Axence nVision® Software License Agreement manufactured by AXENCE

Version dated November 17th, 2026

Introductory Provisions

NOTICE FOR THE USER: PLEASE READ THIS AGREEMENT CAREFULLY. USE OF ALL OR PART OF THE SOFTWARE PROVIDED BY AXENCE RESULTS IN ACCEPTANCE OF THE TERMS AND CONDITIONS OF THIS AGREEMENT, INCLUDING THE LIMITATIONS: USE - SPECIFIED IN SECTION 2, RESALE - SPECIFIED IN SECTION 4, LIABILITY - SPECIFIED IN SECTION 7 AND SPECIAL EXCEPTIONS - SPECIFIED IN SECTION 12. IF THE USER DOES NOT AGREE TO THE TERMS OF THIS AGREEMENT, THE USER SHOULD CEASE USING THIS SOFTWARE.

The agreement may be concluded only by persons using the Software for business or professional purposes (i.e. not being consumers), subject to additional restrictions on the use of a test or trial license (see sections 5 and 12 below). A consumer who wishes to use the Software should obtain prior consent and contact AXENCE at biuro@axence.net.

An account is automatically created for the License User on the Axence Account Service (see Terms and conditions available at https://axence.net/en/terms-and-condition-axence-account). Axence Account Service is used to execute the License Agreement and enables, among other things, management of obtained Licenses. Account deletion (in the manner described in the Axence Account Service terms and conditions) may prevent the use of the License. In the case of a paid License, deletion of the account on the Axence Account Service suspends the possibility of using the License, but does not suspend the period for which the License was ordered (if it is a temporary subscription), and there is no right to a refund of the License fee for the suspension period. Restoration of the account in the manner described in the Axence Account Service terms and conditions will enable further use of the License.

The Ordering Party (who places an order on behalf of the License User) and the License User are bound by the terms of the License. The Ordering Party is responsible for the License User's use of the Software in accordance with the License. The License User is responsible for the End User's and Administrator's use of the Software in accordance with the License. Unless otherwise agreed individually with the Ordering Party or the License User, the Ordering Party and the License User are bound by the terms of the License delivered and accepted by the License User during the first installation of the Software and

its later versions, which will be made available on the Axence Account Service in a way that allows storage and reproduction. The procedure for changing the terms of the License is specified in point 14.2 below.

The right to use updates and new versions is subject to separate provisions or agreements between AXENCE and the Ordering Party (subject to section 5 below). If such right is granted to the User, the License Agreement shall apply to all updates and versions of the Software, unless AXENCE specifies other License terms for the updates or new versions of the Software (about which the User shall be informed in the manner specified in point 14.2. below). AXENCE shall independently decide whether the new License terms shall apply to all or only new versions of the Software, about which it shall inform when changing the License terms in the manner described in point 14.2. below.

Before installing an update or new version of the Software, the User is obliged to familiarize not only with the terms of the License, but also with the technical specification of the change, made available in the manner specified in point 14.2 below.

The software may not be used contrary to the law or principles of social coexistence.

1. Definitions:

"Axence nVision® Agent" – a Software component installed on Workstations that enables use of the Software functions by End Users.

"Software" means (a) all content of files, media (regardless of type) that are delivered together with this agreement or that have been made available by AXENCE or its representative, in particular by means of remote communication, including (but not limited to): (i) computer data or software delivered by AXENCE or another independent software developer; (ii) digital images, photos, drawings, sounds and other artistic works ("Multimedia Resources"); (iii) printed or electronic instructions ("Documentation"); and (b) updates, modified versions, patches, add-ons and copies of the Software licensed to the User by AXENCE (collectively referred to as "Updates").

"License" means the right to use the Software subject to this Agreement, which sets forth the legal terms, conditions and restrictions governing your use of the Software.

"License User" means a user (individual or organization) of the Software who accepts the terms of the License upon first installation of the Software (License User enables End Users and Administrators and Main Administrators to use the License).

"End User" means a person who actually uses the Software based on the License obtained by the License User, without administrative rights.

"Administrator" or "IT Administrator" user with administrative privileges in the Axence nVision® management console.

"Main Administrator" (Administrator account type) means the user with the highest administrative privileges, in particular, has the ability to grant Administrator privileges.

"User" means jointly the License User and the End User and the Administrator (including the Main Administrator).

"Use" means accessing, installing, loading, copying or otherwise obtaining benefits from the Software or any other form of exploitation of the Software (the permitted manner of exploitation is specified in the Documentation available on the axence.net website).

"Permitted Number" means the sum of parameters limiting the use of the Software under the granted License. The permitted number is determined by the number of Axence nVision® Agents with a limit on the number of installations on Workstations or Unique User Sessions, whereby each of these limits applies independently, and exceeding any one of them constitutes an exceedance of the Permitted Number.

"Axence Account Service" - service available at https://axence.net/en/terms-and-condition-axence-account run by Axence and enabling the ordering and management of Licenses.

"Unique User Session" - definition means a session connection from a unique user understood as a unique SID - a numerical representation of a security principal used to identify a domain or local user of a computer (for more information on the SID, see: https://learn.microsoft.com/en-us/windows-server/identity/ad-ds/manage/understand-security-identifiers).

"Computer" means an electronic device that accepts information in digital or similar form and processes it to produce a specific result based on a sequence of instructions.

"Workstation" means a Computer intended for direct work by the user, as well as access to the Computer or operating system via a remote access client (terminal services) or a virtual machine environment or other device or software with a similar function, on which the Axence nVision® Agent is installed.

“Trial Version” (also referred to as “Test Version”, “Free Version” or “Free Trial”) means a free version that may contain limited functionalities, limited in time and as to the number of Users who may use the software. The duration of the trial version and access in accordance with the Permitted Number is limited and communicated on the AXENCE websites and on the Axence Account Service (which the License User should familiarize themselves with). The permitted number may be different if the License User or the Ordering Party has concluded a separate agreement with Axence in this respect. The rules governing the Trial Version shall also apply to demonstration versions or NFR (not for resale) versions.

“Ordering Party” - an entity ordering and paying for the License, who at the same time - as the License User - uses the ordered Software or does not use the Software itself, but enables the License User to use the Software.

“AXENCE” shall be understood as:

a company under Polish law operating under the name AXENCE SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ SPÓŁKA JAWNA with its registered office in Kraków (30-527), at ul. Na Zjeździe 11, KRS number: 0000903894, REGON number: 120773290, NIP: 6751399589.

