

## GENERAL TERMS AND CONDITIONS FOR HOPEX SAAS

**IMPORTANT NOTICE! THESE TERMS AND CONDITIONS GOVERN CUSTOMER'S ACCESS TO AND USE OF THE SERVICES. THIS IS A LEGALLY BINDING AGREEMENT BETWEEN CUSTOMER AND MEGA FOR SAAS SUBSCRIPTION. THEREFORE, CUSTOMER SHALL SCROLL THROUGH AND READ ALL OF THE TERMS AND CONDITIONS CAREFULLY BEFORE CONCLUDING THE ACTIVATION PROCESS. CUSTOMER ACCEPTS THIS AGREEMENT AND ITS TERMS EITHER BY: (I) SIGNING AN ORDER; OR (II) ACCESSING OR USING THE SERVICES.**

**IF CUSTOMER ACCEPTS THIS AGREEMENT ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, CUSTOMER REPRESENTS THAT THEY HAVE THE AUTHORITY TO BIND SUCH COMPANY OR ENTITY TO THESE TERMS AND CONDITIONS. IF CUSTOMER DOES NOT HAVE SUCH AUTHORITY, CUSTOMER MUST NOT ACCEPT THESE TERMS AND CONDITIONS OR OTHERWISE ACCESS OR USE THE SERVICES.**

### 1. Definition

1.1. "Agreement" means the terms and conditions of this document and any terms and conditions included in the Order Form or any purchase order from Customer, which are not in conflict with the terms of this document.

1.2. "Party" means either Customer or MEGA as the context requires, and "Parties" means Customer and MEGA together.

1.3. "Customer" means the organization that the MEGA has registered to use the Services and identified in the Order Form.

1.4. "MEGA" means the entity identified in the Order Form.

1.5. "Affiliate" means any entity that controls, is controlled by, or is under common control of the subject entity, where "control" is ownership or control (whether directly or indirectly) of at least 50% of the voting rights in the entity, or otherwise the power to govern the management and policies of the entity. An entity is an Affiliate only as long as such control continues.

1.6. "Documentation" means the help screens accessed within the Services and any printed or electronic user manuals provided directly or indirectly to Customer together with the Services. Documentation does not include training on the Product, or any other material licensed or sold separately, or any custom specifications provided to Customer by MEGA or any other third party.

1.7. "Order Form" or "Statement of Work" or "SoW" means (i) any document executed by the Parties which sets forth the Services to be provided to Customer by MEGA, the fees payable therefor and any other terms and conditions relating to such order or (ii) any purchase order raised by Customer in compliance with this Contract and approved by MEGA. Each Order Form shall be incorporated into and become part of this Agreement. For sake of clarity, Customer acknowledges and agrees that under no circumstances any general purchase terms, or equivalent, set out in its purchase orders or any other Customer documentation apply to the Agreement or govern Services. Such purchase terms are only provided due to Customer IT Tool constraints.

1.8. "Product" means the standard HOPEX software package subject to the right to use granted as set out in this Agreement.

1.9. "Service(s)" means the services ordered by Customer under this Agreement. Services include SaaS Services and Additional Services.

1.10. "SaaS Services" means access to the Product in SaaS, including related maintenance and support, made available to Customer as part of their subscription and for which they must pay the applicable subscription fee.

1.11. "Additional Service(s)" means services other than SaaS Services ordered by Customer and described in the related Order Form.

1.12. "Specifications" means the formal definition of works that MEGA has to provide. Specification can be a set of functional and/or technical item(s) to be delivered. Customer states within Specifications where a functionality is addressed as essential. Once approved, Specifications define the standard against which Customer has to provide its acceptance.

### 2. Contractual scope

2.1. This Agreement is governed by the following documents, exclusive of any other documentation such as general terms and conditions even when attached to any order or invoice: (i) Order Form(s), and then (ii) the terms and conditions of this document.

2.2. In the event of conflict or inconsistency among the foregoing documents, the terms and conditions set forth in Order Forms shall prevail.

2.3. No failure of either Party to exercise or enforce any of its rights under this Agreement will act as a waiver or continuing waiver of such rights. If any provision of this Agreement is found to be void, invalid or unenforceable, it shall be severed from and shall not affect the remainder of this Agreement, which shall remain valid and enforceable.

### 3. Access and Use Rights

3.1. Access. MEGA grants Customer a non-exclusive and non-transferable license to access the Service and use it in accordance with this Agreement and the Documentation, for the duration set forth in the applicable Order Form, and solely for Customer's own internal business operations. License is worldwide but subject to limitations set forth in export control regulations. License is limited to the perimeter set out in order form. In the event that Customer is in excess to the perimeter set in the Order Form(s), MEGA reserves the right to collect additional fees by applying catalog prices in force the day of the regularization.

