DUGRO® PERARAKAN HARI IDA SEDUNIA CONTEST!

TERMS & CONDITIONS

1. ORGANISER

1.1. Dugro® Perarakan Hari Ida Sedunia ("Contest") is organised by Danone Specialized Nutrition (Malaysia) Sdn. Bhd. ("Organizer"). By participating and entering this Contest.

(a) to be bound by the terms and conditions set out herein ("**Terms and Conditions**");
(b) to the processing of your Personal Data in accordance with these Terms and Conditions and the privacy notice at the following link: https://www.dugro.com.my/bm/privacypolicy.html ; and
(c) that all matters relating to this Contest are final and binding on all participants of this Contest, and no correspondence will be entertained.

2. CONTEST PERIOD

2.1. The Contest will start on 4 November 2026 at 12:00 AM and end on 30 November 2026 at 11:59 PM (Malaysian time).

2.2. All entries must be submitted within the Contest Period. Entries received before or after the Contest Period will not be accepted.

3. ELIGIBILITY

3.1. The Contest is open to all Malaysian citizens aged eighteen (18) years and above (as at 1 January 2026) residing in Malaysia with a valid Facebook or Instagram account ("Participants").

3.2. Employees of the Organiser, its appointed agencies and their immediate family members are not eligible to participate in the Contest.

3.3. Participants must ensure that their Facebook or Instagram accounts remain active, public and accessible throughout the Contest Period and winner verification process.

4. CONTEST PARTICIPATION METHOD

4.1. To participate in the Contest, Participants are required to complete the following steps during the Contest Period:

a) Visit the official Dugro Malaysia Facebook or Instagram Contest post.

b) Leave a comment containing at least one (1) milk emoji as shown (🥛).

c) Tag at least two (2) friends of your choice in the same comment.

4.2. Each comment that fulfils all the requirements stated in Clause 4.1 will be considered one (1) valid entry ("Qualified Entry").

4.3. Participants may submit multiple entries during the Contest Period. Each comment must fulfil the participation requirements to qualify as a separate entry.

4.4. Each Qualified Entry will be entitled to one (1) serial number for the winner selection process.

4.5. Entries submitted through both Facebook and Instagram will be combined for the winner selection process.

4.6. Comments that are incomplete, deleted, submitted outside the Contest Period or do not fulfil the participation requirements will be deemed invalid.

4.7. The Organiser reserves the right at its sole discretion to reject or disqualify any entry suspected of fraudulent activity, automated submissions, impersonation or any violation of these Terms & Conditions.

5. CONTEST PRIZES

5.1. A total of twenty-six (26) Touch 'n Go eWallet Reload PIN worth RM30 each will be won throughout the Contest.

5.2. Each Participant is eligible to win a maximum of one (1) prize throughout the Contest Period.

5.3. All prizes are non-transferable, non-exchangeable and cannot be exchanged for cash or other items.

5.4. The Organiser reserves the right at its sole discretion to substitute any prize with another prize of equivalent value in the event of unavailability, subject to applicable laws.

6. WINNER SELECTION METHOD

As part of the winner selection process, the Organiser will tabulate and verify all Entries received. Entries which have been verified and approved by the Organiser ("Qualified Entries") will be allocated a set of serial numbers starting from number one (1).

The total number of Qualified Entries will be divided by the total number of prizes available to determine the selection interval. Any decimal points will be rounded down to the nearest whole number.

The first shortlisted winner will be selected based on the calculated serial number. Subsequent shortlisted winners will be selected by multiplying the calculated serial number by 2, 3, 4 and so forth until all twenty-six (26) shortlisted winners have been identified.

For example, if there are 2,000 Qualified Entries, the calculation will be 2,000 ÷ 26 = 76.92, rounded down to 76. The shortlisted serial numbers will be 76, 152, 228, 304 and so forth until twenty-six (26) shortlisted winners have been selected.

6.1. Each Participant is eligible to win only one (1) prize. In the event that multiple selected serial numbers belong to the same Participant, only the first selected entry will be considered, and the Organiser will proceed to the next eligible serial number in ascending order to identify a replacement shortlisted winner.

6.2. In the event that a shortlisted Participant is disqualified, fails verification or does not respond within the stipulated timeframe, the Organiser reserves the right at its sole discretion to select a replacement shortlisted winner using the next available eligible serial number in ascending order.

6.3. If the total number of Qualified Entries is fewer than twenty-six (26), the Organiser will select from the available Qualified Entries, subject to eligibility and the maximum of one (1) prize per Participant.