2. **General terms of use**. As long as the License User meets the conditions specified in this License Agreement (hereinafter referred to as the “Agreement”), AXENCE grants him a non-exclusive License, limited in terms of the Permitted Number and ordered modules, to use the Software for the purposes and in the manner specified in the Documentation. Subject to the Trial Version and the possibility of using updates (as referred to in point 5 below), the License is granted without time limits, unless otherwise specified in separate agreements. Details regarding the duration of the License, the scope of configuration and functional modules covered by the license, as well as the Permitted Number are specified in the terms agreed during the order placed via the Axence Account Service or in another way (e.g. traditional).

In the event of concluding a separate agreement (including one containing individual arrangements) between the User or the Ordering Party and AXENCE, the provisions of such agreement shall take precedence over this License Agreement.

Some materials provided by third-party manufacturers may be subject to other terms and conditions, which are typically described in Readme files located adjacent to such materials.

2.1. Software License. By granting the License, AXENCE authorizes the User to use the Software in accordance with its intended use, in the configuration specified in the License or proof of purchase of

the Software or another Document binding the Parties. The License also includes the right to use the Documentation provided to the User together with the Software. AXENCE enables the use of the Software for the period specified in the License. The User is obliged to use the Software in accordance with the Documentation and all AXENCE instructions and guidelines. The User is obliged to familiarize themselves with all materials concerning the Software and made available by AXENCE. The License User (the Ordering Party, as appropriate) is not entitled to use the Software to provide any paid (both directly and indirectly) services, actions, activities or activities of a professional or commercial nature for the benefit of any third party, unless they have concluded a separate agreement with AXENCE in this respect.

2.2. Software Components: Axence nVision® management server, Axence nVision® management console, Axence nVision® Agent.

2.3. Use on the server. The License User may install one copy of the Axence nVision® management server and multiple copies of the Axence nVision® management console for the exclusive purpose of using the Software via commands, data or instructions (scripts) from another computer on the network - provided that the total number of Workstations accessing the Software does not exceed the Permitted Number.

2.4. Installation of Axence nVision® Agent. The License User has the right to install the Axence nVision® Agent on a specified number of Workstations. This number is specified within the Permitted Number. The License User using the virtual machine environment should - before ordering the License - verify with the AXENCE representative whether the planned number of Licenses corresponds to the actual demand in this environment.

2.5. Backup Copy. The License User has the right to make a backup copy of the Software provided that this copy is not installed or used on any Computer. The backup copy may only serve as a safeguard against destruction of the Software. The backup copy may not be made available to a third party. The rights to the backup copy may not be transferred if all rights to the Software have not been transferred under the provisions of Section 4. The backup copy does not refer to a copy of the installation version of the Software.

2.6. Script Library ("Script Library"). The Software may include a functionality named "Script Library", which enables the License User to execute scripts, commands, and automations designed to perform administrative and diagnostic operations on devices managed by the Software. Within this functionality, built-in scripts (prepared and provided by AXENCE) and community scripts (created, modified, or

submitted by other users, clients, or third parties) may be made available. AXENCE is entitled, at its sole discretion, to examine and verify selected scripts prior to their availability in the Script Library in terms of their general stability or compliance with their description. Any such actions taken by AXENCE are of a purely auxiliary nature and shall under no circumstances constitute a warranty, assurance, or guarantee that a given script is safe, free from defects, or suitable for the IT environment of a specific License User, their specific hardware configuration, operating system versions, or method of use. The License User acknowledges and agrees that the final outcome and security of the execution of each script depend on technical factors entirely beyond the control of AXENCE. These factors include, in particular: the current technical condition of the devices, the privilege structure of administrator accounts, security policies and domain restrictions, the presence of other software (including antivirus systems), as well as the execution parameters and the scope of the script deployment determined by the person executing it. The License User bears full and exclusive responsibility for the selection of a specific script, the independent assessment of its suitability and source code for their own environment, as well as the decision to execute it. Before executing any script (in particular, a script affecting the configuration of devices or systems) in a production environment, the License User is obliged to thoroughly test it in an isolated and secure test environment and to ensure up-to-date backups of the data and systems that the script may affect. To the maximum extent permitted by applicable law, AXENCE shall not be liable for any damages, including loss or corruption of data, undesired changes in the configuration of hardware or systems, organizational downtime, loss of profits, or unavailability of services or IT systems, arising in direct or indirect connection with the selection, configuration, modification, or execution of a script from the Script Library by the User, License User, End User, or administrator. The availability of any script in the Script Library, regardless of whether it is a built-in or a community script, does not exempt the License User from the obligation to exercise professional due diligence and to conduct their own independent assessment of the security and justification of its use in a given situation.

3. **Copyright**. The entity entitled to the copyright property rights to the Software is AXENCE. The structure, organization and source code of the Software are valuable trade secrets of AXENCE and its suppliers. The Software is also protected by the Act on Copyright and Related Rights (Journal of Laws 1994 No. 24 item 83, as amended - hereinafter referred to as the “Copyright Act”) and by relevant international agreements. The Software should be treated like any other work subject to copyright protection. The User has no right to copy the Software or Documentation, except for the cases specified in the “General Terms of Use” section. All copies permitted by this Agreement must contain the same copyright notice and other appropriate notices located on or in the Software. The User undertakes not to increase the functionality of the Software, and not to modify, adapt, translate, decode, decompile, disassemble or in any other way attempt to determine the source code of the Software, except for cases permitted by the provisions of mandatory law (even in such a case only to the extent and under the

conditions provided for in such provisions). If the exception indicated in the previous sentence applies, the User is still obliged to provide all information in this respect upon AXENCE's request. Trademarks must be used in accordance with applicable law. Trademarks may only be used to define a printout prepared by the Software. The User does not acquire copyright to the Software. The actions indicated in art. 75 sec. 1 sentence 1 of the Copyright Act require separate and express consent from AXENCE (unless the right to perform them arises under this License Agreement).

4. **Transfer of Rights**. This Agreement does not authorize you to lend, lease, sublicense, transfer or loan the Software and Documentation.

