CUSTOMER TERMS AND CONDITIONS

Customer Terms and Conditions

1. Introduction

1.1. These General Terms and Conditions ('General Terms and Conditions') apply to services and products supplied by Awaio.

2. Definitions

The following terms are defined as follows in the Contract:

'**Apps**' means the mobile Services(s) covered by the Contract, where applicable.

'**Contract**' means the contract signed by the Customer to gain access to the Services and the Products, including these General Terms and Conditions.

'**Access Point**' means, where applicable, the point at which the Services is connected to a public electronic network.

'**Documentation**' means documentation supplied by Awaio for the Services and the Products. The documentation may be in printed form, in the form of a help section in the Services or be made available online or in some other way that is indicated by Awaio.

'**Intellectual Property Rights**' means all forms of intellectual property rights and industrial rights such as copyright, database rights, source code, patents and patentable inventions, registered and unregistered trademarks, know-how (whether it may in itself constitute a patentable invention or not), registered and unregistered designs or technical documentation concerning the Products or their production.

'**Licence**' means the right granted by Awaio to the Customer under the Contract to use the Services.

'**Service**' means the Software supplied by Awaio as a service online.

'**Software**' means the Services and, where applicable, the App.

'**Staff**' means persons who work under the supervision of the Customer and are requested by the Customer or their employer or client to use the Services.

'**System User**' means a person who has been assigned a role with certain authority in the Services.

'**Services**' means the service(s) described in the Service and Product Description.

'**Service and Product Description**' means the description of the Services and Products contained in the Contract or published from time to time on Awaio's website.

'**Products**' means the equipment described in the Service and Product Description.

3. Right of use

3.1. The Customer obtains, through the Contract, a non-exclusive, non-transferable licence, which may not be sub-licensed or relicensed, except as explicitly stated in the Contract, and which is only valid during the term of the Contract, against the payment of the agreed fees, to (i) use the Services as a service online, and (ii) give its Staff the right to use the App in accordance with the special terms and conditions of use for the App, where applicable.

3.2. The Customer is only granted access to use the Services as a service online and is thus not entitled to install the Services (whether itself or through a third party) or to have the use of copies of the Services in any other way.

3.3. The Customer's right to use the Software is limited to what is explicitly stated in the Contract.

3.4. The Customer is not entitled to:

a) use the Services for purposes other than the intended use under the Contract;

b) decompile the Software or otherwise attempt to find out how the Software functions;

c) hack the Software, introduce a virus, a Trojan horse or any other harmful or unwanted code (known as malware) in the Services or, by a disproportionate number of calls to the servers on which the Services is provided, aggravate or limit the use of the Services by third parties.

4. Support and maintenance

4.1. Awaio develops and updates the Services and Products continually and provides support as stated in the Service and Product Description.

5. Intellectual Property Rights, etc.

5.1. All Intellectual Property Rights and all other rights in or concerning the Software and the Products are the property of Awaio or, where applicable, Awaio's licensor or Awaios.

5.2. Nothing in the Contract will constitute an assignment or transfer of any Intellectual Property Rights or other rights in the Software or the Products.

5.3. Data that the Customer processes and is created by the Services as a consequence of the Customer's use will be owned by the Customer. Awaio is entitled to use the Customer's data to the extent required to perform its obligations under the Contract. Awaio is also entitled, without limitation, to use information about the processes' functions, performance, capacity and other statistics or similar information based on the Services's processing of the Customer's data.

5.4. All Documentation concerning the Services and the Products supplied by Awaio to the Customer before or after the Contract has been made will remain the property of Awaio.

5.5. Documentation or other information received may not, without the consent of Awaio, be used for any purpose other than that for which it was supplied.

5.6. The Products remain the property of Awaio to the extent that such retention of title is valid.

6. Infringement of rights

6.1. If the Customer receives a claim from a third party stating that the Services, the Software or the Products infringe such third party's Intellectual Property Rights, Awaio undertakes to indemnify the Customer from such third party's claim in this connection, provided that (i) the Customer immediately notifies Awaio that a claim has been received, (ii) the Customer grants Awaio full control and the right to make decisions regarding defence of or negotiation about the claim, (iii) the Customer has not made any admission, entered into any settlement or in any other way influenced Awaio's opportunities to defend or negotiate a settlement of the claim, and (iv) the Customer assists in Awaio's defence of or negotiation about the claim to a reasonable extent. Awaio's obligation to indemnify the Customer under this clause also assumes that the Customer has installed all updates that Awaio has made available to the Customer and that the Customer has only used the Services for their intended purpose, to the extent that no loss would otherwise have arisen.

