

User License Agreement

This General Subscription Agreement (hereinafter referred to as "Agreement") contains the general conditions of subscription and use of the services. The parties to this contract are the Customer and SYNTAX INFORMATION TECHNOLOGY, S.L.U. (hereinafter referred to as "SYNTAX").

1. PURPOSE

This Agreement sets out the general terms and conditions for the supply of SYNTAX software including all updates and version changes during the contract period. The subscription will become effective with the completion and formalization of an order and once the first scheduled payment has been made.

2. ACCESS AND USE

In accordance with these General Conditions, the Customer is granted a non-exclusive and limited right to use SYNTAX's software, so the license to use the Software is granted on a non-exclusive, non-transmissible, non-sub-licensable basis. The CUSTOMER will not allow a User or a third party to perform them under the scope of the Software Use License, nor will it perform or attempt to perform any of the following actions:

- Use reverse engineering techniques or create or recreate the source code of the Software;
- Remove, delete, obscure or tamper with any copyright or other proprietary identification or seal, instruction label or notice of product rights printed or stamped, affixed, encoded or recorded on any Software or Documentation, or circumvent the retention of all copyright and other proprietary notices on all copies of the Software and Documentation you make;
- Lease, loan, sell, trade, license, sublicense, distribute or otherwise grant to any person or company any right to use the Software, except to the extent expressly permitted by this Agreement;
- Use the Software to provide, individually or in combination with other products or services, to any person or company, whether for a fee or otherwise;
- Modify, adapt, tamper with, translate or create works derived from the Software or Documentation;
- Combine or merge any part of the Software with any other software or documentation, or refer to the Software or use it otherwise as part of a software development initiative (including, without limitation, any subroutines, scripts, codes or programs) with functional attributes, visual expressions or other functions similar to those of the Software or to compete with SYNTAX;
- Except with SYNTAX's prior written permission, to publish performance or benchmark tests or analyses relating to the Software;

- Use the Software to send any unsolicited or unauthorised advertising, promotional materials, junk e-mails, chain letters, spam to individuals or lists of individuals who have not requested or consented thereto;
- Falsify any email, SYNTAX website, news, or use the Software or Software content in any way to send misleading, false information;
- Interfere or attempt to interfere with any User's access to the Software, server or telecommunications network, including, but not limited to, sending a virus, overloading or sending spam mail;

In the event that THE CUSTOMER performs or attempts to perform any of the above actions, SYNTAX may temporarily block the service or actions and activities of an improper or fraudulent nature that are being performed. The right to use the software shall be limited to the functions contracted under this subscription agreement or, where applicable, under the provisions of the Order Form.

3. TECHNICAL SUPPORT and PROFESSIONAL SERVICES

3.1 Support Service Level Agreement. The Parties acknowledge and agree that Syntax shall provide Customer technical support for the Product subject to the following support programs schedules and dedicated features.

Category	Standard Support Program***	Premium Support Program***
Availability	Monday to Thursday, 09:00–18:00 CET, Friday 09:00-15:00 (excluding public holidays)	24/7 coverage for ticket submission and acknowledgment
Support Channels	Jira Ticketing System and/or email to software.support@syntax.com	<ul style="list-style-type: none"> • Dedicated on-call phone number for Critical (Priority 1) incidents outside business hours* • Remote assistance with L3 support** when required • Jira Ticketing System, email to software.support@syntax.com
Response Time Objectives	<ul style="list-style-type: none"> • Critical: within 4 business hours • Highest: within 8 business hours • High: within 1 business day • Medium: within 2 business days • Low: within 3 business days 	<ul style="list-style-type: none"> • Critical: within 1 hour (24/7) when reported via on-call phone • Highest: within 2 business hours • High: within 4 business hours • Medium: within 1 business day • Low: within 2 business days
Priority Handling	Tickets processed in order of submission and severity	Tickets receive priority queue handling, and Critical incidents are immediately escalated to on-call support
Dedicated Features	<ul style="list-style-type: none"> • Inclusion in Support & Maintenance Packages (bug fixes, updates) • Access to documentation and release notes 	All Standard features, plus: <ul style="list-style-type: none"> • Early access to new features and beta programs • Program Temporary Fix (“PTF”) when applicable • Technical Account Manager

Category	Standard Support Program***	Premium Support Program***
		("TAM") for major or recurring incidents

*Operational Note: For Critical incidents requiring 24/7 assistance, the Customer must contact Syntax through the designated on-call phone number. Tickets submitted via email or Jira outside business hours will be reviewed at the start of the next business day unless also reported through the on-call channel.

