

1. Subject of Application

- (1) These General Terms and Conditions ("GTC") are set forth by proALPHA Software Austria GmbH, registered with the commercial register at Graz Regional Court, Fn 135598i, and its affiliated companies ("proALPHA").
- (1) Subject of these GTC is the provision of Contract Software¹ for an unlimited duration ("Purchase") or a limited duration ("Subscription") as well as the licensing of the Contract Software.
- (2) The Order, these GTC and all other documents referenced form the contractual relationship between proALPHA and the Customer ("Contract"). The Contract shall be concluded upon signature of the Order by the Customer or a different declaration of acceptance by the Customer. The GTC in the current version shall also apply to future orders or quotes, even if they do not refer explicitly to the GTC. The current proALPHA prices shall apply. In case of doubt or contradiction, the individual documents shall apply in the following order:
 - a. Order (including condition sheet, if applicable)
 - b. The respective Service Description defined in the proALPHA Trust Center²
 - c. These GTC.
- (3) The Contract shall be governed by the following GTC exclusively, excluding other contractual provisions, such as written or oral side agreements and terms and conditions or purchasing terms and conditions of the Customer. proALPHA expressly objects to such contractual terms and conditions by the Customer.

2. Scope of Services

- (1) proALPHA shall provide the Contract Software to the Customer within a reasonable period after the conclusion of the Contract. In case of Subscription licenses, proALPHA may unilaterally amend the service specification in the course of updates of the Contract Software, provided that this does not lead to a loss of essential functionality existing at the time of conclusion of the Contract. Customers shall not be entitled to the continued existence of

individual functions or properties which do not significantly impair the intended use.

- (2) The installation and configuration of the Contract Software is not part of the Contract. proALPHA shall only be liable for adjusting the Contract Software to the Customer's individual requirements in the context of separately ordered services to which the General Terms and Conditions for Professional Services apply, which are defined in the Trust Center.

3. Customer's Rights of Use

- (1) The Contract Software and the corresponding license key shall be provided to the Customer by proALPHA via electronic delivery.
- (2) proALPHA shall grant the Customer a simple, locally unrestricted right to use the Contract Software. In case the Contract Software is purchased, the right of use is temporally unlimited. In case of a Subscription license, it is limited to the term of the Contract. The right of use shall be limited to the license parameters and quantities defined in the Order.
- (3) The Customer may solely use the Contract Software for its own business purposes. The Customer has the right to use the Contract Software in the scope of the agreed license parameters and quantities for the benefit of the Customer's group companies under unified management.
- (4) Insofar as the Contract Software includes development tools or databases, these are intended for sole use in connection with the Contract Software. Any additional use is subject to the prior written consent by proALPHA.
- (5) Third-Party Software is subject to the license terms of the respective provider.
- (6) Insofar as components of the Contract Software are subject to an open-source license, the Customer shall receive the rights of use from the creators of the open-source software in accordance with the terms of the open-source license. Insofar as the terms of such open-source license conflict with these GTC, the terms of the open-source software license shall take precedence. They are provided to the Customer in the Trust Center.

¹"Contract Software" refers collectively to software distributed by proALPHA that is either produced by the proALPHA Group or another company.

² Link to the Trust Center:
<https://www.proalpha.com/trustcenter>

4. Obligations of the Customer

- (1) The Customer shall be obligated to fulfill all necessary contractual obligations free of charge and on time. This includes creating and maintaining the system requirements necessary for proper operation according to the specifications, providing access to the system, performing regular data backups, and minimizing the consequences of a service disruption.
- (2) In the case of a service disruption, the Customer shall inform proALPHA about the failure immediately.

5. Payment

- (1) proALPHA shall charge the Customer for Subscription licenses monthly in advance, whereby the net prices plus statutory sales tax shall be invoiced and payments shall be made by the Customer without deduction within 14 calendar days after invoicing.
- (2) If the Austrian Consumer Price Index 2020 (CPI 2020) published by Statistics Austria increases based on the quarter in which the service is provided by proALPHA, proALPHA may increase its remuneration based on the index change. This increase comes into effect at the beginning of the Contract year following the index change. If the index rises again, this provision shall apply accordingly. If the index is replaced by another index, the then current index shall apply to any future price increases. This does not affect proALPHA's right to increase the remuneration for service extensions.

6. Term and Termination for Subscription Licenses

- (1) The Contract becomes effective upon conclusion of the Contract. For Subscription licenses, the minimum term is 36 months, starting with the provision of the Contract Software.
- (2) At the end of the minimum term, the Contract shall be automatically extended by twelve months ("Contract Extension Period"), unless it has been properly terminated in writing by one Party with a notice period of three months prior to the end of the minimum term or to the respective Contract Extension Period.
- (3) The right of termination for cause remains unaffected. Good cause for proALPHA to terminate the Contract without notice or to suspend services temporarily shall be given if (a) the Customer is in default of remuneration

payments amounting to two months' remuneration or (b) insolvency proceedings concerning the assets of the Customer have been opened and/or the Customer is threatened with insolvency.