6.4. The Organiser's decision on all matters relating to winner selection shall be final and binding.

7. WINNER NOTIFICATION & VERIFICATION

7.1. All shortlisted Participants will be contacted through Facebook Messenger or Instagram Direct Message using the platform through which their selected entries were submitted.

7.2. Shortlisted Participants will be required to contact the Organiser through the designated official WhatsApp number **013-6966917** provided in the notification message.

7.3. Shortlisted Participants must respond within forty-eight (48) hours from the time of notification and provide the following information for verification:

a) Full Name (as per MyKad)

b) NRIC Number

c) Active Contact Number (WhatsApp)

d) Facebook or Instagram Username

7.4. The Organiser reserves the right to request additional supporting information where reasonably necessary for identity and eligibility verification.

7.5. Shortlisted Participants who fail to respond within forty-eight (48) hours, provide incomplete or incorrect information, or fail the verification process will be disqualified, and a replacement shortlisted winner may be selected.

7.6. Being shortlisted does not automatically guarantee a prize. Winners will only be confirmed upon successful verification by the Organiser.

7.7. The Organiser's decision regarding winner verification and confirmation shall be final and binding.

8. PRIZE FULFILMENT

8.1. All confirmed winners will receive one (1) Touch 'n Go eWallet Reload PIN worth RM30 through WhatsApp at the contact number provided during verification.

8.2. Prizes will be processed and delivered within four (4) to six (6) weeks after the official winner announcement.

8.3. Winners are responsible for ensuring that the contact information provided is accurate, active and accessible via WhatsApp.

8.4. The Organiser shall not be held responsible for any unsuccessful prize delivery arising from incorrect, incomplete or inactive contact information provided by the winners.

8.5. Winners must redeem their Touch 'n Go eWallet Reload PINs before the respective expiry dates. Expired or redeemed PINs will not be replaced.

8.6. The usage and redemption of Touch 'n Go eWallet Reload PINs are subject to the applicable Terms & Conditions of Touch 'n Go Malaysia.

9. GENERAL TERMS & CONDITIONS

9.1. By participating in the Contest, Participants agree to be bound by these Terms & Conditions.

9.2. The Organiser reserves the right to verify the eligibility of any Participant and disqualify any entry that does not comply with these Terms & Conditions.

9.3. The Organiser reserves the right at its sole discretion to amend, suspend, postpone or cancel the Contest where reasonably necessary, subject to applicable laws and any required notification.

9.4. The Organiser shall not be responsible for any technical errors, internet connectivity issues, social media platform interruptions or other circumstances beyond its reasonable control that may affect participation in the Contest.

9.5. The Organiser's decisions regarding the Contest, including entry validation, winner selection and prize fulfilment, shall be final and binding, subject to applicable laws.

9.6. This Contest is not sponsored, endorsed, administered by or associated with Facebook, Instagram or Meta.

10. PERSONAL DATA PROTECTION

10.1. Processing of Personal Data.

(a) By participating in this Contest, each Participant consents to the Organizer's collection, use and processing of the personal data provided by the Participant, which includes Participant's name, national registration identity card (NRIC), address, email address, contact details, and any information which may identify the Participant (collectively, "**Personal Data**") for the purposes relating to the Contest as specified in these terms and conditions ("**Purpose**").

(b) The Organizer may transfer Personal Data to an appointed service provider(s) for the purposes of administering the Contest and contacting Participants, solely for this Contest only. The Participant has the right to obtain access, request correction or withdraw consent to disclose any Personal Data held by the Organizer. Such requests can be made via email to the Organizer at mycareline@dugro.com.my. For full details of the Organizer's privacy notice under the Personal Data Protection Act 2010, the Participant may refer to https://www.dugro.com.my/bm/privacypolicy.html.

(c) Please note that it will be necessary for the Organizer to process the Personal Data for the Purpose, without which the Organizers may not be able to accept and/or process the Participant's entry.

10.2. The Organizer may at its sole and absolute discretion amend the Terms and Conditions with the notification on https://www.dugro.com.my or in any other manner.

10.3. The Organizer reserves the right at its sole discretion to modify, cancel, terminate or suspend this Contest with the notification on https://www.dugro.com.my or in any other manner. The Participant shall not make any claim or compensation from the Organizer for any losses incurred.

10.4. In the event of inconsistencies, the English version of the Terms and Conditions shall prevail.