** Support Levels definition:

- L0: Onboarding and implementation support, initial triage, documentation sharing, and ticket validation.
- L1: First-line diagnosis and limited resolution; escalates to L2/L3 as needed.
- L2: Handles escalated cases requiring deeper technical knowledge, configuration, or log analysis; escalates unresolved or critical issues to L3.
- L3: Handled by product engineers, architects, or developers; involves complex bug analysis, patches, or product level fixes. Works closely with L2 to improve documentation and troubleshooting.

***Applies to both programs

- Exclusions
 - Services required due to unsupported environments
 - Issues caused by Customer modifications
 - Problems due to force majeure, misuse, or deviation from documentation
 - Third-party software issues
 - Custom development or features beyond standard functionality
- Disclaimer
 - Support services are provided on an "as is" and "as available" basis. Syntax makes no warranties, express or implied, including merchantability, fitness for a particular purpose, or uninterrupted/error-free service.
- Note
 - Resolution times are not defined in this Agreement, as they depend on the nature and complexity of the issue, third-party dependencies, and the Customer's environment. Syntax commits to providing timely updates and commercially reasonable efforts to resolve issues promptly.

Support Programs election is at Customer sole discretion. Pricing for the selected Support Program will be specified by SYNTAX in the applicable order from time to time.

For the avoidance of doubt, SYNTAX Support Program(s) services shall not include, in particular:

- Services which become necessary for the use of the Product after a change of hardware, under a different operating system or after a change in the operating environment.
- Services which become necessary due to changes in the program code of the Product by Customer.
- Services necessitated by force, interventions, or behavior contrary to duty by the Customer.
- Services that arise in connection with third party software.
- Modifications to and expansions of existing and/or running systems and/or programs.

Customer acknowledges and agrees that the SYNTAX Support Program(s) services, any component thereof, the contents therein, and any accompanying documentation are provided on an "as is", "as available" basis and SYNTAX does not make any and hereby specifically disclaim

any representations, endorsements, guarantees, or warranties, express or implied, including, without limitation, any of merchantability, fitness for a particular purpose, as well as any warranty that the Support Program(s) services will be secure, uninterrupted, or error free.

3.1.1 Customer Cooperation Obligations. For SYNTAX to provide the elected Support Program(s) services, Customer shall:

1. Specify his support requests to the best of his ability and shall follow the technical instructions provided by SYNTAX when describing, isolating, identifying, and reporting faults. This shall also include assistance in generating and providing necessary logs/log files/hard copies. The Customer shall use SYNTAX's checklists. In the event of faults, the Customer shall inform SYNTAX of the detailed circumstances and effects.
2. Report faults as quickly as possible via the appropriate Support Program Channels as specified above. The Client shall thereby always report errors in reproducible form or with all technical information recognizable to him that is necessary to isolate the exact error and recognize its consequences.
3. Ensure that Customer's employees who contact SYNTAX are appropriately qualified contact persons. The Customer shall cooperate in the fulfillment of the support request by SYNTAX to the extent necessary free of charge, e.g., by providing employees, work rooms, IT systems, data and telecommunication facilities.
4. Establish (remote) online access to the IT systems on which the SYNTAX Software is installed at his own expense to enable SYNTAX to provide the maintenance services described above.
5. Always install all service packs/updates provided by SYNTAX.
6. Be obliged to make regular back-up copies of the programs and data appropriate to the risk.
7. During necessary work by SYNTAX on the Customer's premises and during test runs, be personally present or shall assign employees to be present who are authorized to assess and decide on faults, function expansions, function reductions and changes to the program structure. If necessary, work with the IT system shall be restricted or stopped for the duration of the maintenance work.

The Customer's Cooperation Obligations defined above are of central importance for the performance of the Support Program(s) services by SYNTAX. The Customer shall bear any disadvantages and additional costs resulting from a breach of such obligations. The Customer shall be obliged to take all reasonable measures to minimize the damage. If the Customer does not fulfill his cooperation obligations accordingly, SYNTAX may suspend the support services until the Customer has sufficiently fulfilled his obligations.

3.2 Additional Professional Services (on-demand). In addition to the Support Programs depicted under section 3.1 above, in connection with the provision of the Software, SYNTAX provides the additional on-demand professional services listed below:

- Software Training.
- Installation and Upgrade Assistance.
- Development and Project Management.
- Custom ad-hoc solutions.
- Integration with Customer ticketing system.