7. Consequences of the Termination (Subscription)

- (1) Upon termination of the Subscription license, for whatever legal reason, all rights of use of the Customer of the Contract Software shall cease.
- (2) After a Subscription license has expired, the Customer must ensure that the Contract Software is not used any further and that it is deleted from all computers and data carriers of the Customer. The Customer must prove this at the request of proALPHA.

8. Warranty

- (1) The Contract Software is defective if it deviates from the contractual quality when used in accordance with the Contract and, as a result, the Customer's intended use is prevented or unacceptably reduced. Defects in the Contract Software shall be remedied a) for the software Purchase within the warranty period of one year from the delivery or b) for Subscription licenses within a reasonable period. This shall be done at the discretion of proALPHA either by delivering an update or by giving reasonable instructions. To the Customer
- (2) If proALPHA is unable to remedy the defect, if the remedy is delayed beyond a reasonable period, or if the remedy fails for any other reason despite three attempts to remedy the defect, the Customer shall be entitled to rescind the Contract or demand a price reduction. The right to rescindment shall however be applicable solely in case of a defect which either impedes or significantly reduces the contractual use of the Contract Software. proALPHA prohibits the Customer from conducting self-repairs on the Contract Software.
- (3) If it is revealed that no defect exists and the Customer would have been able to realize so if they had analyzed the issue more carefully, proALPHA is entitled to charge the Customer for the analysis of the alleged error reported as a defect by the Customer based on the applicable prices of proALPHA.

9. Liability

- (1) proALPHA shall be liable without limitation for

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- a) Injury to life, body or health of a person,
 - b) Intent or gross negligence,
 - c) Assumption of a quality guarantee, or
 - d) Liability according to the Product Liability Act.
- (2) proALPHA shall be liable for slight negligence if the breach concerns a cardinal contractual obligation whose observance enables the proper performance of the Contract and on whose performance the Customer may typically rely on. In such cases, the liability of proALPHA shall be limited to the damage which is typically foreseeable at the time of submission of the Order.
- (3) The liability for typical and foreseeable damages shall be limited to 100% of the purchase price for purchasing licenses and to the annual amount of the license fee for Subscriptions. If the purchase price is less than EUR 50,000, the liability shall be limited to EUR 50,000.
- (4) The liability for indirect damages (loss of profit, damage to reputation, loss of business) shall be excluded in the case of simple negligence.
- (5) Compensation for the restoration of destroyed or lost data shall be limited to such efforts which would have been necessary for the restoration of the data if the Customer had properly backed up its data. The compensation shall in no case exceed the liability limitations according to this Clause 9.
- (6) Strict liability for any legal or material defect in the Contract Software by proALPHA at the time of delivery of the Contractual Software to the Customer is excluded.
- (7) Liability of proALPHA shall be excluded in all other respects.
- (8) The present agreed liability shall also be applicable for legal representatives, organizations, subcontractors, and vicarious agents of proALPHA insofar as these persons are personally liable to the Customer.

10. Confidentiality

- (1) Both Parties mutually agree to keep confidential all non-public information of the other Party of which they become aware of in the course of the Order (hereinafter referred to as "Confidential Information") and to use it solely for the execution of the contractual relationship. The obligation of confidentiality shall not apply, however, to such information for which the receiving Party proves that: (a) it was known to the Party without being subject to a nondisclosure agreement before the disclosure by the disclosing Party; or (b) it was

made available to the Party by an authorized third party after the disclosure by the disclosing Party for the purpose of unrestricted use and without breach of contractual or legal confidentiality obligations; or (c) it was already known at the time of the disclosure by the disclosing Party or subsequently entered the public domain without a breach of contractual or legal confidentiality obligations; or (d) it had been independently developed by the receiving Party before the disclosure by the disclosing Party.

- (2) Notwithstanding the above, the receiving Party shall be authorized to disclose or share the confidential information provided by the disclosing Party with the following parties to the extent necessary: (a) the employees involved in the performance of the Contract employed at the receiving Party's own company or the companies affiliated with the receiving Party and (b) the lawyers, tax consultants, and auditors hired by the receiving Party. proALPHA shall also be authorized to disclose or share Confidential Information of the Customer as far as required with employees of companies that proALPHA justifiably commissions as subcontractors in accordance with the provisions of this Contract.
- (3) Insofar as the receiving party is entitled to disclose or make available Confidential Information of the disclosing Party to third parties, this right is subject to the condition that the receiving Party has previously informed the third party about the confidential nature of the information concerned and has obligated the third party in writing to maintain confidentiality in a manner appropriate to the present confidentiality rules, unless such written confidentiality undertaking by the third party already exists on another legal or contractual basis (e.g., by law or on the basis of an employment contract).
- (4) Unless a longer confidentiality obligation applies by individual agreement or by law, Confidential Information of the disclosing Party shall be kept confidential by the receiving Party for a period of three (3) years after termination of this Contract.