5. **Software for Multiple Platforms / Multilingual Software / Software on Multiple Media / Multiple Copies / Bundles / Updates**. If the Software supports multiple platforms or languages, if You received the Software on multiple media, if You received multiple copies of the Software in any other way, or if You received the Software in a bundle with other software, the total number of Workstations on which all versions of the Software may be installed may not exceed the Permitted Number. Exceeding the Permitted Number (which prevents You from using the Software) will include both installing the Software on more Workstations than the number of Licenses You ordered (e.g. installing it on another virtual machine despite not having a License) and running the Software on a single Workstation but within multiple Unique User Sessions. Exceeding the Permitted Number constitutes a violation of the terms of this License. You may not rent, lease, sublicense, loan or transfer any version or copy of the Software that You are not using.

Except for the Trial Version (Trial/Free Version), the User has the right to download and use updates of the Software for a period of one year from the date of conclusion of the agreement granting the right to use the Software under the license (which is deemed to be the date on which AXENCE issues the sales document or generates the license key, whichever of these events occurs first, or another date indicated in the terms made available by AXENCE). After this period expires, the right to updates lapses, unless it is extended under separate, paid arrangements (e.g. a maintenance agreement). The individual terms of purchase of the Software may specify a different period or rules for updates, whereby, in the absence of such separate provisions, the rule of a one-year period from the date of conclusion of the agreement applies. This provision does not apply to the Trial Version (Trial, Demo, Free, Not for Resale Version), for which the right to updates is governed by separate rules specified for that version.

5.1. The License User may only use the rights within one license concerning the Trial Version. The use of more than one Trial Version by the User constitutes a gross violation of the license terms.

5.2. AXENCE may make the use of the Trial Version dependent on providing contact details and the expression of marketing consent by the License User. Ordering a paid license or ending the use of the free License does not constitute automatic withdrawal of marketing consent (it may be withdrawn at any time in the manner described below). Withdrawal of the marketing consent referred to above may result in blocking the Trial Version. The declaration of consent will be obtained in an express manner, therefore downloading the Software or concluding the License Agreement will not be automatically understood as expression of consent.

More information can be found in the Privacy Policy available at: https://axence.net/en/privacy-policy.

5.3. If the Software has been acquired as an Update (including an upgrade to a subsequent version) from a previous version of the Software, lawful use of the Update is conditional upon the User holding a valid and legal license for the previous version. The purchase and installation of an Update does not entitle the User to increase the total Permitted Number (the number of workstations/agents). Upon installation of the Update, the right to use the previous version of the Software expires and the User is obliged to uninstall it, unless the Update and the previous version are installed on the same computer (server) solely for the purpose of data migration. The previous version of the Software may not be transferred to another computer or made available to third parties. Upon the release of the Update, any obligations of AXENCE to provide technical support or maintenance services for the previous version of the Software expire.

6. **Disclaimer**. AXENCE and its suppliers do not and cannot guarantee the performance or effectiveness of the use of the Software. AXENCE and its suppliers do not provide any warranties, conditions, terms or arrangements, whether express or implied, contractually or customarily established, or in any other form, including (but not limited to) possible infringement of third party copyrights, integration, satisfaction with quality or usability for specific applications.

7. **Limitation of Liability**. AXENCE licenses the Software in the form in which it was delivered and makes no implied or express assurances as to its usability for specific applications. In no event shall AXENCE or its suppliers be liable for damages or infringements of third party rights caused directly or indirectly by the operation of this Software, including damages caused by the inability to use, work interruptions and any repetitive, incidental or special damages of any kind, including loss of profits or cost reduction, regardless of whether an AXENCE representative has been informed of the possibility of such damage or claims by a third party. None of the limitations contained in this Agreement shall limit AXENCE's

liability for death or loss of health caused by AXENCE's intentional act or gross negligence. Under this License Agreement, the User expressly confirms the right of AXENCE to act on behalf of its suppliers solely within the scope of exclusion of liability, exclusion and/or limitation of obligations or liabilities specified in point 6 (which means that the indicated limitations are also effective towards suppliers - in the event of a dispute between the User / Ordering Party and the Supplier).

8. Software Maintenance. The right to Software maintenance is granted to the User of a paid license (that is, excluding the Trial Version and the test version) for the period and on the terms identical to the right to updates referred to in section 5, calculated from the same event, including the priority of individual arrangements. Maintenance is provided on the terms specified in a separate document, which is nevertheless integrally connected with this license Agreement. The terms of maintenance are delivered together with the license Agreement or as part of arrangements with the User of the license or the Ordering Party, and are also available in the Axence Account Service on the User's account and on the Axence website at https://axence.net/en/axence-nvision-service-agreement.

9. **Application of the License**. License Users agree that in the event of a request from AXENCE or its duly authorized representatives, within 30 (thirty) days from the date of such request, they will fully document the use of all AXENCE Software in terms of compliance with the AXENCE License Agreement.

10. **Export Policy**. The License User and the Ordering Party agree not to export or re-export the Software, any part thereof or any process or service that is a direct product of the Software (hereinafter collectively referred to as the “Restricted Components”) to any country, individual, legal entity or organizational unit without legal personality that is subject to export restrictions imposed by Poland, the EU, the United States or to any representative of the nationality of any of these countries, regardless of his or her location, who intends to transfer or send the Restricted Components back to that country. All rights to use the Software are granted solely on the understanding that they shall cease to apply if the above restrictions are breached.

11. **Jurisdiction**. Any disputes concerning this Agreement shall be resolved under Polish law and by Polish courts in accordance with the seat of AXENCE. This Agreement is not subject to the provisions of the United Nations Convention on Contracts for the International Sale of Goods, the application of which is hereby expressly excluded.

12. **Specific exceptions**.

12.1. Conditions for Test Products. If the Software received with this License Agreement is Test Software or a beta version (“Test Software”), this section of the Agreement shall apply. In the event that any provision set out in this section conflicts with other provisions of the Agreement, the provisions of this section shall apply to the extent necessary to resolve the conflict. The User receiving the Test Software acknowledges that the software is in an unfinished state, does not represent the final product of AXENCE and may contain errors and cause other problems that may result in system hang-ups and/or data loss. Consequently, the Test Software functions in the form in which it was delivered, without any guarantees or liability, and the User accepts any negative consequences related to the use of the Test Software. The User acknowledges that AXENCE does not promise or guarantee that the Test Software will be announced and made available to anyone in the future, that AXENCE has no contractual or implied obligation to announce or introduce the Test Software to the market, and that AXENCE may not introduce a product similar or compatible with the Test Software to the market. In accordance with these terms, the User acknowledges that all research and development work done in connection with the Test Software or any other product related to the Test Software has been done solely at his/her own risk. During the term of this agreement, at AXENCE's request, the User agrees to provide AXENCE with information on testing the Software, including an error report. If the User received the Test Software under a separate agreement, the use of the Test Software is also subject to that agreement. The User agrees and confirms that he/she has no rights to sublicense, lease, rent, lend or transfer the Test Software. Upon receipt of the next version of the Test Software or upon release of the commercial version of the Software - regardless of whether it is a stand-alone product or part of a larger whole - the User agrees to return or destroy all previous versions of the Test Software received from AXENCE or its representative and to comply with the provisions of the License Agreement. The User is obliged to return or destroy all versions of the Test Software within 30 (thirty) days from the date of completion of testing of this Software, when this date is earlier than the date of the first release of the commercial version of the Software.

