END-USER LICENSE AGREEMENT

IMPORTANT NOTICE TO LICENSEE: PLEASE READ THIS AGREEMENT CAREFULLY, PAYING SPECIAL ATTENTION TO THE CLAUSES WRITTEN IN CAPITAL LETTERS!

THIS IS A LEGAL AGREEMENT BETWEEN LICENSEE AND ELVIOR OR ITS RESELLER REGARDING THE USE OF SOFTWARE (AS DEFINED BELOW) AND THE ACCOMPANYING MATERIALS AND ADDITIONAL SERVICES THERETO MADE AVAILABLE BY ELVIOR OR RESELLER TO LICENSEE.

IF LICENSEE HAS ANOTHER WRITTEN AGREEMENT DIRECTLY WITH ELVIOR, THEN THAT AGREEMENT SUPERSEDES ALL OF THIS AGREEMENT, IF NOT AGREED OTHERWISE BETWEEN THE PARTIES OF THAT AGREEMENT.

BY REQUESTING ABOUT, ORDERING, DOWNLOADING, PURCHASING, INSTALLING, RECEIVING, COPYING, EXECUTING, DISPLAYING, STORING OR OTHERWISE ACCESSING OR USING ALL OR ANY PORTION OF SOFTWARE, THE LICENSEE ACKNOWLEDGES THAT HE/SHE/IT HAS READ, UNDERSTANDS AND ACCEPTS ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT.

THE INDIVIDUAL DOING THE FOREGOING REPRESENTS THAT HE/SHE HAS THE AUTHORITY TO BIND LICENSEE TO THESE TERMS AND CONDITIONS, AND AGREES, ON BEHALF OF LICENSEE, THAT LICENSEE WILL BE BOUND BY THEM. THE INDIVIDUAL AGREES THAT THIS AGREEMENT IS ENFORCEABLE AGAINST HIM/HER AND ANY LEGAL ENTITY THAT OBTAINED THE SOFTWARE AND ON WHOSE BEHALF IT IS USED (FOR EXAMPLE: INDIVIDUAL'S EMPLOYER, IF APPLICABLE).

IF LICENSEE DOES NOT AGREE TO ALL OF THE TERMS AND CONDITIONS OF THIS AGREEMENT, ELVIOR OR RESELLER IS UNWILLING TO LICENSE SOFTWARE TO LICENSEE AND LICENSEE MUST: (A) NOT ORDER, DOWNLOAD, PURCHASE, INSTALL, RECEIVE, COPY, EXECUTE, DISPLAY, STORE OR OTHERWISE ACCESS OR USE ALL OR ANY PORTION OF SOFTWARE, OR (B) STOP THE ACTIVITIES LISTED IN (A), OR (C) UNISTALL OR DESTROY ANY OBTAINED SOFTWARE, OR (D) CONTACT ELVIOR OR RESELLER FOR INSTRUCTIONS ON RETURN OF THE UNUSED SOFTWARE PRODUCT, OR (E) RETURN THE SOFTWARE TO THE PERSON OR ENTITY FROM WHOM LICENSEE OBTAINED THE SOFTWARE.

