



GENERAL TERMS AND CONDITIONS

FOR

ATOSS CLOUD PRODUCTS

("CLOUD GTC")

I. Part: General Terms and Conditions

§ 1 Applicability of these CLOUD GTC

1. Scope of applicability: These CLOUD GTC shall govern the rights and obligations concerning the provision of the CLOUD SERVICE in accordance with the CONTRACT between the CUSTOMER and the COMPANY. The following provisions shall apply accordingly to pre-contractual relationships between the PARTIES.

Deviating, conflicting or supplementary General Terms and Conditions of the CUSTOMER shall not apply, even, for example, if the COMPANY does not expressly object to their applicability or if the COMPANY is aware of the GTC of CUSTOMER and provides the CLOUD SERVICE without reservation.

2. Definitions: The definitions and clarifications set out in II. Part apply to these CLOUD GTC.

§ 2 Provision of the CLOUD SERVICE

1. General: The COMPANY provides the CLOUD SERVICE to CUSTOMER with the corresponding DOCUMENTATION and a SUPPORT HOTLINE in accordance with the provisions of the CONTRACT. The scope of service and the essential product features of the CLOUD SERVICE are described in more detail in the DOCUMENTATION and in the Appendix BASIC TECHNICAL SERVICES; information regarding the SERVICE LEVEL is set out in the Appendix SLA. The LICENSE METRIC of the MODULES ordered by the CUSTOMER for cloud-based use will be shown in the OFFER.

2. CLOUD SERVICE: The CUSTOMER shall observe the requirements set out in the DOCUMENTATION and comply with them at its own expense. The COMPANY shall supply the CLOUD SERVICE in a manner that is subject to the system requirements specified in the DOCUMENTATION. Internet access, which the CUSTOMER will require to use the CLOUD SERVICE, is not subject of the CONTRACT. The COMPANY shall not be obliged to provide advice or information on any necessary licensing with regard to the use of THIRD-PARTY products by the Customer.

§ 3 Rights of CUSTOMER, user profiles

1. CUSTOMER's rights of use: The COMPANY grants the CUSTOMER and its AFFILIATED COMPANIES the simple (non-exclusive), non-transferable, non-sublicensable right to use the CLOUD SERVICE for the support of its own internal business purposes and the internal business purposes of its AFFILIATED COMPANIES during the term of the CONTRACT.

The DOCUMENTATION may be reproduced for internal use.

In the event the CUSTOMER's AFFILIATED COMPANIES use the CLOUD SERVICE, the CUSTOMER shall be liable for their infringements, including their vicarious agents and legal representatives, as for its own infringements.

The CUSTOMERS's right of use shall be subject to timely payment of the agreed fees for the CLOUD SERVICE.

2. User profiles: COMPANY shall provide the CUSTOMER with a user profile for the administration of ATOSS PRODUCTS within the CLOUD SERVICE. CUSTOMER and an AFFILIATED COMPANY of the same may allocate the user profile to an employee ("AUTHORIZED USER"). An

AUTHORIZED USER can authorize other AUTHORIZED USERS at any time and can create and manage corresponding access authorizations for them. CUSTOMER shall ensure that only AUTHORIZED USERS have access to the provided login details that AUTHORIZED USERS always use the CLOUD SERVICE legally and in compliance with the license, and that login details are protected against unauthorized access by THIRD PARTIES. Passwords must be changed on a regular basis, but at least once every six (6) months. In case of doubt, CUSTOMER must ensure this happens by contractually obligating the AUTHORIZED USERS to do so.

§ 4 Obligations of CUSTOMER

1. Restrictions on use: Within the scope of use, the CUSTOMER may not,
 - a) use the CLOUD SERVICE for the purpose of granting benefits to THIRD PARTIES (e.g. for the performance of corporate tasks of THIRD PARTIES), to sell them to THIRD PARTIES, to transfer them, to lease them or to make them available to THIRD PARTIES or to have them operated by THIRD PARTIES in any other way, for example in the course of an independent outsourcing or data center operation of THIRD PARTIES;
 - b) use the CLOUD SERVICE to develop independent software programs, for example by using the source code or by scripting, in order to map functions that are already contained in the ATOSS PRODUCTS based on the DOCUMENTATION;
 - c) edit or otherwise modify the CLOUD SERVICE (both of which concern changes in the source code), reverse engineer, disassemble, decompile, or attempt to do so;
 - d) use the CLOUD SERVICE in any manner contrary to the provisions of the CONTRACT;
 - e) use the CLOUD SERVICE contrary to the LICENSE METRIC and/or the LOAD PROFILE;
 - f) use the CLOUD SERVICE in a manner that infringes any legal framework (i.e. applicable law, case law or official orders), as is the case, for example, with the storage and transmission of immoral, racist, criminal or discriminatory content;
 - g) transmit malware (viruses, worms, Trojans, spyware or other computer codes, files or programs, etc.) which may disable, overload, hack or otherwise interfere with or damage the operation of the CLOUD SERVICE or any applications, services or hardware connected to them.

The CUSTOMER shall indemnify the COMPANY against all claims by THIRD PARTIES which are based on an unauthorised use of the CLOUD SERVICE by the CUSTOMER or are made with the CUSTOMER's approval or which arise in particular from disputes under data protection law, copyright law or other legal disputes which are based on an unauthorised use or an unauthorised adaptation of the CLOUD SERVICE by the CUSTOMER or a THIRD PARTY with the CUSTOMER's approval. If the CUSTOMER recognises or must recognise that such an infringement is imminent, it shall be obliged to inform the COMPANY without undue delay and to take all necessary defensive or corrective measures.