12.2. Trial, Demo, Free, Not for Resale Versions, Additional Terms. If the product received with this License is a trial, Trial Version, demo or not for resale copy (“Trial Version ”), the following terms apply until the full product is purchased. In the event that any provision set forth in this section conflicts with other provisions of the Agreement, the provisions of this section shall apply to the extent necessary to resolve the conflict. THE USER ACKNOWLEDGES THAT TRIAL VERSIONS OF THE SOFTWARE CONTAIN LIMITED FUNCTIONALITY AND/OR TIME LIMITATIONS ON OPERATION. AXENCE LICENSES THE SOFTWARE AS IS, FOR PRESENTATION PURPOSES ONLY. If the Trial Version of the Software is time-limited, the program will terminate after a specified period of time (e.g. 14, 30 or 45 days) from the time of installation (“Expiration Date”). The expiration date of the License is determined by the Software

itself. After the Expiration Date, the License Agreement automatically expires, unless AXENCE extends this License as a result of purchasing the full version of the Software. The User hereby acknowledges that the Trial Versions of the Software expire after the expiration date and - accordingly - access to files or printouts created by the Trial Versions of the Software is solely at the User's risk.

13. **Control of Software Use and Collection of Telemetry Data.**

13.1. Software license control system. The User acknowledges and accepts the fact that the Software automatically communicates with AXENCE in order to ensure proper functioning and monitor the compliance of the Software with the purchased license. This data includes, among others, the name of the installation server, its IP address, the Permitted Number, the number of network objects and the number of Users.

13.2. Telemetry data. AXENCE processes some quantitative data generated by the Software (which does not enable identification of individuals and/or personal data). Detailed information about this data can be found at: https://axence.net/en/telemetric-data. The indicated telemetry data is collected for statistical purposes and related to the adjustment of the service provided, for use only and exclusively by AXENCE and is not made available to other entities. No other data generated by the Software is collected or sent. In connection with the above-mentioned adjustment of the service, the License User will receive information from AXENCE or the Authorized Partner regarding the possibility of more effective use of the Software - in particular in connection with exceeding the Permitted Number (e.g. recommendation to change the license plan). The Authorized Partner does not receive telemetry data from AXENCE, but only information on the scope of a possible change to the license plan. In this case, telemetry data will be compared with the data of a specific Ordering Party/License User. However, this does not apply to End User data - there is no association of telemetry data with the data of a specific End User using the Software on a given Workstation.

13.3. The User may object to the use of telemetry data for the purpose of personalizing the service by sending a request to biuro@axence.net.

13.4. AXENCE undertakes to maintain the confidentiality of all transmitted data.

13.5. Contact details of the Ordering Party or License User may be made available to AXENCE Partners at the stage of executing the License order and at a later stage of cooperation with the Ordering Party or License User. Similarly, at the above stages, this data may be obtained from Partners. This is a legitimate interest of AXENCE. The Ordering Party or License User - in the scope of information constituting personal data - may file an objection, requesting:

- change of Partner;
- to stop sharing data with a specific Partner or all Partners. The Ordering Party or the License User may select a specific Partner. More information is available in the Privacy Policy available at: https://axence.net/en/privacy-policy.

The purpose of sharing data or obtaining data from Partners, including personal data, is:

- support of the concluded License Agreement;
- handling the process of concluding the License Agreement.

14. **Final provisions**

14.1. If any part of this Agreement is found by either party to be unnecessary or inapplicable, this shall not invalidate the entire Agreement, which shall remain in force and may be enforced in accordance with its terms. This Agreement shall not limit the User's rights under local law.

14.2. Change of License:

AXENCE reserves the right to change the License Agreement for its own benefit. Software updates or introduction of a new version do not require a change to the License, unless AXENCE decides otherwise.

The new version of the License will be made available 14 days in advance via the Axence Account account created for the License User, with information about the new version sent to the License User's email address. The License User/Ordering Party has the option to resign from the License by uninstalling the Software. In the event of resigning from the License, the License fee paid is not refundable.

15. For additional information on this Agreement, please contact your local AXENCE representative. Axence, Axence nVision®, Axence ConnectPro®, Axence SecureTeam® are registered trademarks or trademarks of AXENCE in the United States, the European Union including Poland and other countries.

16. **Protection of personal data**

The data controller of the Ordering Party and the License User (as well as their employees/associates) is AXENCE (the "Company").

Personal data will be processed for the following purposes: conclusion and execution of the License Agreement, as well as fulfillment of obligations arising from legal provisions, including tax provisions.

All of the above entities have the right to access data, including obtaining a copy of the data, the right to transfer data, the right to rectify and delete data, to limit processing, the right to lodge a complaint with the supervisory authority (in Poland: the President of the Personal Data Protection Office), the right to object (when processing takes place on the basis of Art. 6 sec. 1 letter f of the GDPR).

Data recipients:

- Partners, the purpose of sharing data is:
  - support of the concluded License Agreement;
  - handling the process of concluding the License Agreement.
- Data for the above-mentioned purposes are processed based on the legitimate interest of AXENCE (Article 6, paragraph 1, letter f) of the GDPR);
- Entities providing IT services on behalf of AXENCE in connection with the implementation of the License.

Based on the legitimate interest of AXENCE (Article 6, paragraph 1, letter f) of the GDPR), the data of the Ordering Party and the License User may be obtained from the Partner in connection with the performance of the License Agreement.

Providing data is voluntary but necessary for the implementation of the above-mentioned purposes. The Ordering Party and the License User may provide AXENCE with personal data of their employees/co-workers only on the basis of a legal basis for providing data, in order to implement the License Agreement, after fulfilling the information obligation towards these persons, which will indicate, among others, AXENCE as the recipient of such data.