When so requested by Customer, the provision by SYNTAX of such Additional Professional Services will be priced separately in a new quote to be provided by SYNTAX in writing to the Customer (the "Professional Services Quote").

Professional Services Quote acceptance shall be in a writing executed by authorized representatives of SYNTAX and Customer.

The Parties hereby agree that, except as expressly provided in the applicable Professional Services Quote from time to time, the provision of the Additional Professional Services shall be subject to the terms and conditions of this Agreement. For the avoidance of doubts, in the event of any conflict between the terms of this Agreement and the terms of any Professional Service Quote, the terms of the latter shall govern.

Moreover, Customer acknowledges and agrees that the SYNTAX Additional Professional Services, any component thereof, the contents therein, and any accompanying documentation are provided on an “as is”, “as available” basis and SYNTAX does not make any and hereby specifically disclaim any representations, endorsements, guarantees, or warranties, express or implied, including, without limitation, any of merchantability, fitness for a particular purpose, as well as any warranty that the Additional Professional Services will be secure, uninterrupted, or error free.

4. RESPONSIBILITIES

SYNTAX shall be held harmless from any liability for damages of any nature that may be due to fraudulent use by Customers of the service. SYNTAX also disclaims any liability for information transmitted or disseminated through the Software and its website, provided that this information has been tampered with or introduced by the Customer or a third party.

SYNTAX takes no responsibility for the nature and type of information and content stored by the Customer.

SYNTAX is excluded from any kind of liability for damages that may be due to the incorrect identity of the Customer and the lack of truthfulness, validity and/or authenticity of the information provided by the Customer about him/herself and/or provided to or making other users accessible.

SYNTAX is excluded from any liability for damages of any kind that may be due to access to and/or use of the service by the Customer or other Users against the provisions of these general conditions.

5. INTELLECTUAL AND/OR INDUSTRIAL PROPERTY

The Parties acknowledge that, as between Customer and SYNTAX, SYNTAX states that the Software and specifically the Software codes (hereinafter collectively referred to as the “Software”), are the valuable intellectual property of SYNTAX. All rights with respect to the Software including, without limitation, names, format, patents, and trademarks, whether now existing or which may hereafter come into existence, which are not expressly licensed to Customer herein are reserved by SYNTAX. Moreover, all industrial and/or intellectual property rights over the Software, as well as any extension, improvement or modification thereof, are the exclusive property of SYNTAX, so the CUSTOMER shall refrain from using or registering in its name any patents, trademarks or other distinctive signs that SYNTAX owns and may not modify, reproduce, distribute or publicly communicate or make available the Software to third parties, except as provided for in this Agreement or if previously authorised by SYNTAX.

The Customer may not, directly or indirectly, decrypt, decompile or derive source code from any intellectual and/or industrial property owned by SYNTAX that it has access to as a result of this Agreement, or reverse engineer the design and function of the intellectual and/or industrial property. Also, the CUSTOMER undertakes, under the scope of contractual good faith, to inform quickly and effectively of any infringement or well-founded fear of infringement

of the Software by third parties, which could affect the legitimate interests of SYNTAX, that the CUSTOMER may have knowledge of.

The CUSTOMER will keep all the industrial and/or intellectual property rights it owns on the information and contents that can be stored through the Software under the scope of its use under the License of use contracted. Therefore, under this Agreement, the CUSTOMER does not transfer to SYNTAX or any third party ownership or grant license or right of use other than that provided therein, or any other type in relation to any information, content or any intellectual or industrial property right ownership.

6. CONFIDENTIALITY AND PRIVACY

All documents and information of any kind, such as business information, customers, operations, facilities, procedures, methods, transactions, know-how..., provided by each Party (or by any individual or legal entity acting on behalf of any of the Parties) to the other in any form, or at any time, prior to or subsequent to implementing this contract, shall be deemed to be "Confidential Information".