2. The aforementioned restrictions on use shall apply accordingly to the CONTINUOUS MODIFICATION
3. Additional obligations of the CUSTOMER: The CUSTOMER shall in particular:
 - a) independently carry out the implementation, configuration, parameterisation, maintenance of master data and other measures for customising the ATOSS PRODUCTS within the CLOUD SERVICE; in doing so, attention must be paid to the complete implementation of the announced requirements, as otherwise the stability of MODULES may be impaired;
 - b) take appropriate measures to ensure communication between the CUSTOMER and the COMPANY (e.g. ensuring that e-mails from the known contacts of the COMPANY are not intercepted by the spam filter);
 - c) implement the instructions communicated by the COMPANY (e.g. for troubleshooting or the exchange of certificates in relation to interfaces) within the communicated implementation period by competent personnel;
 - d) designate to the COMPANY a responsible contact person as well as a substitute who is responsible for all communication within the scope of the provision of the CLOUD SERVICE on the part of the CUSTOMER. Usually, the technical and professional contact person is also an AUTHORIZED USER. The CUSTOMER shall ensure the availability of an AUTHORIZED USER and a substitute with sufficient know-how, rights and decision-making powers during the performance period.

The CUSTOMER shall notify the COMPANY of any change of an AUTHORIZED USER or substitute or their contact details without undue delay, naming a new AUTHORIZED USER or new contact details. The CUSTOMER shall submit its request through an AUTHORIZED USER via the SUPPORT HOTLINE. In this respect, the AUTHORIZED USER must be able to ensure first-level support at the CUSTOMER;

- e) provide or communicate in a timely and complete manner all necessary information, copies of documents as well as processes and circumstances which may be of importance for the performance of the service;
- f) confirm in writing, at the COMPANY's request, the completeness of the information and declarations provided in a statement prepared by the COMPANY;
- g) enable the CONSULTANT to remotely access the ATOSS PRODUCTS provided in the CLOUD SERVICE, especially for performing SUPPORT HOTLINE; in doing so, the CUSTOMER shall ensure that only such personal data relating to the specific individual case can be remotely viewed by the CONSULTANT on the CUSTOMER's system. If the CUSTOMER will not provide the COMPANY with remote access upon the COMPANY's request and no other equally suitable means is available, the COMPANY may refuse the service in question and shall not be responsible for the consequences thereof.

The CUSTOMER may hire the COMPANY to assist with individual or several of the aforementioned obligations (with the exception of lit. c), d) f) and g)) based on a separate order and additional fee. The General Terms and Conditions for Services and Works Performance of the COMPANY, which are available on the website <https://www.atoss.com/en-gb/general-terms-and-conditions>, shall apply to separate.

In addition, the CUSTOMER shall refrain from requests that exceed the system resources, e.g. requests without limitations and with very large amounts of data, which can lead to very large data structures with greatly increased resource requirements and even system failures (fair use) and shall perform actions and provisions of cooperation which are reasonable for the CUSTOMER in connection with the provision and operation of the CLOUD SERVICE. The COMPANY reserves the right to charge separately for additional expenses resulting from the CUSTOMER's failure to comply with these obligations.

§ 5 Rights of COMPANY

1. Temporary restrictions on access: The COMPANY may temporarily block CUSTOMER's access to the CLOUD SERVICE, either in full or in part, or temporarily prohibit the use of ATOSS PRODUCTS if there is a valid reason for doing so. A valid reason shall exist in particular (i) if this is necessary for the prevention of damage or for the security of the CLOUD SERVICE; or (ii) if the CLOUD SERVICE is used by the CUSTOMER in violation of laws or the CONTRACT; or (iii) if the conduct of the CUSTOMER may adversely affect the CLOUD SERVICE, other contracting parties of the COMPANY or rights of THIRD PARTIES or may result in the COMPANY in turn violating any applicable law, jurisdiction or governmental order; or (iv) if the CUSTOMER is in default with the payment of the remuneration. To the extent reasonable, the COMPANY shall give the CUSTOMER an advanced warning that access will be blocked and use will be prohibited temporarily and give the CUSTOMER the opportunity to remedy the situation by setting a reasonable deadline. The COMPANY shall limit the aforementioned measures in terms of time and scope as deemed justifiable given the individual circumstances and shall immediately revoke them as soon as it is proven that there is no longer a valid reason. The CUSTOMER shall remain obliged to pay the monthly fees while use is restricted for a valid reason.
2. Right to inspection: The CUSTOMER grants the COMPANY the right to verify compliance with the terms of the CONTRACT by objectively suitable (technical) measures. The CUSTOMER shall, upon request, assist the COMPANY in the inspection to the extent necessary and ensure that the inspection can be carried out without hindrance. The COMPANY will give notice of at least five (5) BUSINESS DAYS for a system inspection. Should the inspection reveal a breach of CONTRACT (e.g. a breach of the LICENSE METRIC and/or the LOAD PROFILE), the costs of the inspection shall be borne by the CUSTOMER. For each case of violation of the agreed LICENSE METRIC and/or the LOAD PROFILE, the CUSTOMER undertakes to pay any additional fees on the basis of the COMPANY's prices valid at the time.
3. Further rights of the COMPANY shall remain unaffected.

§ 6 Intellectual property

1. Intellectual property of the COMPANY: The intellectual property, industrial property rights and all other rights of the COMPANY (i) to the CLOUD SERVICE, including software, technologies, databases, (ii) to the DOCUMENTATION and other materials as well as (iii) to all adaptations, modifications and further developments, including in the form of CONTINUOUS MODIFICATIONS, shall remain with the COMPANY. This shall also apply if they are processed, translated or combined unchanged or processed with third-party products by the CUSTOMER or a THIRD PARTY. The CUSTOMER shall be strictly prohibited from removing the copyright notice in the ATOSS PRODUCTS.
2. ANALYSES: The COMPANY and / or its AFFILIATED COMPANIES may conduct analyses, investigations, evaluations and measurements (collectively "ANALYSES"), provided that they contain exclusively anonymous or anonymized usage data (e.g. duration and frequency of use of functions, mouse clicks, etc.) and / or other anonymous or anonymized data and information, such as license information, technical information or such information resulting from the technical, functional framework conditions of the deployment and use of the CLOUD SERVICE by the CUSTOMER. The data used for the ANALYSES is either already anonymous by nature, i.e. without personal reference in the meaning of the GDPR, or are anonymized for the purpose of the ANALYSES.