11. Data Protection

Insofar as proALPHA processes personal data for the Customer that are subject to the General Data Protection Regulation (GDPR), the Parties shall conclude a Data Processing Agreement in accordance with Article 28 GDPR using a template provided by proALPHA. The Customer must download the Data Processing Agreement from

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the Trust Center, which shall be deemed an annex to this Contract.

12. Right of Audit

- (1) proALPHA shall be entitled to audit the contractual usage of the Contract Software by the Customer. For this purpose, proALPHA may request information about all usage data of the Contract Software from the Customer. proALPHA may also verify the required usage data at its own discretion at the respective installation site of the Customer or have it verified by an auditor or IT expert commissioned by proALPHA.
- (2) Any audit of the relevant usage data at the installation site of the Customer shall be carried out with a notification of at least 30 calendar days in advance and generally not more than once a year, unless there are indications that the Customer is using the Contract Software in breach of the Contract. In this case, proALPHA may perform an audit outside the annual cycle. The audit must not unreasonably impair the Customer's daily business.
- (3) The information obtained in the course of the verification shall only be used by proALPHA for this purpose and is subject to the confidentiality obligation.

13. Force Majeure

- (1) proALPHA shall not be accountable for delays in service due to force majeure or equal situations. In such cases, proALPHA shall be entitled to delay the provision of the service affected by the impairment for its duration plus a reasonable resumption period.
- (2) Force majeure is an unpredictable external event that cannot be averted at all or could not be averted in time even with the application of reasonably expected care and technically and economically reasonable measures, including any official measures related thereto. Force majeure includes in particular, without limitation, the following: war, insurrection, riots, embargo, explosion, fire, flood, severe weather, terrorist attacks, sabotage, nuclear and reactor accidents, pandemics or widespread failure of the power supply or communication networks/the Internet.
- (3) Insofar as an event of force majeure lasts longer than one month and the Parties find no possibility of replacing the services concerned, the Parties may terminate the Contract with a notice period of three (3) months to the end of the month.

14. Export Restrictions

- (1) All deliverables and services provided by proALPHA abroad or accessed from abroad are subject to the reservation that no national or international export regulations prevent the provision, especially export control regulations and embargos or other restrictions on the export of deliverables or services. The Parties mutually agree to provide all information and documents required for the export/transfer/import/access belonging to their respective area of responsibility. Delays due to export inspections or approval processes shall invalidate deadlines and delivery times. If required export approvals are not granted by the responsible authority, the Contract shall be null and void in respect of the affected parts. Claims for damages shall be excluded in this respect and due to the aforementioned breaches of deadline; this shall not affect the other provisions on liability.
- (2) proALPHA draws the attention of the Customer to the fact that the Contract Software is subject to the regulations of the United State Department of Commerce and the United States Export Administration Act. proALPHA and the Customer shall therefore be obligated to respect the following restrictions which are governed by the aforementioned US regulations:
 - a) The Contract Software may not be made available in a country against which the USA have imposed an embargo.
 - b) Furthermore, the Contract Software may neither directly nor indirectly be used in connection with the planning, development, production, or usage of nuclear, chemical or biological weapons without prior consent of the responsible authority within the USA, which shall be obtained by proALPHA upon the Customer's request. This prohibition also includes the obligation to not develop, offer and/or deliver products or services, which may serve the above prohibited purposes by means of the Contract Software concerned.

15. Assignment

The Customer may neither partially nor wholly assign contractual rights under this Contract to a third party without proALPHA's prior written consent. This does not include any money claims of the Customer.

16. Subsidiary Agreements

The Contract and the corresponding Annex hereto constitute the entire agreement between the Parties. No tacit, oral or written side agreements have been made. Amendments or supplements to these GTC shall only be effective if they are agreed in writing. The same shall apply to a change to the written form requirement.

17. Choice of Law, Place of Jurisdiction

- (1) This Contract shall be governed by the law of the Republic of Austria, excluding any choice of law provision and to the exclusion of the UN Sales Convention (CISG).
- (2) The exclusive place of jurisdiction for all disputes arising from and in connection with the Contract is Vienna.

18. Severability Clause

- (1) Should any provision of this Contract or its Annexes be or become invalid or contain a gap, this shall not affect the validity of the remaining provisions. The void provision shall be deemed replaced by a legally valid provision that comes closest to the commercial intentions of the Parties. The same shall apply to filling a gap.
- (2) In the event of a legally inadmissible deadline, an effective deadline shall be agreed.