See more Privacy Policy: https://axence.net/en/privacy-policy.

17. Addenda to the License Agreement and Ancillary Services

The use of certain functionalities of the Software or ancillary services may be subject to separate addenda or special terms ("Addenda"), which are integrally connected with this License Agreement and, to the extent governed by them, take precedence over its provisions. Addenda are made available in the manner appropriate for the License, including in the Axence Account Service, where their current list is available. Commencing or continuing to use a functionality covered by an Addendum constitutes acceptance of that Addendum. The procedure for changing the License applies accordingly to changes to an Addendum. The exclusions and limitations of liability set out in sections 6 and 7 of the License apply accordingly to ancillary services to the Software provided by AXENCE under this Agreement or

the Addenda, unless an Addendum provides otherwise. The exclusions and limitations of liability provided for in this Agreement do not apply to damage caused by AXENCE intentionally or to other cases in which the exclusion or limitation of liability is not permitted under mandatory provisions of law. The use of functionalities of the Software or ancillary services covered by an Addendum is not subject to a separate fee, unless the given Addendum expressly provides for a separate fee. In such a case, the rules of payment, including the amount of the fee or the method of determining it, are set out in that Addendum.

Addendum to the Axence nVision® Software License Agreement

Axence Cloud Relay Service Terms

PART A. SERVICE TERMS

§ 1. Definitions and scope of application

1. Only entities that have accepted the terms of the License Agreement may use the Cloud Relay service. Capitalised terms not defined in this Addendum have the meaning given to them in the License Agreement (available at https://axence.net/en/license-agreement-nvision). The following terms used in this Addendum mean:

   1) **Cloud Relay** – a functionality of the Software enabling connections to be established between components of the Software (in particular the server, Axence nVision® Agents and consoles) without the need for a public IP address and port forwarding, implemented in one of the Connection Variants, with Cloud Relay automatically selecting the Connection Variant that is optimal under the given conditions;

   2) **Connection Variants** – the following methods of establishing a connection within Cloud Relay:

      a) **Variant 1**: direct TCP connection – using a public IP address and port forwarding or using the License User's private network, implemented entirely within the License User's infrastructure, without the involvement of external infrastructure,

      b) **Variant 2**: WebRTC (Web Real-Time Communication) peer-to-peer connection established using a service provided by Axence in the Hosting Provider's infrastructure,

      c) **Variant 3**: WebRTC connection via a relay, implemented through a temporary intermediary channel (relay) in the Relay Provider's infrastructure, used when neither a direct TCP connection nor a WebRTC peer-to-peer connection can be established;

   3) **Hosting Provider** – Microsoft Ireland Operations Limited, providing Axence with the Microsoft Azure service and hosting the connection establishment service;

4) **Relay Provider** – Cloudflare, Inc., with its registered office in San Francisco, United States of America (101 Townsend Street, San Francisco, CA 94107);

5) **Infrastructure Providers** – the Hosting Provider and the Relay Provider jointly;

6) **Relay Provider Terms** – the standard personal data processing terms applied by the Relay Provider (Cloudflare Data Processing Addendum), available at: https://www.cloudflare.com/cloudflare-customer-dpa/, in the version in force on the date of use of Cloud Relay;

7) **Hosting Provider Terms** – the standard personal data processing terms applied by the Hosting Provider, available at: https://www.microsoft.com/licensing/docs/view/Microsoft-Products-and-Services-Data-Protection-Addendum-DPA, in the version in force on the date of use of Cloud Relay;

8) **Transfer Limits** – monthly quantitative limits on data transfer within Variant 3, presented in the Axence Account Service.

2. The provider of the Cloud Relay services is Axence Sp. z o.o. Sp. j. ("Axence"), with its registered office and address in Kraków (30-527), ul. Na Zjeździe 11, entered in the Register of Entrepreneurs kept by the District Court for Kraków-Śródmieście in Kraków, 11th Commercial Division of the National Court Register, under KRS number 0000903894; NIP (tax identification number): 6751399589. This Addendum applies to the use of Cloud Relay in Variants 2 and 3. Variant 1 is implemented entirely within the License User's infrastructure and is not covered by this Addendum.

3. Cloud Relay is available to License Users holding a valid maintenance agreement or a current subscription to the Software, as well as to other Users to whom Axence has expressly made this option available, in particular in the Trial Version.

4. Cloud Relay is enabled by default upon a new installation of the Software, including an installation carried out by an existing License User. Where the Software is updated from an earlier version to version 18.0 or higher, Cloud Relay is enabled by the License User in the Software settings. The License User may opt out of the use of Cloud Relay in Variants 2 and 3 at any time in the course of configuring the Software. A License User holding a paid License may also opt out of the use of Cloud Relay in Variants 2 and 3 by manually activating the Software in accordance with the procedure provided for servers disconnected from the Internet (so-called offline activation), described on manual.axence.net.

5. Variant 1 corresponds to the previous method of establishing connections, used before the introduction of Cloud Relay. This Addendum applies only to the extent and for the period in which connections are established in Variant 2 or 3. If connections are established exclusively in Variant 1, this Addendum does not create any rights or obligations for either Party, except for rights and obligations arising in the period in which connections were established in Variant 2 or 3.

§ 2. Relationship to other documents

1. Cloud Relay is a service separate from Software maintenance, including remote technical support. A separate data processing agreement between the Parties, in particular one concluded in connection with Software maintenance, does not cover Cloud Relay, and this Addendum does not amend its provisions, including the list of sub-processors specified therein. If the agreement referred to in the second sentence is concluded after this Addendum has been made available and its scope also covers Cloud Relay, Part B supplements it to that extent, and in the event of any conflict as regards Cloud Relay, the provisions of this Addendum prevail.

2. Part B of this Addendum constitutes, with respect to Cloud Relay, a separate data processing agreement within the meaning of Article 28(3) GDPR, applied on the terms set out in § 6(3), irrespective of whether the Parties are bound by an agreement referred to in paragraph 1.

3. As regards Cloud Relay, the provisions of this Addendum apply in priority to other documents. Matters not regulated in this Addendum are governed by the provisions of the License Agreement.

§ 3. Terms of use and Transfer Limits

1. Technical information concerning Cloud Relay, including a description of the Connection Variants and the current Transfer Limits, is made available in the Axence Account Service and in the Software.

