

TERMS AND CONDITIONS FOR PURCHASE OF SYSTEM SERVICES FROM AZETS INSIGHT AS

1. INTRODUCTION

These terms and conditions are to be considered additional terms to other terms and conditions in the Assignment Agreement (Additional Terms).

In the event of a conflict with other terms and conditions, the provisions of this appendix will prevail with respect to system services.

2. SCOPE OF SERVICES

Which system services the Client shall have are shown in the table "Scope of system services". Changes in the scope of the system services, such as the elimination or addition of system services, shall follow the change management stipulated in the Assignment Agreement and shall be continuously updated in the table "Scope of system services".

3. NOTICE OF ANY CHANGES TO THE SERVICES

General and updated information about CoZone (<http://login.cozone.com/>) is available on the website at all times. A more detailed description of the various system services is available at: <https://www.azets.no/CoZone/>.

Azets reserves the right to change both content-related, operational and other matters related to the system services as part of the ongoing further development of these. Such changes are notified on the home page for the system service, and the Client will find the necessary information there to adapt their tasks in accordance with the changes. Such notifications take effect immediately unless otherwise expressly stated in the notification.

Notification of changes in terms or prices will be sent electronically to the Client's designated contact person. The changes come into effect immediately unless otherwise stated in the notification, and are deemed accepted by the Client if any dialogue regarding the changes is not initiated with Azets no later than 14 days from the date of dispatch. The updated Additional Terms and Conditions are available on the Internet (see address in section 13).

4. LICENSE/SUBSCRIPTIONS AND RIGHTS OF USE

4.1.

All Services in this agreement are delivered as "Software as a Service" (SaaS), where the Client does not purchase a copy of the software on a physical medium, but pays for a subscription for the Services, which are made available via the Internet. By purchasing a subscription, the Client will gain access to and the right to use the Services as set out in the terms and conditions of this document.

4.2.

The Client is granted a limited, revocable, non-exclusive and non-transferable right to use the Services in accordance with the TOS (terms of service), solely for Client's own internal business purposes in return for payment of a subscription fee and/or a recurring fee (Subscription Fee).

Payment of the Subscription Fee and compliance with the TOS is a condition of the right to use the Services. "Internal Business Purposes" means the performance of activities for Client's own business, and Client shall not under any circumstances permit any third party to use the Services or use the Services as a service agency or similar (unless use for such purposes is specifically permitted), or provide services using the Services to a third party or any entity in which Client owns less than 50%.

4.3.

The Services are provided "as is" as standard services; the right to use is not conditional on or tied to any particular version or functionality at any particular time, but permits access to and use of the Services as they are at all times. The right to use the Service does not imply delivery of any future versions or functionality and is not dependent on any publications, materials or comments regarding future versions or functionality made by or on behalf of Azets.

4.4.

Azets reserves the right to make improvements, add, modify or remove functionality, or correct any errors or omissions in the Services at its sole discretion, without obligation or liability resulting from such action or omission.

4.5.

Azets reserves the right to make changes to these General Terms and Conditions with at least 30 days' notice, with at least 90 days between each such change.

4.6.

Certain parts of the Services may be subject to additional terms or restrictions (such as storage limitations or free trial terms) or website registration requirements (such as when using an API or payment service). These are specified in the service-specific terms for the relevant Service.

4.7.

The Client does not have the right to transfer all or part of the license for the Services to another entity (whether by mergers, demergers, bankruptcy, change of ownership or control or affiliates or otherwise) without the written permission of Azets.

5. OPERATING AGREEMENT - SLA

The system services are subject to a professional and responsible IT operating environment. However, interruptions in the system services may occur. These are notified via <http://login.cozone.com/>.

In addition, there is scheduled maintenance of the system services. Scheduled downtime will be in accordance with Azets Insight AS' standard maintenance plan. The system services may be unavailable to

the Client during the downtime. The Client cannot object to operational interruptions as a result of scheduled upgrades.

6. TRAINING AND SUPPORT

User training is offered through standard user courses in the areas where Azets currently offers courses. The price of the course is agreed separately.

Azets also offers consultancy in areas that naturally belong to the system service. The price for consultancy services is agreed separately.

Azets can also provide user support by separate agreement. The price for such user support is agreed separately.

7. PRIVACY

The Services involve Processing of Client Data, including storage. Privacy is regulated in Azets Insight AS' Data Processing Agreement:

This agreement is an appendix to the Assignment Agreement.

8. SECURITY

A general description of security measures for the proper storage of the Client's data is described in the Data Processing Agreement with attachments (see point 4).

Information security in the Azets Group is subject to the Group's Information Security Policy. This can be accessed by contacting the customer manager at Azets.

9. STORAGE/DISTRIBUTION OF DATA

Upon termination of the Assignment Agreement, the Client may request Azets to enter into an agreement on subsequent document storage for data associated with system services that are terminated. If such an agreement is not entered into, the Assignment Agreement's appendix "Standard delivery terms for Azets Insight AS" section 13 applies.

10. RESPONSIBILITY

Azets cannot be held liable, financially or otherwise, for errors or deficiencies in the delivery that are not directly due to errors on the part of Azets.

The Client has a general obligation to limit losses. Azets may under any circumstances be liable for a maximum amount equivalent to six (6) months of normal contract fees in accordance with the Contract Agreement's appendix "Standard delivery terms for Azets Insight AS" section 6, for the total delivery to the Client.

Azets refers to the software suppliers' general terms and conditions for the use of their software and limits its liability accordingly. The Client is advised that errors may occur in calculations made in computer programs. Azets is not liable as a result of such errors when these are beyond Azets' control and Azets cannot be held liable for not having discovered the error.

The security solutions used in the system services meet high security requirements. Azets is under no circumstances liable for information that goes astray, either through failure by a third party, by the Client or

for other reasons beyond Azets' control. Azets' ASP service is protected against attacks from viruses, Trojans and the like according to the best practice in the field at any time. Azets is not liable for consequential damage from such hostile code.

The Client is responsible for IT security in its own network and with its own IT equipment. The Client shall not in any way attempt to penetrate the security barriers that exist in Azets' systems.

In connection with system services where external IT lines are used, Azets can never be held liable, either for direct or indirect losses, for downtime due to, for example, breaks in telephone lines, internal or external IT errors, etc. Likewise, Azets can never be held liable, either for direct or indirect losses, in connection with, for example, downtime or communication problems and/or errors at external partners, including banks/Nets and/or the Client, on computer systems and/or communication networks, or at other partners that the Client and/or the Client's other partners, including banks etc. use.

11. PRINT

The client must follow Azets' instructions in selecting printing equipment to ensure good quality printing from the tools covered by this agreement. The client is responsible for installing printer drivers on their own PCs / in their own local IT networks (LAN).

12. ELECTRONIC PAYMENT ORDERS

The person who notifies Azets of payment orders must have signature rights or authorization. This also applies to the person who gives such authorization to other persons. If the Client approves its own payment orders, the Client is responsible for correct authorization and work routines.

13. VALIDITY

These additional terms and conditions are normally updated annually at the beginning of each year. The additional terms and conditions are valid until a new version is available. The additional terms and conditions applicable at any time are available here: <https://www.azets.com/no-no/vilkar-for-systemtjenester>

Oslo, 02.07.2025

Arne Norheim

Administrerende direktør