For example, COMPANY may conduct ANALYSES for the following purposes: (i) to improve the product and service portfolio, technical resources and support, (ii) to research, develop and enhance CLOUD SERVICES and professional services, (iii) to verify and ensure data integrity, (iv) to prepare forecasts and demand scenarios, (v) to identify and evaluate correlations and trends in industry segments, (vi) to establish and expand AI (artificial intelligence) applications, and (vii) for anonymous benchmarking. ANALYSES and the anonymous or anonymized data may be automatically forwarded by the COMPANY to itself and / or to its AFFILIATED COMPANIES.

Non-anonymized, and thus personal, data will – unless otherwise agreed – only be used to provide the contractually agreed services in accordance with the provisions of the DPA.

The COMPANY shall become the sole legal owner of the data obtained from the ANALYSIS at the time of its creation. The intellectual property, industrial property rights and all other rights to the CUSTOMER DATA shall remain with the CUSTOMER or the other holders of rights.

§ 7 Fees and payment terms

1. The CUSTOMER shall pay the agreed fees in advance and at the agreed payment intervals. The first fee shall be invoiced from the first day of the month following the provision of the infrastructure of the CLOUD SERVICE in default setting at the demarcation point in the Internet. Invoices may be issued in paper form or electronically. Any repeat orders shall be placed on the basis of the COMPANY's then current prices.
2. Payments are due within ten (10) days of the invoice date without deduction.
3. The CUSTOMER may set off only those claims which are undisputed or have been finally determined by a court of law.
4. The COMPANY shall be entitled to adjust the fees for the provided CLOUD SERVICE on 1 January of each year, whereby the change may not exceed the respective interim increase in the official consumer price index for the Federal Republic of Germany or the index replacing it by more than two (2) full percentage points.
5. Insofar as the CONTRACT provides a binding price (if applicable, for a specific period) for ATOSS PRODUCTS (e.g. for additional MODULES and/or license extensions) and/or for the provision of professional services by the COMPANY (e.g. daily rates for CONSULTANTS, training courses, flat rates e.g. for setting up terminals, test systems or VPN tunnels as well as for any travel costs and expenses), which the CUSTOMER may order from the COMPANY after conclusion of the CONTRACT, COMPANY shall no longer be bound to these prices if the official consumer price index for the Federal Republic of Germany or the index replacing it increases in one month by more than thirty (30) percentage points compared to the same month of the previous year.

§ 8 Warranty

The COMPANY's warranty is governed by the provisions under this § 8. COMPANY warrants that the CLOUD SERVICE is free from THIRD-PARTY property rights and free from material defects for the CONTRACT term. The CLOUD SERVICE is free from material defects if it is largely consistent with the functions described in the DOCUMENTATION and is provided with the BASIC TECHNICAL SERVICES and in accordance with the availability rate specified in the SLA. A no-fault guarantee liability for defects already in existence when entering into the CONTRACT is excluded. The COMPANY shall be released from its warranty if the CUSTOMER uses the CLOUD SERVICES in contravention of the provisions of the CONTRACT or in a system with specifications that deviate from the requirements indicated by the COMPANY.

There shall be no warranty obligations on the part of the COMPANY with regard to any required licensing with THIRD PARTIES.

1. **Claims in the case of property rights of THIRD PARTIES:** The COMPANY shall defend the CUSTOMER against all claims asserted against the CUSTOMER by a THIRD PARTY on account of an infringement of a copyright or any other industrial property right in connection with the contractual use of the CLOUD SERVICE and shall indemnify the CUSTOMER from the costs and damages imposed by court in accordance with § 9 (Liability). This cumulatively requires that the CUSTOMER (i) informs the COMPANY in writing without undue delay after becoming aware of the assertion of the claims by the THIRD PARTY, (ii) does not at any time make an acknowledgement of the alleged infringement of property rights or a comparable admission of guilt, (iii) leaves the COMPANY in sole control of the defence and settlement negotiations of the claims with the THIRD PARTY and (iv) supports the COMPANY within the scope of what is reasonable in the defence of the claims. In the event of a legal dispute or arbitration proceedings with the THIRD PARTY, the CUSTOMER shall leave the management of the legal dispute / arbitration proceedings to the COMPANY, grant power of attorney to the lawyer appointed or designated by the COMPANY and provide the latter with information to the extent required. Insofar as the CUSTOMER cannot fully transfer the judicial and extrajudicial legal defence to the COMPANY, the CUSTOMER shall instead grant the COMPANY sole control over this in the internal relationship; the COMPANY shall then carry out the legal defence in agreement with the CUSTOMER. If it is legally established or if there is reasonable suspicion that the CLOUD SERVICE or parts thereof are subject to THIRD PARTY rights, the COMPANY may, at its own expense and at its own discretion, either acquire the THIRD PARTY rights for the parts in question or replace the parts in question or modify them in such a way that they no longer infringe upon the THIRD PARTY rights but still substantially meet the agreed requirements. If the aforementioned measures are not possible with reasonable effort, either PARTY may terminate this CONTRACT in whole or in part without notice in writing.
2. **Material defects:** The CUSTOMER may not reduce the agreed fees in the event of material defects. However, any existing right to reclaim fees paid under reservation shall remain unaffected; the payment of a service credit note according to § 8 clause 3 will be deducted from this. Claims for defects may only be asserted if the material defects are reproducible or ascertainable. The CUSTOMER shall notify material defects to SUPPORT HOTLINE without undue delay in writing of any material defects, stating the information known to him and useful for detection and shall take suitable measures to facilitate the detection of the material defect and to avert or reduce its effects. The COMPANY shall remedy material defects at its discretion. In this context, the COMPANY shall be entitled to provide the CUSTOMER with equivalent services or a corresponding workaround solution via download as a remedy for defects. Faulty functions can also be finally rectified with a CONTINUOUS MODIFICATION of the CLOUD SERVICE. If the repair fails even after the third attempt or if the COMPANY does not succeed in providing a workaround so that the CLOUD SERVICE is essentially usable for the CUSTOMER, the CUSTOMER shall be entitled to terminate the CONTRACT, insofar as the CUSTOMER cannot otherwise reasonably be expected to continue the CONTRACT due to the material defect. If the COMPANY is at fault, the CUSTOMER shall be entitled to claim damages or reimbursement of futile expenses in accordance with § 9 of the CLOUD GTC.
3. **Service credit note:** COMPANY shall provide the CLOUD SERVICE with the availability rate specified in the SLA for the CONTRACT term. If COMPANY fails to achieve the specified availability for a given month, CUSTOMER may request a credit note in the amount of two percent (2 %) of the monthly payment for each full percentage point (1 % point) by which availability undercuts the specified level in the month in question, but up to a maximum of 10 % of the