6.2. If Awaio has received a claim under sub-clause 6.1 or if Awaio deems that there is a risk of such claims, Awaio is entitled to take any of the following actions:

a) ensure that the Customer obtains the right to continue to use the Software,

b) make changes so that the Software or the Products can no longer be deemed to make an infringement, or

c) if neither (i) nor (ii) can be achieved on terms that Awaio deems reasonable, terminate the Contract with immediate effect and remove the Customer's opportunity to use the Services or the Services or the Products.

6.3. The Customer is entitled to compensation if Awaio takes action as per (i) – (iii) above. However, in the event of termination as per (iii) above, the Customer is entitled to be refunded part of the license fee paid, the amount corresponding to the period of the present license period for which the Services or the Products cannot be used.

6.4. If Awaio receives a claim from a third party stating that the Customer's data constitutes an infringement of the third party's Intellectual Property Rights, the Customer undertakes to indemnify Awaio from such claim, provided that (i) Awaio immediately notifies the Customer that a claim has been received, (ii) the Customer has full control and the right to make decisions regarding defence of or negotiation about the claim, (iii) Awaio has not made any admission, entered into any settlement or in any other way influenced the Customer's opportunities to defend or negotiate a settlement of the claim, and (iv) Awaio assists in the Customer's defence of or negotiation about the claim to a reasonable extent.

7. Customer's liability

7.1. The Customer must continuously provide the information that is required to permit Awaio to perform its undertakings under the Contract.

7.2. The Customer is liable for the communication between the Customer's user decives e.g smartphone/computer and for the Customer having the equipment and software required to use the Services. E.g Smart/mobilephones that is equipped with Bluetooth and the phone shall support the latest version of Google Android or Apple iOS.

7.3. The Customer must ensure (i) that the Customer's data is free of viruses, Trojans, worms or other harmful software or code, (ii) that the Customer's data is in the correct format and (iii) that the Customer's data cannot in any other way harm or have a detrimental effect on the Software or the Services.

7.4. The Customer is liable to ensure that login details, security methods and other information that Awaio provides for access to the Services are treated confidentially. The Customer must immediately notify Awaio if any unauthorised person has gained knowledge of such information.

7.5. The Customer's liability under the Contract also applies where relevant to all use of the App. The Customer is also liable for actions taken by Staff through the App.

7.6. Where applicable, the Customer is liable for the installation/assembly of the Products itself and for any damage caused to the Products in connection with assembly, unless agreed otherwise. Awaio is able to refer the Customer to an applicable installer via its network of partners.

7.7. Where applicable and in addition to what is stated elsewhere in the Contract, the following applies in particular to the provision of the Services:

a) The user details and password used to gain access to the Software should be regarded as a document of value and must, if written down, be stored securely so that unauthorised persons cannot gain access to the Services.

b) Awaio is liable only for the Services up to the Access Point.

c) Awaio is entitled to consider all use of the Software with the Customer's user details to be authorised use by by the Customer, irrespective of whether such use incurs a cost for the Customer, unless and until the Customer notifies Awaio's customer support or customer service in writing that the Customer suspects that an unauthorised person has gained access to the Services or the Customer's password. The Customer must immediately notify Awaio's customer support or customer service if the Customer suspects that this may be the case and ensure that the Customer's user details are blocked or changed.

8. Interruption and faults

8.1. Awaio must ensure that the Software is available for the Customer's use 24 hours a day, 365 days a year. However, Awaio is entitled to interrupt the Customer's access to the Software for maintenance, to protect the Software from unauthorised attack or similar or to take other actions that are required for technical, operational or security reasons. However, Awaio must, as far as possible, inform the Customer about when such interruptions may take place.

8.2. A fault exists when the Services are not in accordance with the Service and Product Description.

8.3. Awaio continually updates and corrects faults in the Software.

8.4. The Customer must give written notice of faults in the Services and the Products as soon as possible, but no later than within fifteen (15) days after the fault was discovered or should have been discovered. The Customer must provide a detailed description of the fault.

8.5. Awaio's liability for faults is limited to taking reasonable action to remedy the fault within a reasonable time so that the Services and the Products are brought into accordance with the Service and Product Description.