However, Confidential Information shall not mean information of the Parties that:

- Was of public domain at the time it is disclosed or subsequently made public for reasons other than non-compliance with this Agreement.
- Was already in the possession of the receiving Party prior to being supplied thereto by the issuing Party and is not subject to any other confidentiality agreement between the Parties, provided that this fact is brought to the attention of the other Party at the time of its disclosure.
- Is received through third parties without restriction and without breach of this Agreement.
- Was developed independently by the receiving Party without reference to the issuing Party's Confidential Information.
- Must be disclosed in order to comply with a legal or administrative order. For the implementation of this Agreement, each Party agrees the following:
 - To be as careful with the Confidential Information, as with their own.
 - To limit as much as possible the number of people who will have access to Confidential Information.
 - To keep secrecy of all Confidential Information and, in the absence of a prior written consent of the issuing Party, not to disclose such information, in whole or in part, to any natural or legal person other than managers, employees and directors who participate actively and directly in the Negotiations.
- Each party accepts the risk of theft or loss of Confidential Information. If for any reason the Confidential Information were to end up in the hands of a third party, it will be deemed to be due to the negligence of the receiving Party.
- To inform the aforementioned managers, employees, agents and directors of the existence of this Agreement, ensuring that each of them observes the restrictions on confidentiality contained therein.
- Not to reproduce, transform or, in general, make use of the Confidential Information for any reason other than the purpose for which it was obtained or provided.

- Not to make any disclosure to the press or any other public media, nor make public in any other way the relations between the parties without the prior written consent of the other Party.
- Hold the other Party harmless from any direct or indirect damage that may result from the breach of the obligations contained in this clause.
- Keep the obligation of mutual confidentiality accepted through this Agreement during its validity period and even once it has ended, such confidentiality obligation being of an unlimited nature.
- At the mere request and choice of the Issuing Party, or at the conclusion of negotiations, the Receiving Party shall destroy or return to the Issuing Party all Confidential Information, whether written, recorded or in any other format it may have been collected in, and the Receiving Party shall not keep, in whole or in part, any copy, extract or reproduction of the Confidential Information. In the event that the Confidential Information should be destroyed, the Receiving Party shall provide the Issuing Party with a written certificate that such destruction has taken place, within fifteen (15) calendar days from the time the Issuing Party requested such destruction. The destruction or return of Confidential Information will not exonerate the Receiving Party of its obligation to treat such Confidential Information as strictly confidential.

It shall not be understood that the obligation described in above clause has been breached in the following cases:

- When the disclosure of Confidential Information is authorised in writing; or
- When the Confidential Information is communicated in compliance with a legal mandate or the requirements of any competent administrative or judicial authority.

The Parties undertake to disclose only the Confidential Information that has been requested, with prior notice to the other Party. Any Confidential Information disclosed pursuant to this Agreement shall remain the property of the Party disclosing it, and shall be returned immediately by the receiving Party upon receipt by the other Party of a request to that effect.

In compliance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (hereinafter referred to as the GDPR), the natural persons who sign this document for and on behalf of each party are informed that their personal data will be included in a personal data file owned by the other party, for the purpose of managing their business relations, in the scope of activity of each of them. In this sense, both parties undertake to respect the confidentiality due, not to use the data for purposes other than those mentioned and to guarantee to the natural persons signing this document for and on behalf of the other, in addition to the persons attached to the provision of the service, the exercise of the rights of access, rectification, suppression, limitation, portability, cancellation and opposition of the personal data provided for these purposes, for which they may address in writing, with a copy of their ID, to the address of the corresponding party, as stated in the heading of this Contract.

In the event that the performance of this contract gave rise to operations or actions which, according to the GDPR and/or any other applicable law, are considered to be the processing

of personal data, such actions shall never represent a transfer of data, but an access to the data by the Data Controller, in accordance with Article 28.3 of the aforementioned GDPR. In such case, by entering into this Agreement or using the Software the Customer accepts SYNTAX's Privacy Policy, which is published on the website

7. DURATION AND TERMINATION

This Agreement shall remain in force until the expiration or early termination of the order.

SYNTAX may terminate any order or this Agreement if the Customer becomes a debtor in accordance with the provisions of the relevant clause.

Either party may terminate this Agreement and its orders in the event of a breach by either party, provided that the breaching party notifies the other party of the breach, and the breach is not remedied within one month of the notification. Upon termination of this Agreement or completion of the relevant order, the Customer shall promptly return or destroy the software copies and documentation. The Customer undertakes to destroy the Product and related documentation within ninety (90) calendar days and certify such destruction in writing to Syntax.

This Agreement may be terminated early if the Customer is affected by a change in ownership or change of control caused by a transfer of shares, merger, spin-off or any other transaction.