monthly payment for the month in question. CUSTOMER must assert its claim to a credit note from COMPANY within fourteen (14) days of provision of the respective monthly report by submitting a corresponding request via the SUPPORT HOTLINE. COMPANY shall thereupon examine all information reasonably available to it and decide whether, to the best of its knowledge and belief, the requirements for a credit note in the requested amount have been met. If this is the case, COMPANY will confirm the credit note and credit the corresponding amount to a future invoice for the CLOUD SERVICE or reimburse CUSTOMER for this amount if no further invoice is due. If CUSTOMER demands compensation in addition to requesting a credit note, the credit note shall be set off against the compensation. COMPANY may decline a request for a credit note entirely or in part if its investigation shows that it was not responsible for the shortfall in availability or if it can demonstrate that the shortfall caused less or no damage. In the event that COMPANY culpably fails to achieve the agreed availability rate by an average of more than five percentage points (5 % points) over a rolling period of twelve (12) months, CUSTOMER may terminate the CONTRACT in writing within two (2) months of this requirement being met. In the event of termination, the CONTRACT shall end at the end of the ongoing payment period.

§ 9 Liability

1. Unlimited liability: The COMPANY shall assume unlimited liability in accordance with the statutory provisions in the event of wilful intent and gross negligence, as well as in the event of culpable injury to life, limb or health and to the extent of a guarantee accepted by the COMPANY.
2. Liability in case of minor negligence: Subject to § 9 clause 1, the COMPANY shall be liable in the event of a minor negligent breach of an obligation, the fulfilment of which is a requirement for the proper performance of the CONTRACT or on the observance of which the CUSTOMER regularly relies and may rely ("CARDINAL OBLIGATION"), limited to the amount of foreseeable damage typical for the CONTRACT.
3. Clarification: In the cases of § 9 clause 2, the COMPANY's liability is limited to € 25,000, regardless of the legal grounds.
4. Liability disclaimer: In all other respects, the COMPANY's liability shall be excluded. Except in the cases set out in § 9 clause 1, the COMPANY shall in particular not be liable for profits lost, savings forfeit, losses resulting from THIRD PARTY claims and other indirect and consequential damages. Excluded are court-imposed costs and damage reimbursement payments which the COMPANY assumes in accordance with § 8 clause 1 of these CLOUD GTC in connection with property rights claims by THIRD PARTIES. The COMPANY shall not be liable for any consequences based on the CUSTOMER's failure to use the CLOUD SERVICE in accordance with the system requirements or these CLOUD GTC.
5. Force majeure: The COMPANY shall not be liable for EVENTS OF FORCE MAJEURE which make it substantially more difficult for the COMPANY to provide the CLOUD SERVICE or which temporarily impede or render impossible the proper performance of the CONTRACT.

§ 10 Limitation period

With the exception of claims due to wilful intent or gross negligence or due to injury to life, body or health, a limitation period of one (1) year shall apply to liability and warranty claims against the COMPANY. The limitation period shall commence from the statutory commencement of the limitation period.

§ 11 Term and termination

1. Term: The minimum CONTRACT term shall be forty-eight (48) months and shall commence on the start date agreed in the OFFER or, in the absence thereof, with the start of the first day of the month following provision of the CLOUD SERVICE in default setting at demarcation point in the Internet. In the event of repeat orders, i.e. additional orders (such as license extensions or further MODULES), the remaining CONTRACT term for such repeat orders shall apply accordingly.
2. CONTRACT extension: After the end of the minimum CONTRACT term, the CONTRACT term shall be automatically extended by twelve (12) months in each case, unless a PARTY terminates the CONTRACT with three (3) months' notice with effect at the end of the minimum CONTRACT term or at the end of the then current extension term. Extraordinary terminations for good cause shall remain unaffected.

3. **Extraordinary termination:** Notwithstanding § 11 clause 1, the PARTIES may terminate the CONTRACT in whole or in part (e.g. with respect to individual MODULES) for good cause. A PARTY may terminate MODULES provided as app extraordinarily if all apps available for use of the MODULE are permanently no longer available for licensing or for further use (e.g. in the event of discontinuation of the entire application service by the THIRD-PARTY providers). Good cause for the COMPANY exists, for example, if the CUSTOMER is in arrears with the payment of fees equivalent to two (2) monthly instalments or if the CUSTOMER seriously or repeatedly breaches use limitations or other obligations under the CONTRACT and does not remedy the breach within thirty (30) days following a warning from the COMPANY.
4. **Form of notice of termination:** Notices of termination shall be in writing; text form, e.g. e-mail or fax, is not sufficient.
5. **Obligations following CONTRACT termination:** Upon termination of the CONTRACT, the CUSTOMER's access to the CLOUD SERVICE and the SUPPORT HOTLINE shall be blocked and the PARTIES shall return or delete the mutually disclosed CONFIDENTIAL INFORMATION of the other PARTY as follows:

The CUSTOMER is obligated to surrender to the COMPANY or irretrievably destroy all DOCUMENTATION in all provided versions, as well as all other provided documents and information, within three (3) working days of termination of the CONTRACT. In the event of electronic transfer and / or storage, destruction shall be effected by deletion. The CUSTOMER shall delete incremental backup copies at the latest in the next scheduled deletion cycle. At the COMPANY's request, the CUSTOMER shall affirm in lieu of an oath that the data has been duly destroyed or deleted.