Customer may authorize its Affiliates and subcontractors to access and use the Services solely for its own needs and those of its Affiliates. Customer shall be liable for any breach by such subcontractors and Affiliates.

3.2 Restrictions. Customer shall not use the Services as a service bureau, as an application service provider, to perform consulting or training services for any third-party or in any commercial time-share arrangement.

Customer may not license, sublicense, sell, resell, rent, lease, loan, lend, transfer, assign, distribute or otherwise make available the Services by any means whatsoever.

Customer shall not (i) modify, adapt, decompile, disassemble, reverse engineer the Services, or (ii) create or prepare derivative works based upon the Services or any part thereof, or (iii) Customer will not remove or destroy any proprietary markings or restrictive legends placed upon or contained in the Services.

#### 4. Obligations

Customer shall have to:

- Ensure that the content of the data they transmit in or through the SaaS Service is compliant with any applicable law or regulation;
- Meet all technical requirements for the Services, including, but not limited to, the requirement to have Internet access;
- Prevent unauthorized access to the platform and promptly notify MEGA of any unauthorized access or use;
- Use the Product only in accordance with the Documentation and this Agreement;
- Comply with all notices, policies, and instructions provided by MEGA;
- Keep confidential all user ID(s) and passwords MEGA provides to access the platform.

#### 5. Term and termination

5.1. Term. This Agreement comes into effect on the commencement date and continues for the period set forth in the Order Form until its expiration or termination in accordance with the provisions of this Agreement unless it is otherwise extended by another Order Form.

5.2. Renewal. Except otherwise provided in the Order Form, subscriptions will automatically renew for subsequent terms equal to the expiring subscription term unless either Party gives the other written notice of non-renewal with a 3-month prior notice before the end of the relevant subscription term. Where a Party gives such written notice then subscription of SaaS Services shall end at the end of the current subscription term of such services.

5.3. Termination. If a Party breaches materially or repeatedly its commitments through this Agreement, the other Party shall have the right to terminate this Agreement subject to written notification to the other Party and subject to the terms of this section. Failure by Customer to pay an invoice in due time shall be considered as a material breach.

The non-defaulting Party must first give written formal notice to the defaulting Party to remedy the breach within a 30-calendar day period as from the first presentation of the notification. If, at the end of this period, the breach has not been remedied in its entirety, the non-defaulting Party may terminate the Agreement, with immediate effect without prejudice to any damages to which it may claim.

In case of material breach, the non-defaulting Party may automatically terminate the Agreement by written formal notice. The termination shall take effect on the day of presentation of the notification.

5.4. Consequences of termination. Once terminated as per the above conditions, the Customer must cease any access or use of the Services. In case of termination of the Agreement due to a breach by Customer, any invoice or claim becomes automatically liquid and enforceable.

#### 6. Pricing, invoicing and payment

6.1. Fee. Fees for Services are set forth in the Order Forms. Under no circumstances may any fee paid under this Agreement be refunded, even in case of termination for breach. For the sake of clarity, any amount to be paid in case of breach will be qualified as an indemnity.

6.2. Taxes. Fees set forth herein do not include any foreign, federal, state, or local sales, value added, use, withholding or other similar taxes, tariffs, or duties, however designated, levied against the sale, licensing, delivery or use of Services provided under this Agreement. Customer shall pay or reimburse MEGA all taxes, tariffs, or duties of whatsoever nature and whosoever imposed in connection herewith. If any payment due in respect of any invoice is subject by law to any withholding tax, the amount of fees due to MEGA shall be grossed up by an amount necessary to ensure that MEGA receives the amount stipulated in the applicable Order Form after payment of the withholding tax. As an exception, any Fee provided by MEGA INTERNATIONAL SOFTWARE BRASIL LTDA (MEGA Affiliate located in Brazil), includes taxes.

6.3. Invoicing.

6.3.1. Subscription fees for SaaS Services are invoiced annually in advance, for the first contractual year on the date of execution of the Order Form, and thereafter on the anniversary date of the execution date of the Order Form.

6.3.2. Additional Services fees are invoiced as follows: (i) fixed price, as set forth in the related Order Form, (ii) time and material, at the end of the month in which Services are provided.

6.4. Payment term. Fees are payable within 30-calendar days from the date of the invoices.

6.5. Late payment. If Customer fails to pay an invoice in due time, MEGA may suspend any access to the Services by sending a notification within a 10-day period. In addition, MEGA may apply a late payment penalty which will be invoiced based on a rate equal to 10% per year prorated on a daily basis. These late penalties will be due the day after the due date. Where recovery costs incurred exceed this flat-rate amount, in particular in the event of recourse to an external recovery agency, or consulting and legal fees, Customer shall be liable, upon justification, for all recovery costs incurred by MEGA. The indemnity will be due in full even in the event of partial payment of the invoice on the due date, regardless of the duration of the delay.