8. PRICE AND TERMS OF PAYMENT

The subscription price regulated in this Agreement shall be stated in the relevant order and payment shall be made as stated on that order.

In the event of non-payment or delay in payment, or in the event of a returned direct debit, SYNTAX reserves the right to suspend the subscription regulated in this Agreement in accordance with the provisions of the foregoing clause.

SYNTAX shall not be responsible for the consequences that may result from the deactivation or suspension of the subscription due to non-payment, late payment, return of direct debits. The corresponding tax applicable in accordance with current law shall be added to the price indicated on the corresponding order.

9. DOCUMENTATION

The electronic documentation included in the Software may only be copied and used for internal purposes. Such documentation may not be sold, rented or distributed in electronic or physical form to any third party.

10. AUDIT

The Customer agrees that SYNTAX shall have the right to request an audit (electronic or otherwise) of the subscription and its Installation and Access activities. As part of this audit, SYNTAX may inspect, informing the Customer with fifteen (15) days' notice, in order to verify that the use of the software and its accesses are in accordance with the provisions of this Agreement. The Customer shall provide all necessary assistance to enable the performance of the audit.

11. PUBLICITY

None of the Parties, except at the request of the competent authority, shall make public by any means the signing of this Agreement or use the trademarks, logos or any type of identifying material of the other party, although the Customer authorises SYNTAX to include the Customer's name and logo on in its customer listings, its website and other promotional material. SYNTAX will immediately suspend and remove the Customer's distinctive signs at the Customer's request via email

12. ANTICORRUPTION

Neither Party shall offer, promise or grant to the other Party, or to any of its employees participating in the award or performance of this Agreement, or to any third party, any kind of bonuses or services, tangible or intangible, for obtaining a contract or an agreement.

If either Party becomes aware of any conduct by one of the other Party's employees, subcontractors, independent advisors, consultants or agents that constitutes bribery or corruption in accordance with this Section, or if there is any specific suspicion of such conduct, it shall inform the other Party of such knowledge and information.

In the event that either Party makes any payment or delivers any undue or prohibited gift or benefit, in connection with the negotiation, conclusion or execution of this Agreement, this Agreement may be terminated immediately.

13. DISPUTE RESOLUTION AND APPLICABLE LAW

The law applicable to this Agreement shall be the Spanish law. For all matters not expressly provided for in the clauses or annexes, the Agreement shall be governed by the Civil Code and, additionally, by the other provisions of Spanish common law in force at any given time.

Furthermore, the Parties undertake to construe and comply with this Contract in accordance with the principles of equity and good faith, resolving by means of negotiations and amicable agreements any difference that may arise between them with respect to the application, development, compliance, interpretation and execution thereof.

In the absence of the foregoing, the Parties agree to submit any difference, discrepancy or dispute related to the Contract or arising therefrom, exclusively and waiving their own jurisdiction, to the Courts and Tribunals of the city of Barcelona.

14. ASSIGNMENT OF THE CONTACT

Neither Party may subrogate, transfer, or assign rights and obligations under this Agreement without the written consent of the other Party.

15. INDEPENDENCE OF CONTRACTUAL CLAUSES

In the event of the invalidity, illegality or ineffectiveness of any provision of this Agreement, or of any part of a provision or Annex, the validity, legality or effectiveness of the remaining provisions or part of a provision shall in no way be affected or impaired. Without prejudice to the foregoing, the contracting parties shall negotiate in good faith in order to agree on the terms of a provision satisfying both parties (and having the closest possible commercial effect) that replaces the provision or part thereof whose nullity or ineffectiveness is decreed.

16. ENTIRE AGREEMENT

This Agreement, together with any annexes or amendments included with the Software or Support Services or with the order, constitute a single, entire Agreement for the Software and Support Services.

ANNEX: DEFINITIONS

- **Access and use:** Using or running the software or other materials, and using and benefiting from the features and functionalities of the software or other materials.
- **Agreement or contract:** This License and Services Agreement or Contract, including its Annexes and Schedules.
- **Customer:** Legal Person who carries out the activities of Installation or access and use, or who is authorised to install the software.
- **Order form or order:** Form duly completed by the Customer and sent to SYNTAX requesting a license to use the software.
- **Install or installation:** Copy the software to a hard disk or any other storage medium.
- **Software:** A computer program, module, or component of a SYNTAX computer program. The term software may also refer to the functions and performance of the software
- **Subscription:** Program offered by SYNTAX under which it provides extensions, updates, new versions and other support services.