The COMPANY shall readout the CUSTOMER DATA in the productive system within the CLOUD SERVICE within three (3) working days of termination of the CONTRACT. This CUSTOMER DATA shall be made available to the CUSTOMER for download in CSV format or in an XML formal or in a proprietary application format until to its deletion. The COMPANY shall completely and irretrievably delete the CUSTOMER DATA in the CLOUD SERVICE, including any other stored data such as the installation, database and all access authorizations, one (1) month after the end of the CONTRACT. Prior to the aforementioned deletion deadline, the CUSTOMER may request that certain documents be stored for a corresponding fee for purely archiving purposes if required to do so by statutory obligations.

In the event of a CONTRACT termination due to a SWITCH or EXIT as defined by Regulation (EU) 2023/2854 (*Data Act*), the provisions in Section 6 of the attached SUPPLEMENTARY AGREEMENT shall apply.
6. **Wind down:** If the COMPANY terminates the CONTRACT due to non-payment of fees due, the CUSTOMER may obtain an extension of the provision of services for a period of up to two (2) months from receipt of the notice of termination (so-called mutually agreed expiry period). This requires cumulatively that the CUSTOMER (i) notifies the COMPANY in writing of its request for extension, (ii) pays the arrears in fees without undue delay and (iii) at the same time pays the fees for the extended period of two (2) months in advance.

§ 12 Confidentiality

The PARTIES shall be obliged to treat all CONFIDENTIAL INFORMATION obtained within the context of the contractual relationship as confidential for an unlimited period of time, in particular they may not disclose it to THIRD PARTIES or use it other than for contractual purposes. Insofar as disclosure to THIRD PARTIES is necessary for the exercise of rights or for the performance of CONTRACTS, these THIRD PARTIES shall be obliged to comply with non-disclosure obligations that are largely comparable with § 12 of this document. The receiving PARTY may disclose CONFIDENTIAL INFORMATION by way of exception to the extent that it is required to disclose the CONFIDENTIAL INFORMATION pursuant to a binding legal, judicial or regulatory decision. Prior to disclosure, the PARTY which received the CONFIDENTIAL INFORMATION undertakes to promptly notify the other PARTY in writing of the order to disclose the CONFIDENTIAL INFORMATION so that the other PARTY may take timely remedies to prevent or limit the disclosure. If it lodges an appeal, the other PARTY continues to be bound by the obligation of secrecy as long as the appeal has suspensive effect. The disclosing PARTY will inform the receiving PARTY of the filing of an appeal.

§ 13 Data protection

By signing the CONTRACT, the COMPANY and the CUSTOMER have concluded a DPA in accordance with the GDPR. All processing of non-anonymised, personal CUSTOMER DATA shall be carried out by the COMPANY on behalf of the CUSTOMER on the basis of the DPA.

When the COMPANY provides the CLOUD SERVICE, the CUSTOMER shall ensure that only personal data relating to the specific individual case (e.g. for the provision of the SUPPORT HOTLINE) can be viewed remotely by the CONSULTANT.

The transmission of non-anonymised, personal CUSTOMER DATA (e.g. test data, employee master data, etc.) to the COMPANY by means of transmission and communication channels that have not been mutually agreed upon in advance shall not be permitted.

§ 14 Final provisions

1. Written form: Amendments and supplements to the CONTRACT shall only be effective if made in writing. This shall also apply to the waiver of the written form requirement or the waiver of this written form clause itself.
2. CONTINUOUS MODIFICATIONS of the CLOUD SERVICE: COMPANY would like to perform the CLOUD SERVICE at best and will therefore, at its own discretion, modify and / or further develop the CLOUD SERVICE from time to time in order, for example, to implement technical developments, to safeguard the modernity or security or stability of the CLOUD SERVICE or to implement changes in order to meet amended legal framework conditions ("CONTINUOUS MODIFICATIONS"). COMPANY will provide CUSTOMER with CONTINUOUS MODIFICATIONS on an ongoing basis as part of the CLOUD SERVICE. If CUSTOMER establishes that a CONTINUOUS MODIFICATIONS is unreasonable for CUSTOMER to the extent that CUSTOMER can no longer adhere to the CONTRACT, CUSTOMER may terminate the CONTRACT in whole or in part (e. g. in relation to individual MODULES) by giving six (6) weeks' written notice after the relevant CONTINUOUS MODIFICATION. Unless the CUSTOMER terminates the CONTRACT, the CONTRACT shall continue in the course of the implementation of the CONTINUOUS MODIFICATION.
3. Amendments to the CONTRACT: The COMPANY shall be entitled to amend or supplement the provisions of the CONTRACT insofar as this does not negatively affect the equivalence relationship agreed upon at the time the CONTRACT was concluded with regard to essential elements of the CONTRACT and the amendments are reasonable for the CUSTOMER. The right to amend the CONTRACT in particular shall include changes with regard to (i) technical developments, (ii) changes in the legal framework and (iii) adaptations of the regulations on the handling of personal data. The COMPANY will inform the CUSTOMER of the planned amendments in advance. The amendments shall be deemed to have been accepted by the CUSTOMER if it does not object to the COMPANY in writing or text form within six (6) weeks after notification. In the notice of amendment, the COMPANY shall also draw the CUSTOMER's attention to the intended significance of its conduct. If the CUSTOMER objects to the amendments, the COMPANY may terminate the CONTRACT by giving one (1) month's notice. The provisions in § 3 sec. 3 DPA and § 6 sec. 4 DPA shall always take precedence over this right to amend.
4. Transfer: The PARTIES may not assign or transfer the CONTRACT or individual rights and obligations under the CONTRACT without the prior written consent of the other PARTY. However, the transfer to an AFFILIATED COMPANY of the COMPANY does not require the consent of the CUSTOMER.
5. Updating of contact details of the main contacts: The CUSTOMER is responsible for keeping the contact details of its main contacts (in particular the contractual and technical main contact) communicated to the COMPANY in the CONTRACT up to date and for notifying the COMPANY of any changes.
6. Choice of law, place of jurisdiction: The laws at the registered office of the COMPANY shall apply exclusively to all claims arising from or in connection with the CONTRACT; the application of the "Uniform UN Sales Law" ("United Nations Convention on Contracts for the International Sale of Goods") is expressly excluded. The exclusive place of jurisdiction for all disputes arising from or in connection with the CONTRACT shall be the registered office of the COMPANY.