2. Transfer Limits apply only to Variant 3, are monthly and are settled per calendar month. Axence may update the Transfer Limits. An update may not result in a material reduction of the service parameters during the period in which the License User is entitled to access Cloud Relay in accordance with § 1(3).

3. If the Transfer Limits are exceeded, the throughput of connections established in Variant 3 is automatically reduced until the end of the given calendar month; exceeding the Transfer Limits does not result in a complete suspension of connections.

4. In the event of a manifest or persistent breach of the Transfer Limits or a breach of the rules for using Cloud Relay set out in paragraph 5, Axence may disable the License User's ability to use Cloud Relay in whole or with respect to a given Connection Variant, informing the License User of the reason for disabling it.

5. The License User undertakes not to use Cloud Relay to transmit unlawful content or traffic unrelated to the use of the Software in connection with which Cloud Relay is made available, nor in a manner disrupting the operation of the infrastructure of Axence or the Infrastructure Providers, nor in a manner contrary to the acceptable use requirements applied by the Infrastructure Providers.

6. The License User undertakes to read the terms of use of services applied by the Infrastructure Providers, available at: https://developers.cloudflare.com/realtime/turn/ (Cloudflare) and https://azure.microsoft.com/en-us/support/legal/subscription-agreement (Microsoft), and acknowledges that Cloud Relay is implemented using the services of the Infrastructure Providers and is subject to the resulting limitations – including with respect to availability and service levels and the possibility of their suspension, modification or withdrawal by the Infrastructure Providers.

7. To the extent that the provision of a service by any of the Infrastructure Providers has been suspended, limited, modified or terminated, Axence may accordingly suspend, limit, modify or terminate the provision of Cloud Relay or of a given Connection Variant, informing the License User thereof without undue delay and, where possible, in advance; replacement of an Infrastructure Provider with another entity takes place in accordance with the procedure set out in § 9(5). Axence may also cease to provide Cloud Relay in whole or with respect to a given Connection Variant, informing the License User thereof in advance; termination of the provision of Cloud Relay does not affect the License User's other rights under the License Agreement.

8. Axence does not guarantee any service levels for Cloud Relay. Software maintenance is provided solely on the terms set out in the License Agreement and in the documents referred to therein.

9. Axence does not initiate transmissions carried out within Cloud Relay, does not select their recipients and does not select or modify the information contained in the transmission. The License User bears sole responsibility for the content transmitted within Cloud Relay.

10. Axence does not monitor the content transmitted within Cloud Relay and does not actively seek facts or circumstances indicating its illegality. The content of communications is transmitted exclusively in encrypted form between end devices (end-to-end encryption) and Axence has no

access to it. This does not exclude Axence's right to carry out, in good faith and with due diligence, voluntary checks concerning the compliance of the use of Cloud Relay with this Addendum.

11. Upon receipt of an order issued by a competent judicial or administrative authority to act against illegal content or to provide information, Axence complies with the order to the extent specified therein, which may include suspending or limiting connections established within Cloud Relay. Axence informs the License User of the order received and the actions taken, unless this is precluded by law or by the content of the order. Compliance with the order does not constitute non-performance or improper performance of Axence's obligations.

12. Axence applies the disabling of the ability to use Cloud Relay referred to in paragraph 4 and other restrictions imposed in connection with content transmitted within Cloud Relay with due diligence, in an objective manner and proportionately to the nature and scale of the breach. Where the nature of the breach so permits, Axence first calls on the License User to cease the breach within a specified time limit.

13. In the event of a reasonable suspicion that Cloud Relay is being used in breach of paragraph 5 or in a manner aimed at circumventing the Transfer Limits – in particular on the basis of anomalies in the volume, characteristics or structure of traffic – Axence may temporarily limit or suspend connections established within Cloud Relay to the extent and for the time necessary to clarify the matter, informing the License User thereof, stating the reason and enabling the License User to provide explanations. Axence restores the service in full without delay once it has been established that no breach occurred. Paragraph 12 applies accordingly. A temporary limitation or suspension does not constitute non-performance or improper performance of Axence's obligations.

14. Axence designates a single point of contact within the meaning of Articles 11 and 12 of Regulation (EU) 2022/2065 of the European Parliament and of the Council (Digital Services Act), enabling direct electronic communication with the authorities of the Member States, the European Commission, the European Board for Digital Services and License Users: axence@axence.net. Communication with the point of contact may be conducted in Polish or English.

15. Axence informs the License User of material changes to this Addendum in the manner specified in the License Agreement.

16. If third-party claims are brought against Axence or penalties or sanctions are imposed on Axence in connection with content transmitted by the License User within Cloud Relay in breach of

paragraph 5, the License User shall indemnify Axence and compensate Axence for the damage suffered, including reasonable costs of legal defence.

§ 4. Remuneration

The rules of payment for the use of functionalities covered by the Addendum, including the use of Cloud Relay, are set out in individual arrangements between the Parties (including in particular the license purchase agreement, order, etc.) and, in their absence, in the License Agreement.

§ 5. Liability

1. Axence does not guarantee uninterrupted availability of Cloud Relay. Cloud Relay uses the infrastructure of the Infrastructure Providers and the public Internet, the availability and parameters of which are beyond Axence's control.

2. The rules of Axence's liability, including its exclusions and limitations, are set out in the License Agreement; they apply accordingly to Cloud Relay.

3. Throughput reduction, disabling of use and the suspension, limitation, modification or termination of the provision of Cloud Relay referred to in § 3 do not constitute non-performance or improper performance of Axence's obligations.

PART B. PROCESSING OF PERSONAL DATA

§ 6. Nature of Part B and roles of the Parties

1. The content of communications transmitted within Cloud Relay is encrypted between end devices (end-to-end encryption), and Axence does not hold the keys enabling it to be decrypted. The content of communications is not transmitted to or stored in Axence's systems, and in Variant 3 it passes through the Relay Provider's infrastructure exclusively in encrypted form; the Relay Provider likewise does not hold the keys enabling it to be decrypted. Axence has no access to the personal data contained in the content of communications and does not process it for any purpose.

2. In view of the circumstances referred to in paragraph 1, neither Axence nor the Infrastructure Providers see the personal data transmitted between components of the Software, nor do they have access to it in a form enabling its content to be read. In the connection establishment layer, only the technical data necessary to establish a connection, specified in Annex 1, are processed.