#### 7. Warranty

7.1. MEGA warrants any work product provided under Additional Services is compliant with Specifications for a 30-day period following Customer acceptance, whatever express or tacit.

7.2. Except otherwise provided by applicable laws, this is the only warranty granted by MEGA in the course of this Agreement.

7.3. If a go live is stated, go live from Customer means full acceptance of works delivered by Customer. The above shall not apply if Customer and MEGA expressly accept go live with reservations.

## 8. Anticorruption and export control

8.1. Each Party represents and warrants to the other Party as follows: (i) it is not a person under freezing measures adopted by any governmental or other authority or any trade restrictions set by any governmental or other authority; and (ii) it is not controlled by any person under freezing measures adopted by any governmental or other authority or does not act for the benefit or on behalf or at the direction of any person under freezing measures adopted by any governmental or other authority; and (iii) does not deal and undertakes not to deal with any person subject to measures adopted by any governmental or other authority; and (iv) neither Party will offer or give money or anything of value to any person, in order to obtain or retain business for the benefit of itself or the other Party under this Agreement, or to secure any other improper advantage for itself or the other Party.

8.2. The representations and warranties set forth in this clause are substantial for the performance and termination of the Agreement. Any breach of this clause shall be considered as a material breach justifying the termination of the Agreement by the other Party only upon written notice. Each Party agrees that it will indemnify, hold harmless the other Party from and against any losses (direct and indirect) arising out of or in connection with non-compliance, breach, omission or inaccuracy of the representations and warranties stipulated in this clause.

8.3. In addition to the claim for damages, the Party, which became aware of the non-compliance, breach or omission by the other Party of the representations and warranties stipulated in this clause may unilaterally terminate the Agreement upon prior written notice to the other Party.

## 9. Confidentiality

Each Party agrees (a) not to use or disclose to any third party the Confidential Information disclosed to it by the other Party ("Disclosing Party") for any purpose other than as contemplated by this Agreement, and (b) to protect the Disclosing Party's Confidential Information with at least the same degree of care it uses to protect its own Confidential Information, but at a minimum to use commercially reasonable efforts. The confidentiality obligations of this Agreement shall not apply to information received by a Party (the "Receiving Party") that (a) was lawfully received by the Receiving Party from a third party free of any obligation to keep it confidential; (b) is or becomes publicly available, by other than unauthorized disclosure; or (c) is required to be disclosed by law, regulation or court order; provided that, with respect to any of the foregoing exceptions, the Receiving Party will give the Disclosing Party prompt notice prior to such disclosure.

## 10. Intellectual Property

10.1. Intellectual Property. MEGA and/or its licensors retain all ownership and intellectual property rights to the Services provided in accordance with this Agreement, including the Documentation. Notwithstanding the foregoing, upon payment of full amount on due time as set out in this Agreement, MEGA grants Customer a non-exclusive and non-transferable right to access and use the Service..

10.2. Third Party Products. The Product may contain or be accompanied by certain third-party products, and open-source products, "Third Party Products". These Third-Party Products may be subject to specific terms and conditions that will be described in the applicable order form, if any. Such specific terms and conditions, which are binding on MEGA through the distribution agreement between MEGA and publisher of the Third-Party Product, are also binding on Customer.

MEGA does not provide any warranty for the Third-Party Products.

If MEGA is no longer authorized to implement and/or market and/or maintain a Third-Party Product, in particular due to the termination or expiration of the contract under which such rights are granted, MEGA may offer Customer another product without major loss of functionality. The customer may, at its sole discretion, accept or reject such offer.

Customer acknowledges MEGA's liability is limited to an indemnity equal to the amount of the fees paid related to the unused time, this amount being calculated on a prorated basis based on a day-to-day analysis. The indemnification obligations set forth above represent MEGA's sole and exclusive liability and Customer's exclusive remedy for any indemnity claim.

10.3. Indemnification. If Customer receives notice of any indemnity claim that its use of any part of the Services infringes any third-party intellectual property right in a patent, copyright, or trade secret, MEGA shall defend and shall indemnify and hold Customer harmless by paying any resulting costs and damages finally awarded by a court with respect to any such indemnity claim provided that Customer:

- Notifies MEGA in writing promptly upon becoming aware of the indemnity claim;
- At MEGA's request and expense, give MEGA such information and assistance as is reasonable under the circumstances, and
- Give MEGA the right to settle the indemnity claim at MEGA's sole discretion and at MEGA's expense.