II. Part: Definitions and clarifications

1. To the extent the masculine form for certain persons or groups of persons is exclusively used in the CLOUD GTC, it is merely for the sake of simplification. The relevant wording shall refer equally to all genders.
2. Insofar as a declaration is to be made "in written form" or "in writing" in accordance with these CLOUD GTC, it may also be made by the COMPANY in text form, in particular by e-mail, to the relevant contact person of the CUSTOMER, with the exception of notices of termination.
3. In all other respects, the following definitions shall apply:

"ANALYSES" means the analyses, investigations, evaluations and measurements of anonymised CUSTOMER DATA and / or other data and information, such as licence information, technical information or such information resulting from the technical, functional framework conditions of the deployment and use of the CLOUD SERVICE by the CUSTOMER, as described in more detail in § 6 clause 2 of the CLOUD GTC;

"OFFER" means the letter of offer from the COMPANY defining the content of the performance by the COMPANY. Insofar as the PARTIES extend the content of the performance as a result of supplementary orders, this term shall also refer to the supplementary offer in its most recently amended version;

"ATOSS PRODUCTS" means the entirety of the software programs which the COMPANY delivers to the CUSTOMER in accordance with the CONTRACT in object code as MODULES for the purpose of use within the CLOUD SERVICES. The CUSTOMER will not receive the source code;

"DPA" means the Data Processing Agreement, that the COMPANY as Processor and the CUSTOMER as Controller conclude pursuant to Article 28 of the GDPR by signing the CONTRACT as an integral part of the CONTRACT with respect to the collection, processing and use of the CUSTOMER's personal data. The DPA is available on the ATOSS website at <https://www.atoss.com/en-gb/dpa>. Further information on data storage and data processing of the CLOUD SERVICES can be found on our website at <https://weblounge.atoss.com/en-gb/data-residency>.

"CONSULTANT" means personnel who perform services on behalf of and at the sole discretion of the COMPANY;

"AUTHORIZED USER" means one employee of the CUSTOMER or its AFFILIATED COMPANY to whom a password-protected user profile with access authorizations is set up for the purpose of administration of the ATOSS PRODUCTS;

"CLOUD GTC" means these General Terms and Conditions;

"CLOUD SERVICE" means the on-demand solution, including the ATOSS PRODUCTS, that the COMPANY provides for use by the CUSTOMER in accordance with the CONTRACT;

"DOCUMENTATION" means, collectively, the following documents at this time: (i) the annex called "System Releases and Requirements", (ii) the annex called "Product Description" and (iii) the COMPANY's reference manual and other technical documentation provided by the COMPANY, in each case as amended;

"THIRD PARTY" means any natural person or legal entity other than the PARTIES and their AFFILIATED COMPANIES, their salaried and freelance employees, temporary workers and external consultants (such as management consultants, auditors and legal advisors) engaged by the PARTIES;

"GDPR" means the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC;

"EVENT OF FORCE MAJEURE" means an event which could not have been foreseen by the PARTIES and which could not have been avoided even by exercising due care. This shall include in particular natural disasters, fire and water damage, storms, terror, war, strikes and industrial disputes, diseases (including epidemics and pandemics), insofar as a risk level of at least "moderate" is defined by the Robert Koch Institute or by an assessment of the World Health Organisation WHO;

"COMPANY" means the contracting ATOSS Group Company;

"CARDINAL OBLIGATION" means, in accordance with § 9 clause 2 of the CLOUD GTC a

material contractual obligation the fulfilment of which is a prerequisite for the proper performance of the CONTRACT or on the fulfilment of which the CUSTOMER regularly relies and may rely;

"CONTINUOUS MODIFICATION" is described in more detail in § 14 clause 2 of the CLOUD GTC;

"CUSTOMER" means the contracting party of the COMPANY;

"CUSTOMER DATA" means the personal data or other data which the CUSTOMER enters into, processes and stores in the CLOUD SERVICE;

"LOAD PROFILE" means the information specified in the attachment called "Load Profile" in the form shown in the ATOSS PRODUCTS in the case of subsequent orders, i.e. additional orders (such as license extensions or additional MODULES);

"LICENSE METRIC" is based on the licence model named in the OFFER and the specification of the agreed scope of the licence. The following licence models are generally considered:

(a) "*Employee master record-based licensing model*": Here, licensing takes place on the basis of a fixed number of employee master records. The term "employee master record" means the employee master records of the respective MODULE created in a database. The term "active employee master records" refers to the master records stored in the database relating to employees whose data can be edited without restriction. The term "inactive employee master records" refers to the master records stored in the database with regard to employees whose data can only be read and thus, in particular, cannot be changed;

(b) "*User-based licensing model (Named User)*": Here, licensing is based on a fixed number of specific users (Named Users) who are authorised to use a MODULE. These Named Users can be deleted at any time and replaced by a corresponding number of new named users to be released for the respective MODULE. A Named User is not entitled to pass on or transfer his access data to the relevant MODULE. The access data must be treated confidentially by the Named User. The CUSTOMER shall inform the Named Users about this;

(c) "*Concurrent user licences*": Here, licensing is based on a fixed number of Concurrent Users. In this case, the CUSTOMER shall only be entitled to use the Licensed Material through simultaneous access by the specified number of users (Concurrent Users);

(d) "*Terminal-based licensing model*": Here, licensing is based on the connection of a fixed number of capture terminals or other hardware, i.e. use is limited to this fixed number of external hardware devices to which the MODULE is connected;

(e) "*Other licensing models*": Other licence models require description and individual agreement in the CONTRACT;

"MODULES" means the COMPANY software programmes ordered by the CUSTOMER. The MODULES are made available to the CUSTOMER by the COMPANY for use in a non-parameterised state in their standard functions based on the annex called Product Description;

"PARTY" means either the CUSTOMER or the COMPANY as the respective contracting party; collectively, both contracting parties are referred to as "PARTIES";

"SERVICE LEVEL" means the details on service quality set down in the SLA and to which COMPANY considers itself bound to deliver to CUSTOMER in the context of provision of the CLOUD SERVICE;