3. The Parties conclude Part B solely as a precautionary measure, in the event that the processing of data within Cloud Relay – in particular in the assessment of a supervisory authority or a court – is deemed to be processing of personal data on behalf of the License User by Axence or, through Axence, by the Infrastructure Providers, in particular the Relay Provider. Part B is binding on the Parties from the moment Cloud Relay starts being used in Variant 2 or 3 and applies to the extent that such processing constitutes processing of personal data on behalf of the License User. To that extent, Part B constitutes a data processing agreement within the meaning of Article 28(3) GDPR, and the authorisation referred to in § 9(1) constitutes an authorisation to engage further processors within the meaning of Article 28(2) and (4) GDPR.

4. Wherever this Addendum refers to the processing of personal data by Axence, this means solely enabling connections to be established between components of the Software, including the processing of technical data of the connection establishment layer specified in Annex 1, without Axence having access to the content of communications. Wherever this Addendum refers to the processing of personal data by the Infrastructure Providers, this means solely hosting the connection establishment service and transmitting the encrypted content of communications, without the Infrastructure Providers having access to such content.

5. To the extent referred to in paragraph 3, the License User acts as the controller or – if it itself processes data on behalf of another controller – as a processor, and Axence acts as a processor or a sub-processor, respectively.

6. If the License User acts as a processor, it represents that it is entitled to further entrust the processing within the scope covered by this Addendum, including to engage the Infrastructure Providers in accordance with § 9.

7. Processing within Cloud Relay comprises two layers:

    1) the connection establishment layer (Variants 2 and 3) – operations necessary to establish a connection between components of the Software, performed by the connection establishment service provided by Axence in the Hosting Provider's infrastructure; in this layer, end-node identifiers (including IP addresses) and connection establishment metadata are processed;

    2) the content transmission layer (Variant 3) – transmission of encrypted traffic between components of the Software via an intermediary channel, performed entirely within the Relay

Provider's infrastructure; the content of communications is not transmitted to or stored in Axence's systems.

§ 7. Subject matter and nature of processing

1. Processing in the content transmission layer consists solely of the transmission of encrypted network traffic, performed entirely within the Relay Provider's infrastructure, including short-term technical buffering of the transmitted packets, without their permanent storage.

2. The scope of data processed within Cloud Relay by Axence and by the individual Infrastructure Providers – separately for Variants 2 and 3 – is set out in the table in Annex 1 to this Addendum, which forms an integral part hereof.

3. The categories of data subjects include users of the end devices between which the connection is established, in particular users of Workstations on which the Axence nVision® Agent is installed and Administrators, and in the content transmission layer (Variant 3) – also other persons whose personal data may be contained in the encrypted content of communications transmitted between components of the Software.

4. Axence's access covers the connection establishment layer data and the administrative panel of the account with the Relay Provider, comprising configuration data and aggregated statistical data. The detailed scope of data processing is set out in Annex 1 to this Addendum.

5. The duration of processing is 90 days from the time the last connection was established.

§ 8. Obligations of Axence

To the extent referred to in § 6(3):

1) Axence processes personal data solely for the purpose and to the extent necessary to provide Cloud Relay, on documented instructions from the License User, whereby the License Agreement together with this Addendum (including the provisions on transfers of personal data to a third country) and the configuration of the Software made by the License User, including Cloud Relay, are deemed to be documented instructions;

2) Axence ensures that persons authorised to process personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;

3) Axence implements the technical and organisational measures required under Article 32 GDPR to the extent corresponding to its role, in particular as regards securing the connection establishment service and access to accounts with the Infrastructure Providers; measures concerning the hosting infrastructure are ensured by the Hosting Provider in accordance with the Hosting Provider Terms, and measures concerning transmission in Variant 3 by the Relay Provider in accordance with the Relay Provider Terms; these measures are set out in Annex 2 to this Addendum;

4) Axence, taking into account the nature of the processing, assists the License User – insofar as possible and by appropriate technical and organisational measures – in fulfilling its obligation to respond to requests from data subjects, and assists the License User in ensuring compliance with the obligations set out in Articles 32–36 GDPR, taking into account the information available to Axence and the fact that Axence has no access to the content of communications transmitted within Cloud Relay (§ 6(1));

5) Axence notifies the License User of a personal data breach without undue delay after becoming aware of it, but no later than 48 hours after becoming aware of the breach, providing the information available to Axence at the time of the notification and supplementing it on an ongoing basis;

6) upon termination of the use of Cloud Relay, Axence – at the choice of the License User – deletes or returns the personal data, except for data whose further storage is required by law;

7) Axence makes available to the License User the information necessary to demonstrate compliance with the obligations laid down in Article 28 GDPR and allows for and contributes to audits, including inspections, conducted by the License User, whereby, as regards the infrastructure of the Infrastructure Providers, audit rights are exercised in the manner set out in § 10(3);

8) Axence informs the License User if, in its opinion, an instruction infringes the GDPR or other data protection provisions.

§ 9. Sub-processing – Infrastructure Providers

1. To the extent referred to in § 6(3), the License User authorises Axence to engage the following entities for the processing of personal data within Cloud Relay:

1) the Hosting Provider – with respect to hosting the connection establishment service (Variants 2 and 3), performed in the European Economic Area region;

2) the Relay Provider – with respect to the transmission of traffic in the content transmission layer (Variant 3).

2. The engagement referred to in paragraph 1 takes place on the basis of the Hosting Provider Terms and the Relay Provider Terms, respectively. The License User represents that it has read and accepts those terms and acknowledges that:

1) those terms are standard, uniform terms applied by the Infrastructure Providers to all customers and are not subject to negotiation or modification by Axence;

2) Axence is not able to impose on the Infrastructure Providers obligations going beyond those arising from those terms.

3. The authorisation referred to in paragraph 1 constitutes a general authorisation within the meaning of Article 28(2) GDPR for the Infrastructure Providers to use further sub-processors. Axence informs the License User of any intended changes concerning further sub-processors in accordance with Article 28(2) GDPR, giving the License User the opportunity to object on the terms set out in paragraph 4. Irrespective of the above, the License User may independently monitor changes to further sub-processors on the websites of the Infrastructure Providers and acknowledges that the current lists of such entities are published at: https://servicetrust.microsoft.com/Search?keyword=Microsoft+General+-+Online+Services+Subprocessors+List (Microsoft) and https://www.cloudflare.com/gdpr/subprocessors/cloudflare-services/ (Cloudflare).