8.6. For the Products, Awaio is liable for hardware faults for two year from the date of delivery. Equipment that has been subject to incorrect use or damaged by the Customer through negligence is not subject to Awaio's liability.

8.7. The Customer is not entitled to any reduction in the fee or other compensation or damages in the event of lack of access to the Software or faults in the Services or Products or interruption in the Software.

8.8. Awaio's liability does not cover faults that arise because operating conditions differ from those assumed in the Contract or as a result of incorrect use of the Software or the Products or on account of other circumstances beyond the control of Awaio. Nor does Awaio's liability cover faults in the Products caused by inadequate maintenance or incorrect installation by the Customer, changes without the written consent of Awaio or repairs carried out incorrectly by the Customer or normal wear and tear.

8.9. If the Customer gives notice of a fault and it turns out that Awaio is not liable for the fault, Awaio is entitled to compensation for the labour and the costs it incurred in connection with the notice of the fault.

9. Limitation of the Services, changes

9.1. Where the provision of the Software entails harm or a loss or risk of harm or a loss for Awaio or any other party, Awaio is entitled to suspend or limit access to the Software. In this connection, Awaio may not take actions that go further than is justifiable under the circumstances. The Customer must be notified as soon as possible of any limitation in access to the Software.

9.2. Awaio is entitled to limit or suspend access to the Software for the Customer if the Customer is in breach of the terms and conditions of the Contract.

9.3. Awaio is entitled to make changes to the Software. *Note: Awaio ensures that Awaio Locks and the Software provided by Awaio will be compatible with each other troughout the contract period.*

10. The App

10.1. Awaio supplies the App, where applicable.

11. Payment

11.1. The Customer must pay fees as specified in Appendix 1 to the Contract for the Customer's use of the Services and the Products.

11.2. If the Customer's payments are repeatedly delayed, Awaio is entitled to terminate the Contract with immediate effect by means of written notice to the Customer.

12. Processing of personal data

12.1. Awaio will be entitled to process personal data concerning the Customer's contacts and system users that Awaio receives in connection with the Contract, including their names and contact details. The purpose of Awaio's processing is to make it possible for the Parties to perform their respective obligations and work together during the term of the Contract, including administration of the contractual relationship, provision of information and other communication about the Services. Personal data will be processed by Awaio based on a balancing of interests to satisfy Awaio's legitimate interest in administering the contractual relationship with the Customer. The Customer is under an obligation to ensure that the Customer's employees whose personal data is processed by Awaio have been informed about Awaio's processing of personal data under this clause.

12.2. Awaio is the controller for its own processing of the Customer's employees' personal data. In general, Awaio saves the personal data Awaio processes only during the contractual relationship. However, Awaio may save personal data for the additional period required if Awaio has a statutory or contractual obligation to do so or to permit Awaio to establish, defend or assert legal claims. When the personal data is no longer needed for these purposes, Awaio will securely anonymise or erase the data. A data subject is entitled to request that incorrect or incomplete personal data concerning him or her be rectified. A data subject is also entitled to request to be informed about whether Awaio is processing any personal data on the data subject and, if this is the case, to have access to the personal data concerning him or her. If a data subject has a complaint about Awaio's processing of personal data, they are entitled to

contact the supervisory authority. In addition to the above rights, a data subject has a right, when applicable data protection legislation so prescribes, to request a limitation in processing, a right to erasure, a right to object to certain processing of personal data and a right to data portability. If a data subject wishes to exercise any of their above rights or has any questions about Awaio's processing of personal data under this clause, the data subject may contact Awaio by sending an email message to the email address indicated in the Contract.

12.3. Awaio also refer to the Privacy Policy published from time to time on Awaio's website

12.4. Awaio's processing of personal data as a data processor is regulated by a separate Data Processing Agreement.

13. Statistics and anonymised data

13.1. Awaio is entitled to anonymise all data in the Software. The anonymisation should take place in such a way that the data cannot be converted back to personal data.

13.2. All title to anonymised data accrues to Awaio, which is entitled to use and store data without any limitation in time.

13.3. Awaio is entitled to use all anonymised data in the Software for statistical purposes.

14. Confidentiality

14.1. During the term of the Contract and for a period of three years after its termination, each Party undertakes not to disclose to any third party information about the other Party's operations that may be regarded as a business or trade secret without the consent of the other Party. Information that a Party has specified as confidential will always be regarded as a business or trade secret. The duty of confidentiality does not apply to information that a Party is able to show became known to them other than through the Contract or that is in the public domain. Nor does the duty of confidentiality apply when a Party is under a statutory obligation to disclose information.