"SLA" means the valid service level agreement between CUSTOMER and COMPANY regarding the CLOUD SERVICE;

"SUPPORT HOTLINE" means the customer hotline for the CLOUD SERVICE; it is described in further detail in the SLA for the CLOUD SERVICE, which is attached as an Appendix;

"BASIC TECHNICAL SERVICES" are described in further detail in the Appendix named "Basic technical services";

"AFFILIATED COMPANY" means any entity that is directly or indirectly controlled by or under common control with a PARTY. "Control" for the purposes of this definition means (i) direct or indirect ownership or control of more than 50% of the voting shares of the relevant company and / or (ii) the ability to direct or cause the direction of the management and policies of the relevant company;

"CONTRACT" means the totality of rights and obligations of the PARTIES arising, as the case may be, from (a) the OFFER, (b) these CLOUD GTC, (c) the SLA for the CLOUD SERVICE, (d) the DPA, (e) the DOCUMENTATION or (f) other appendices referenced in the OFFER; the

CONTRACT shall be concluded by written order confirmation or countersignature by the COMPANY vis-à-vis the CUSTOMER;

"CONFIDENTIAL INFORMATION" means any information, including data and other materials, which the COMPANY or the CUSTOMER – whether communicated in writing, electronically or orally – (i) has designated as "confidential" or otherwise deemed confidential or (ii) which a reasonable THIRD PARTY would, by its nature or by reason of the circumstances, consider to be entitled to protection and therefore confidential. Such confidential information shall in particular include the CUSTOMER DATA, information on the business activities and / or processes of the PARTIES as well as all software, technologies and know-how of the COMPANY in any form, including the MODULES, DOCUMENTATION and their updates and adaptations, the business model as well as the cooperation partners and suppliers of the COMPANY, prices, offer documents, (marketing) ideas, brochures, advertising materials and presentations, concepts as well as all copies and records made thereof. Confidential information shall not include information (i) expressly marked as "non-confidential" by the disclosing PARTY; (ii) lawfully developed or acquired by the receiving PARTY without any obligation of confidentiality; (iii) which is already generally known or subsequently becomes generally known through no fault of the receiving PARTY or as a result of a breach of CONTRACT; (iv) which is communicated or provided to the receiving PARTY by a THIRD PARTY entitled to make disclosure without breach of these CLOUD GTC or (v) which has been released for disclosure by the disclosing PARTY with express written permission;

"SWITCH" refers to the process by which a CUSTOMER transitions from using the CLOUD SERVICE to another data processing service of the same type, to a service offered by a different data processing provider, or to an in-house IT infrastructure located either on the CUSTOMER's premises or those of a designated third party ("On Premise");

"BUSINESS DAY" means the weekdays from Monday to Friday (excluding public holidays recognised by law at the registered office of the COMPANY).



SUPPLEMENTARY AGREEMENT

FOR

SWITCHING BETWEEN DATA PROCESSING SERVICES

(“SUPPLEMENTARY AGREEMENT”)

1. Initiating the switching process

- 1.1 The CUSTOMER initiates the SWITCH by notifying the COMPANY with a notice period of two (2) months (the “Switch Notice”).
- 1.2 In the Switch Notice, the CUSTOMER must provide the following information:
 - a) whether they
 - (i) intend to switch to a local IT infrastructure, i.e. to an On Premise operation or to another provider of data processing services (the “Target Provider”);
 - (ii) do not intend to SWITCH, but want their exportable data to be erased (“EXIT”) after expiry of the notice period specified in Clause 1.1;
 - b) which CLOUD SERVICE or which MODULE of the CLOUD SERVICE the SWITCH or EXIT refers to;
 - c) which exportable data, as specified in the ANNEX, are affected by the SWITCH or EXIT;
 - d) in the event of a SWITCH to a Target Provider: suitable evidence of the SWITCH to the designated Target Provider;
 - e) the technical specifications of the target environment to be taken into account by the COMPANY for the execution of the SWITCH (such as interfaces, formats, and security requirements).

A list of the categories of exportable data that can be transferred with the SWITCH or erased as part of the EXIT shall be provided to CUSTOMER upon request (see ANNEX).

- 1.3 All notices by the CUSTOMER in connection with the SWITCH and the EXIT must be made in writing; text form (by email or fax, for example) is not sufficient.

2. Transitional Period

- 2.1 The deadline for executing the SWITCH is 30 days (“Transitional Period”). It begins upon expiry of the notice period specified in Clause 1.1.
- 2.2 If a SWITCH cannot be executed within the Transitional Period for technical reasons, the COMPANY may extend the Transitional Period to seven (7) months or less (“alternative Transitional Period”). The COMPANY shall inform the CUSTOMER of the alternative Transitional Period in accordance with the statutory requirements.
- 2.3 The CUSTOMER may use the statutory option to extend the Transitional Period, once and by a reasonable period (which cannot exceed two (2) months). For this extension of the Transitional Period to be effective, the CUSTOMER must inform the COMPANY in writing of the intended extension and of its duration, at the latest within seven (7) BUSINESS DAYS after the Transitional Period begins.
- 2.4 If the CUSTOMER has validly terminated the CONTRACT in accordance with § 11 clause 2 of the CLOUD GTC, and notifies the COMPANY of their intention to SWITCH or EXIT in accordance with Clause 1.2, within two (2) months before expiry of the respective minimum CONTRACT term or any extension term, the CONTRACT will not terminate upon expiry of the minimum CONTRACT term or the respective current extension term. In this case, the CONTRACT will be terminated pursuant to Clause 6.1 or Clause 6.2.
- 2.5 The CUSTOMER shall co-operate with the COMPANY in good faith to ensure a smooth and timely SWITCH.