4. The License User may object to a change referred to in paragraph 3 within 14 days of receiving the notification from Axence. Since providing Cloud Relay without the involvement of the Infrastructure Providers and their further sub-processors is not possible, the effect of an objection is that the License User ceases to use Cloud Relay – and if the change concerns only the Relay Provider, ceases to use Variant 3; an objection does not affect the License User's other rights under the License Agreement.

5. The engagement by Axence of any entity other than the Infrastructure Providers to process data within Cloud Relay requires the License User to be informed at least 14 days in advance, within which period the License User may object; paragraph 4 applies accordingly.

§ 10. Equivalence of protection and limits of liability

1. The Parties agree that the obligations imposed on the Infrastructure Providers under the Hosting Provider Terms and the Relay Provider Terms, respectively, ensure a level of personal data protection not lower than that resulting from this Addendum, in accordance with Article 28(4) GDPR, and that the scope of Axence's obligations set out in § 8 has been shaped taking into account the nature of Cloud Relay and the content of those terms – so that the further engagement does not result in a reduction of the level of protection afforded to the License User.

2. The connection establishment service is hosted by the Hosting Provider, as a rule, in the European Economic Area region. The Relay Provider may process data, including transmitting encrypted traffic, also outside the European Economic Area. In both cases, data may be transferred to a third country. Such transfer takes place on the basis of the mechanisms provided for in Chapter V GDPR, including the standard contractual clauses contained in the Hosting Provider Terms and the Relay Provider Terms, and also – to the extent that a given Infrastructure Provider participates in the EU-U.S. Data Privacy Framework – the European Commission decision finding an adequate level of protection.

3. As regards the infrastructure and organisation of the Infrastructure Providers, the License User's audit rights are exercised by Axence making available reports, certificates and other information made available by the Infrastructure Providers on the basis of the terms they apply. A direct audit of an Infrastructure Provider is available to the License User only to the extent provided for in the terms of the given Infrastructure Provider.

4. The License User acknowledges that the Infrastructure Providers process data relating to Axence's own accounts (i.e. data of which Axence is the controller) and aggregated derived data on network traffic as independent controllers, for their own purposes specified in their contractual terms; such processing is outside the scope of Part B. Likewise, data processed by Axence for the purpose of verifying the compliance of the use of the Software with the License and the telemetry data referred to in section 13 of the License Agreement are processed by Axence as an independent controller and remain outside the scope of Part B.

5. Axence is liable to the License User for the acts and omissions of the Infrastructure Providers as for its own, within the limits set out in § 5 and in the License Agreement.

Annex 1

TABLE – SCOPE OF DATA PROCESSING WITHIN CLOUD RELAY (VARIANTS 2 AND 3)

Entity	Role in processing (to the extent referred to in § 6(3))	Variant 2 – scope of processing	Variant 3 – scope of processing
Axence	processor (or sub-processor – § 6(5))	end-node identifiers (including IP addresses), connection establishment metadata; no access to the content of communications;	as in Variant 2, plus configuration data and aggregated data on the use of transmission volume (in this connection variant) and on data transmission limits; no access to the content of communications;
Hosting Provider	sub-processor – hosting of the connection establishment service (EEA region)	data processed in the connection establishment service;	as in Variant 2;
Relay Provider	sub-processor – transmission in the content transmission layer	not applicable	IP addresses of end devices, session metadata (in particular timestamps, ports, volume and duration of transmission) and the content of communications exclusively in encrypted form between end devices;

The categories of data subjects and the duration of processing are set out in § 7(3) and (5).

Annex 2

TECHNICAL AND ORGANISATIONAL MEASURES (CLOUD RELAY)

This Annex sets out the technical and organisational measures referred to in Article 32 GDPR applied in connection with data processed within the Axence Cloud Relay service (Variants 2 and 3), divided according to the roles set out in the Axence Cloud Relay Service Terms: measures implemented by Axence, measures ensured by the Hosting Provider and measures ensured by the Relay Provider. Capitalised terms have the meaning given to them in the Axence Cloud Relay Service Terms.

I. Measures implemented by Axence

Area	Technical and organisational measures
Information security management	Axence maintains a certified information security management system compliant with ISO/IEC 27001:2022, including documented security policies and procedures as well as periodic internal audits and management reviews.
Service security	Axence applies multi-layered security mechanisms, including end-to-end encryption of communications using the TLS 1.3 protocol, mutual authentication of components on the basis of a verified license and unique system identifiers, short-term access tokens generated in the certificate exchange process with the possibility of immediate revocation, and protection of administrative access by password and multi-factor authentication (MFA).
Incident management	Axence implements good practices for managing security and data protection incidents under internal procedures and continuously monitors the infrastructure of the Cloud Relay services in order to detect anomalies in its operation.
Business continuity	Axence applies business continuity and backup procedures with respect to systems under Axence's control.
Personnel	Persons authorised to process personal data act on the basis of authorisations, are bound by confidentiality and undergo periodic training in data protection and information security.
Information classification	Information is classified and labelled in accordance with internal rules determining the required level of its protection.

II. Measures ensured by the Hosting Provider

Area	Technical and organisational measures
Hosting infrastructure	Global data centre infrastructure, availability zones, power and network redundancy, geo-redundancy, 24/7 monitoring, physical access control. Regional and cross-regional redundancy of resource hosting is used within the Hosting Provider's services.

Area	Technical and organisational measures
Certifications and audits	Microsoft Azure maintains a certified information security management system compliant with ISO/IEC 27001:2022 and is subject to regular independent certification audits. Detailed information on the compliance of Microsoft Azure services is available at: https://learn.microsoft.com/en-us/azure/compliance/

III. Measures ensured by the Relay Provider

Area	Technical and organisational measures
Transmission in the content transmission layer	Global distributed PoP/edge network, high availability, DDoS protection, infrastructure monitoring, fault tolerance and distributed traffic processing.
Certifications and audits	Cloudflare maintains a certified information security management system compliant with ISO/IEC 27001:2022 and subjects its environment to regular independent audits. Detailed information on the compliance and certifications of Cloudflare (the Relay Provider) is available at: https://www.cloudflare.com/trust-hub/compliance-resources/

The measures described in Parts II and III form part of the obligations of the Hosting Provider and the Relay Provider, respectively, arising from the terms they apply.