14.2. The Parties must ensure that confidentiality, as outlined above, is observed by means of non-disclosure agreements with staff or other suitable measures. The Parties are liable to ensure that any subcontractors they engage and their employees who are affected by the assignment sign a non-disclosure agreement with equivalent contents in favour of the other Party.

15. Premature termination

15.1. Each Party is entitled to terminate the Contract with immediate effect if:

a) the other Party commits a material breach of the Contract and such breach has not been fully remedied within thirty (30) days from the date on which the Party in breach received written notice from the other Party requesting remedy;

b) the other Party suspends its payments, enters into voluntary or involuntary liquidation or files an Services for company reconstruction or bankruptcy (or if a third party files a bankruptcy Services against the Party) or if a Party in any other way may be deemed to be insolvent; or

c) there are repeated delays in payment as per sub-clause 11.2.

15.2. No fees paid are refunded on termination of the Contract unless specifically agreed in the Contract.

15.3. On termination of the Contract, unless specified otherwise in the Contract, the Customer must immediately cease all use of the Software.

16. Limitation of liability

16.1. A Party's liability will be limited for direct loss to a total amount of thirty (30) per cent of the fee for the Services or the Services paid in the twelve (12) months prior to the time of the loss, maximum one (1) price base amount (Sw. prisbasbelopp) as per the Swedish Social Insurance Code (2010:110) in force at the time of the loss. A Party is not liable for the other Party's indirect losses such as loss of production and loss of profit. Where a loss has been incurred as a result of gross negligence or intent, there is no limitation of liability. There is also no limitation of liability in the event of breach of the licence provisions in clause 5, for a Party's obligation to compensate the other Party in the event of infringement of a third party's rights as per clause 6 or for breach of the duty of confidentiality in clause 14.

16.2. Awaio is not liable for loss of data except where such loss of data is caused by Awaio's failure to back data up or store data as per the Service and Product Description. Where such liability is incurred, Awaio must restore lost data to the best of its ability and to the extent possible. This constitutes Awaio's full liability for loss of data.

16.3. To avoid losing its right to damages, the Customer must submit a claim for damages to Awaio in writing within six (6) months of the loss.

17. Force majeure

17.1. A Party is released from sanctions for failure to perform an obligation under the Contract if the failure is due to circumstances beyond the Party's control which the Party could not reasonably have predicted or avoided, such as war, acts by public authorities, new legislation or amendments to legislation, labour conflicts, trade or currency restrictions, blockade, fire, flood, epidemic or similar circumstances, or defects or delays in deliveries from subcontractors.

17.2. A Party wishing to invoke force majeure under this clause 17 must, without delay, notify the other Party of the start of the force majeure and of its termination.

17.3. Regardless of what is stated regarding release from sanctions in this clause 17, a Party is entitled, without sanction, to terminate the Contract with immediate effect by written notice to the other Party if performance of a material obligation under this Contract is delayed by more than three (3) months.

18. General

18.1. The Customer is not entitled to fully or partially assign or pledge its rights and/or obligations under the Contract without the written consent of Awaio.

18.2. All correspondence during the term of the Contract must be in writing.

18.3. Awaio is entitled to make amendments and additions to the General Terms and Conditions. Any such amendment or addition is valid only if Awaio has notified the Customer and the customer has accepted the new terms. The new terms and conditions are binding on both Parties.

19. Disputes and governing law

19.1. The Contract is governed by Swedish law.

19.2. Any disputes and disagreements must primarly be resolved amicably between the parties. If arising out of the Contract must be settled with final and conclusive effect by arbitration administered by the Arbitration Institute of the Stockholm Chamber of Commerce (Stockholms Handelskammares Skiljedoms-institut) (the 'Institute'). The Institute's Rules for Simplified Arbitration Proceedings will apply unless the Institute decides, considering the degree of difficulty of the case, the value of the object of the dispute and other circumstances, that the Arbitration Rules of the Institute will be applied to the proceedings. In the latter case, the Institute will also decide whether the arbitration tribunal will consist of one or three arbitrators. The arbitration proceedings will take place in Jönköping, Sweden.