3. Data retrieval and erasure
 - 3.1 The CUSTOMER has a 30-day period to retrieve the exportable data ("Data Extraction Period"); such period begins upon expiry of the Transitional Period or the alternative Transitional Period.
 - 3.2 In the event of a SWITCH, after termination of the CONTRACT, the COMPANY shall erase all exportable data generated directly by or relating to the CUSTOMER (see Clause 6.1).
 - 3.3 In the event of an EXIT, the COMPANY shall delete the CUSTOMER's exportable data upon expiry of the notice period specified in Clause 1.1.
4. Support from the COMPANY during the switching process
 - 4.1 During the SWITCH, the COMPANY shall provide the CUSTOMER, and any THIRD PARTIES authorised by the CUSTOMER, with appropriate support.
 - 4.2 In accordance with legal requirements, the COMPANY shall:
 - a) act with due care to maintain business continuity and to continue providing the CLOUD SERVICES in accordance with the CONTRACT;
 - b) ensure a high level of security during the SWITCH, specifically regarding the security of the data during the transfer and the Data Extraction Period, as required by applicable law.
 - c) support the CUSTOMER's exit strategy, including by providing all relevant information.
5. CUSTOMER's cooperation obligations
 - 5.1 The CUSTOMER shall use reasonable efforts to support the COMPANY in preparing and implementing the SWITCH. More specifically, the CUSTOMER shall immediately and fully implement all of co-operation activities specified by the COMPANY in connection with the switching process.
 - 5.2 The CUSTOMER is solely responsible for the import and integration of all relevant exportable data into its own systems, or into the systems of the Target Provider. This also applies if the CUSTOMER entrusts THIRD PARTIES to carry out these actions.
6. Termination of the CONTRACT
 - 6.1 In the event of a SWITCH, the CONTRACT will be deemed terminated when the SWITCH has been successfully carried out. This is the case if the CUSTOMER informs the COMPANY of the completion of the SWITCH. If the CUSTOMER fails to do so, the SWITCH will be deemed successfully carried out seven (7) BUSINESS DAYS after expiry of the Data Extraction Period.
 - 6.2 In the event of an EXIT, the CONTRACT will be deemed terminated on expiry of the notice period specified in Clause 1.1.
 - 6.3 The COMPANY shall inform the CUSTOMER of the termination of the CONTRACT in accordance with Clause 6.1 and Clause 6.2.
 - 6.4 If issues arise during the performance of the SWITCH, the CUSTOMER shall notify the COMPANY without undue delay. The PARTIES shall then use reasonable efforts to bring about an amicable solution.
 - 6.5 If the CONTRACT is terminated in accordance with Clause 6.1 and Clause 6.2 before the expiry of the minimum CONTRACT term or any current extension term, the CUSTOMER shall pay a termination fee. The termination fee corresponds to the amount that would have been incurred from the receipt of the CUSTOMER's Switch Notice until the end of the applicable minimum CONTRACT term or current extension term if the CONTRACT had regularly remained in force.
 - 6.6 By way of derogation from Clause 6.5, the following applies to cases of Clause 2.4: If the termination under Clause 6.1 or Clause 6.2 takes place after the expiry of the minimum CONTRACT term or a current extension term, and the CUSTOMER uses the CLOUD SERVICE during that period, the fees agreed pursuant to § 7 clause 1 of the CLOUD GTC will be due for that period until the actual termination under Clause 6.1 or Clause 6.2.
 - 6.7 Upon receipt of the Switch Notice, the COMPANY shall send the invoice for the termination fee to the CUSTOMER. The termination fee is due within seven (7) BUSINESS DAYS after receipt of the relevant invoice.

6.8 The provisions in Clause 6 do not affect the COMPANY's right to extraordinary termination of the CONTRACT.

7. Hierarchy

If any discrepancies arise in connection with a SWITCH or EXIT, the provisions of this Supplementary Agreement prevail over those of the AGREEMENT.



SUPPLEMENTARY AGREEMENT – ANNEX

- Further information on the switching process -

Topic	Description/Link
Transferable categories of exportable data	ATOSS Staff Efficiency Suite: Content stored in database tables. Documentation to this content will be made available to the CUSTOMER who intends to initiate a TRANSITION or an EXIT, upon request.
	ATOSS Time Control: Content stored in database tables. Documentation to this content will be made available to the CUSTOMER who intends to initiate a TRANSITION or an EXIT, upon request.
Non-transferable categories of exportable data	ATOSS Staff Efficiency Suite: All content that is not stored in database tables. Examples: application settings, user preferences (such as most recently used values in selection dialogs), customer-specific dialog definitions, and perspectives.
	ATOSS Time Control: All content that is not stored in database tables. Examples: application settings, database configurations, files resulting from file-based interface exchanges, system operation error log files, and interface error log files.
Available procedures for the SWITCH and the transfer of content (including information on available switching and transferring methods and formats)	ATOSS Staff Efficiency Suite: The data is provided for download in a CSV or XML format.
	ATOSS Time Control: The data is provided for download in XML format.
Restrictions and technical limitations related to the SWITCH	ATOSS Staff Efficiency Suite: Content that is not saved in database tables cannot be exported.
	ATOSS Time Control: Content that is not saved in database tables cannot be exported.
<u>Risks</u> Known risks to the seamless provision of the CLOUD SERVICE during the SWITCH	ATOSS Staff Efficiency Suite: If the Target Provider's Cloud Service does not offer the same range of functions, functionality and data will be lost.
	ATOSS Time Control: If the Target Provider's Cloud Service does not offer the same range of functions, functionality and data will be lost.

<u>Link to the online register</u> <p>The online register contains information on data structures and formats, relevant standards, and open interoperability specifications in which the exportable data is available.</p>	ATOSS Staff Efficiency Suite: https://www.atoss.com/en/online-register-atoss-staff-efficiency-suite
Information on the jurisdiction regarding the ICT infrastructure used	see § 14 clause 6 CLOUD GTC, accessible via https://www.atoss.com/en/general-terms-and-conditions see § 10 clause 6 DPA, accessible via https://www.atoss.com/en/data-protection-agreement see DPA-Exhibit III - List of authorized sub processors, accessible via https://www.atoss.com/en/data-protection-agreement see details, accessible via https://www.atoss.com/en/security/data-residency
Information on measures against third-country access	see DPA-Exhibit III – Technical and organisational measures, accessible via https://www.atoss.com/en/data-protection-agreement
