

TERMS AND CONDITIONS OF MEMBERSHIP OF THE DEEP ONE PROGRAMME

Version effective as of 01/01/2026

Article 1 – Purpose of the programme

The DEEP ONE programme is an initiative led by POST Group and implemented by its entities DEEP and ONE Agency by Editus, both of which specialise in providing digital support to micro-enterprises and SMEs in Luxembourg. The programme aims to support local businesses in their digital transformation by offering them simple, practical and local support to help them through each stage of their digitalisation process.

Article 2 – Eligibility conditions

To join the DEEP ONE programme, the applicant company must meet all of the following criteria:

1. Legal status: be a micro-enterprise or SME duly registered in Luxembourg and in compliance with its legal obligations
2. Location: have a registered office or main place of business operating in Luxembourg
3. Sector of activity: carry out a legal activity that complies with the rules of professional conduct. Activities prohibited by Luxembourg law or contrary to public order are excluded.

Article 3 – Programme benefits

Members of the DEEP ONE programme enjoy the following benefits:

3.1 Personalised support

- Themed digital audits and diagnostics offered to assess the company's level of digital maturity.
- Personalised recommendations for digital strategy

3.2 Exclusive offers

- Discounts and preferential rates reserved for members
- Priority access to new DEEP and partner products and services

3.3 Training and networking

- Access to training courses dedicated to digitalisation
 - Invitations to networking events and themed conferences
 - Exclusive content and documentary resources
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Article 4 – Membership terms and conditions

4.1 Registration procedure

Membership of the DEEP ONE programme is free of charge and can only be obtained by completing the official membership form provided by DEEP ONE via the link www.deepone.lu

4.2 Membership confirmation

Membership becomes effective upon receipt of confirmation by email from DEEP, subject to verification of eligibility criteria.

4.3 Consents

By completing the membership form, the legal representative of the company:

- Accepts these terms and conditions of the DEEP ONE programme
- Consents to the processing of their personal data in accordance with DEEP's privacy policy
- Authorises the sharing of the contact email address with the programme partners (One Agency by Editus and Ainos) for the sole purpose of providing the programme services
- Certifies the accuracy of the information provided and undertakes to notify any changes

4.4 Duration

Membership of the programme is for an indefinite period, with no minimum commitment.

Article 5 – Independence from commercial contracts

5.1 Principle of separation

Membership of the DEEP ONE programme is completely independent of any commercial contracts entered into with DEEP and/or its partners for the purchase of products or services.

5.2 No obligation to purchase

Membership of the programme does not create any obligation to purchase or subscribe to DEEP or its partners.

Article 6 – Termination

6.1 Termination by the member

The member may terminate their membership of the DEEP ONE programme at any time, without notice and without justification, by sending a request by:

- Email to: deepone@deep.eu

Termination shall take effect immediately upon receipt of the request.

6.2 Termination by DEEP

DEEP reserves the right to terminate a member's membership in the following cases:

- Failure to comply with eligibility requirements

- Behaviour contrary to the values of the programme or rules of decorum
- Provision of false or misleading information
- Cessation of activity by the member company

Termination shall be notified by email with 15 calendar days' notice, except in cases of serious breach justifying immediate termination.

6.3 Consequences of termination

On current contracts

Commercial contracts (subscriptions, licences, services) entered into with DEEP and/or its partners remain in full force and effect according to their own terms and conditions.

Termination of the programme does not automatically terminate these contracts.

Regarding programme benefits

As of the effective date of termination, the member immediately loses:

- Access to training courses and events reserved for members
- Programme discounts and preferential rates
- Access to exclusive content and resources
- Any other benefits associated with membership

Regarding pricing conditions

- Preferential rates granted under the programme may be withdrawn with effect from the date of termination.
- This withdrawal shall not apply retroactively: invoices already issued shall remain unchanged.
- For contracts currently under a commitment period, the new pricing conditions shall apply from the next renewal date.

No penalty

No financial penalty will be applied for termination of the programme, unless expressly stipulated in a specific promotional offer.

Personal data collected as part of the DEEP ONE programme is processed in accordance with the General Data Protection Regulation (GDPR) and Luxembourg law.

Members have the right to access, rectify, erase, restrict, object to and transfer their data. These rights can be exercised by contacting:

privacy@post.lu

For more information: [Data Protection Policy - DEEP](#)

Article 8 – Modification of the terms and conditions

DEEP ONE reserves the right to modify these terms and conditions at any time. Members will be informed of any changes by email at least 30 days before they come into effect.

If no termination is received within this 30-day period, the member is deemed to have accepted the new terms and conditions.

Article 9 – Applicable law and jurisdiction

These terms and conditions are governed by Luxembourg law. In the event of a dispute, and after attempting to reach an amicable resolution, the courts of Luxembourg shall have sole jurisdiction.

Article 10 – Contact

For any questions regarding the DEEP ONE programme:

Email: deepone@deep.eu

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