, the previous wallet can no longer be used as an active wallet.

Any remaining:

- bonus points,
- outstanding vouchers,
- tickets, and
- other wallet-bound content

may thereby expire or become unusable in accordance with their respective conditions and these Terms of Use.

Independently of this, bonus points, vouchers, offers, tickets and other time-limited digital content may expire earlier when their respective set validity periods end.

16.4 New wallet

The possibility of subsequently creating a new wallet remains, as a rule, unaffected.

17. Contract duration and termination

17.1 Contract duration

The usage relationship is, as a rule, concluded for an indefinite period unless expressly agreed otherwise.

17.2 Termination by the user

The user can stop using MY WALL3T at any time and delete their wallet using the function provided for this purpose.

17.3 Termination or restriction by MY WALL3T

We may restrict or terminate use within the statutory conditions, in particular if:

- the user substantially or repeatedly misuses MY WALL3T,
- security risks exist,
- mandatory statutory or official requirements demand this, or
- the provision of MY WALL3T is permanently discontinued.

17.4 Proportionality

Where possible and legally required, we take account in our measures of, in particular, the nature, severity and duration of a breach.

An immediate restriction may be necessary in particular if continued use would cause significant security risks or violations of law.

17.5 Mandatory rights

The user's mandatory statutory rights remain unaffected.

18. Changes to these Terms of Use

18.1 Reasons for changes

We may change these Terms of Use if there is an objective reason to do so.

Such a reason may exist in particular in the event of:

- changes to statutory requirements,
- changes in case law,
- changes to MY WALL3T,
- introduction of new functions,
- changes to technical processes, or
- necessary security adjustments.

18.2 Information

We inform the user of material changes in an appropriate manner and, where required by law, in good time before they take effect.

Where required, we provide information in particular about:

- the content of the change,
- the date it takes effect, and
- the user's existing rights.

18.3 No consent through silence alone

The user's mere silence does not constitute consent to a change unless such an effect of consent can be validly provided for by law or expressly agreed.

Mere continued use of MY WALL3T also does not automatically constitute consent where express consent is required under applicable law.

18.4 Digital content already issued

Changes to these Terms of Use do not allow the specific conditions of a token already issued to be subsequently changed to the user's detriment.

This applies in particular to the validity period set at issue for bonus points, vouchers, coupons, tickets and other time-limited digital content.

Mandatory statutory rules remain unaffected.

19. Liability

19.1 Unlimited liability

MY WALL3T is liable without limitation:

- in cases of intent and gross negligence,
- for damage arising from injury to life, body or health,
- under mandatory statutory liability provisions, and
- where a guarantee has been expressly given.

19.2 Material contractual obligations

In the event of a slightly negligent breach of a material contractual obligation, liability is limited to foreseeable damage typical of the contract.

Material contractual obligations are obligations whose fulfilment is essential to the proper performance of the usage relationship and on whose observance the user may normally rely.

19.3 Other cases of slight negligence

In all other respects, liability for damage caused by slight negligence is excluded to the extent legally permissible.

19.4 Providers' services

MY WALL3T is not liable for the proper fulfilment of a contract for goods or services concluded exclusively between user and provider.

Any liability of MY WALL3T itself under statutory provisions remains unaffected.

19.5 Statutory consumer rights

Mandatory statutory warranty, damages and other consumer rights remain unaffected, particularly where provisions on digital products apply.

20. Data protection

Information on the processing of personal data when using MY WALL3T is provided in the separate: "Privacy Policy for Users of MY WALL3T"

The Privacy Policy does not form part of these Terms of Use to the extent that it merely serves to fulfil information obligations under data protection law.

As a rule, MY WALL3T is designed so that the wallet can be used without providing a name or email address.

Further details on technical wallet identifiers, location functions, push notifications, retention periods, recipients and data subject rights are set out in the Privacy Policy.

21. Applicable law

21.1 German law

The law of the Federal Republic of Germany applies, excluding the UN Convention on Contracts for the International Sale of Goods.

21.2 Consumer protection

For consumers, this choice of law applies only to the extent that it does not deprive the consumer of the protection afforded by mandatory provisions of the law of the country of their habitual residence.

21.3 Mandatory provisions

Mandatory statutory provisions remain unaffected.

22. Consumer dispute resolution

Unless a statutory obligation exists in an individual case, W3B Solutions GmbH is neither obliged nor willing to participate in dispute resolution proceedings before a consumer arbitration body.

Mandatory statutory information obligations in connection with a specific consumer dispute remain unaffected.

Contact

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