If such Claim is made against Customer or if MEGA believes that such Claim is likely to be made against Customer, MEGA may, at its option and expense, obtain permission from the relevant third party for Customer to continue to use the Deliverables in question, or modify or replace the Deliverables in question with other functionally similar Deliverables. If MEGA determines, in its discretion, that neither of these alternatives is reasonably feasible, Customer agrees to return the Deliverables in question to MEGA upon written request and MEGA will refund to Customer the price paid by Customer for the creation of said Deliverables. Customer acknowledges and agrees that this provision is sufficient compensation for any Claim and that MEGA shall have no further obligation or compensation for any such Claim.

## 11. Liability

11.1. In no event shall MEGA be liable for any indirect damages such as but not limited to commercial or financial losses, loss of clients, damage to the image, loss of revenue, business disruption. MEGA shall not be responsible for the proper functioning of any tools or software packages provided by Customer or any third party and necessary for the proper use of the Services. MEGA's aggregate liability is limited to the amount paid by Customer during the twelve months preceding the date of Customer's claim for compensation.

11.2. Notwithstanding the foregoing, the liability cap set forth above shall not apply in the event of gross negligence or willful misconduct by MEGA, death or personal injury.

11.3. Each Party shall be responsible for any costs associated with the exercise of the claim and shall not request any compensation whatsoever for the costs incurred by the claiming Party.

**12. Miscellaneous**

12.1. Customer Reference. Customer agrees that MEGA may use Customer’s name in MEGA’s client list and issue a press release generally describing the Party’s relationship under this Agreement. Any discount granted to Customer is subject to the acceptance of this section.

12.2. Subcontractors. MEGA may engage subcontractors to perform all or any portion of the Services. MEGA remains liable for the performance of the subcontractor in conformance with the relevant terms and conditions hereof.

12.3. Force Majeure. MEGA will have no liability to Customer under this Agreement if it is prevented from or delayed in performing its obligations under this Agreement, or from carrying on its business by acts, events, omissions, or accidents beyond its reasonable control, including but not limited to acts of God, acts of terrorism, electrical power failure, loss of communications, fire, explosion, war, action of any governmental authority or the delay of third parties, riot, strike. Pandemics, including the covid-19 pandemic or any other future pandemic, shall not be considered as cases of Force Majeure.

12.4. Assignment. This Agreement shall be binding on and inure to the benefit of the successors and assignees in title of the Parties to this Agreement. Neither Party may assign or otherwise transfer (in whole or in part) any rights or obligations arising under this Agreement, without the prior written consent of the other Party, such consent not to be unreasonably withheld or delayed. Any Party may assign or transfer all or any of its rights, obligations, and liabilities under this Agreement to any of its Affiliates or to any purchaser of all or part of the business or assets of the Party or of any of its Affiliates which is not a direct competitor of the other Party. Any Party may also disclose to any assignee or transferee (or proposed assignee or transferee) such information about this Agreement (including copies of all of it or extracts from it) as is reasonably necessary in connection with any assignment or transfer or to consider such a proposed assignment or transfer, provided that it first enters into a confidentiality contract with such third parties. No such disclosure shall constitute a breach of the confidentiality provisions contained in this Agreement.

12.5. Non-poaching. Customer shall not recruit any present or future MEGA’s employee. This applies regardless of the specialization of the employee. It shall also apply if the recruitment is a result of a first solicitation from an employee. This provision shall apply throughout the performance of the Agreement and for a period of twelve months from the end of the Agreement. In the event of non-compliance with this provision, Customer shall pay to the MEGA a penalty equal to the gross annual salary of the employee.

12.6. Governing Law and Jurisdiction. This Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) will be governed by and construed in accordance with the laws as set out in Exhibit A. Each party irrevocably agrees to submit to the exclusive jurisdiction of the courts of the country and state (as applicable) as set out in the column entitled “Court of Jurisdiction” in the table set out in Exhibit A over any claim or matter arising out of or in connection with this Agreement or the legal relationships established by it.



## Exhibit A

If use of the Product is registered with	Governing law is	Court of Jurisdiction is
MEGA INTERNATIONAL Paris - France	France	Tribunal de Commerce de Paris In case of incompetency, Tribunal Judiciaire de Paris
MEGA INTERNATIONAL AUSTRALIA PTY LTD Rozelle NSW – Australia	NSW - Australia	NSW - Australia
MEGA Asia Software PTE. LTD Singapore	Singapore	Singapore
MEGA NA Inc Raynham (Massachusetts) USA	State of Massachusetts	State of Massachusetts
MEGA MLA, S.A. DE C.V. Mexico City – Mexico	United Mexican States	Mexico City
MEGA INTERNATIONAL SOFTWARE BRASIL LTDA São Paulo – Brazil	Brazil	Sao Paulo
MEGA International S.r.l. Milano – Italia	Italy	Milan
MEGA INTERNATIONAL LTD Leamington Spa – UK	England and Wales	London
MEGA International GmbH Berlin – Germany	Germany	Berlin
MEGA North Africa Casablanca – Morocco	Morocco	Casablanca