1. DEFINITIONS

- 1.1. "Activation Date" is the day of delivery of License Key.
- **1.2. "Agreement"** means this end-user license agreement for Software licensing between Elvior or Reseller from one side and Licensee from the other side.
- 1.3. "Authorised Email Account" means electronic mail address provided by Licensee to Elvior or Reseller in order to send and receive Requests, Price Offers, Purchase Orders, Invoices and other means of interaction between Elvior or Reseller and Licensee. Elvior or Resellers do not accept: (a) non-institutional domains such as gmail.com, hotmail.com etc, or (b) non-existent domains, (c) addresses that are not trustworthy and pose a potential security risk, or (d) may be associated with individuals or institutions acting with the aim to use Software in ways other than those allowed by Agreement.
- **1.4. "Combined Software"** means the combination of Software together with third-party software that are integrated to perform combined operations.
- 1.5. "Confidential Information" means the structure, organisation and code of Software and other valuable trade secrets and know-how, which is proprietary and confidential property of Elvior and/or Elvior's licensors, Resellers and/or Vendors, including computer programs, methods of processing, program design and structure, and the interaction and unique programming techniques they employ. Confidential Information includes any source code which is part of Software or Documentation. Confidential Information shall not include any information which was in the public domain prior to disclosure thereof to Licensee by Elvior or Reseller or which becomes part of the public domain through duly authorized act or omission of Licensee.
- **1.6. "Documentation"** means materials that are handed over to Licensee on a standalone basis or installed into his/her/its computer together with Software, comprising: (a) the main features and characteristics, technical data and utilisation specifications of a Software product, (b) any explanatory materials for using Software, both written and electronic, for example manuals, guides and similar documents, or (c) materials certifying the granting of License to utilise Software in compliance with Agreement. Documentation does not include advertising, marketing and other materials, which do not bear the specific purpose to set out the terms and conditions of using Software. Any modification or enhancement of Documentation shall be included within

the meaning of the term "Documentation" for the purposes of Agreement, except to the extent otherwise expressly provided herein.

- **1.7.** "Elvior" means osaühing Elvior (Estonian Commercial Registry code: 10031987), a company established and acting under the legislation of the Republic of Estonia, which is the creator and owner of the dominant part of Software.
- **1.8. "Expiry Date"** is the day when: (a) License Key deactivates License, or (b) date of termination of Agreement.
- **1.9. "Invoice"** is the statement of payment sent by Elvior or Reseller to Licensee for ordered Licenses and/or Support according to Purchase Order. The Invoice is sent by email to Authorised Email Account or by using a specifically designed contact form within Online Customer Support.
- **1.10.** "License Key" means specific software file or key necessary to activate License and to provide Licensee with the possibility to start using Software product on terms and conditions specified in Purchase Order.
- **1.11. "License Utilisation" or "utilising License"** means requesting about, ordering, downloading, purchasing, installing, receiving, copying, executing, displaying, storing or otherwise accessing or using Software by a person other than Elvior or Reseller under Agreement.
- **1.12. "License"** is the set of rights that Elvior grants to Licensee for using Software product in terms and conditions as set out in Agreement.
- **1.13. "Licensee"** is the party to Agreement, which utilises Software. Licensee may be: (a) the company, institution, government unit or government agency which ordered Licenses or on whose behalf an individual otherwise received Software, or (b) the individual who ordered the licenses for Software or otherwise received Software while not acting on behalf of any company, institution, government unit or government agency.
- **1.14. "Online Customer Support"** means the virtual environment in Elvior's home page at http://support.elvior.com specifically designed for the ongoing interaction between Elvior, Resellers and Licensees.
- 1.15. "Party" means Elvior, Reseller or Licensee.
- **1.16. "Payment Terms"** means the deadline for payment, bank account number, interest rate of late payment, value added tax rate and other information regarding the destination, cost and timing of payment under Invoice.
- 1.17. "Price List" means Elvior's or Reseller's price guide for Software products, Licenses and Support in effect on the date a Purchase Order is received, which has been approved for use in the region where the License is being or will be utilised. Prices in Price List set by Elvior do not include transportation, insurance, sales and use taxes, value-added taxes, consumption, property or other taxes of any applicable jurisdiction (excluding any tax that is based on Elvior' net income), or export or import fees or duties, which shall be the responsibility of Licensee. Price List set by Reseller may differ from Elvior's Price List.
- **1.18. "Price Offer"** is a concrete proposal made by Elvior or Reseller to potential Licensee concerning the amount of a fee for purchase of License and/or Support and the essential terms (quantity, accessibility, Validation Period etc) thereof, based on Request or on Elvior's or Reseller's own initiative. The Price Offer is sent by email to Authorised Email Account or by using a specifically designed contact form within Online Customer Support.
- **1.19. "Purchase Order"** is the tender sent by Licensee to Elvior or Reseller specifying Licenses and/or Support to be purchased as provided in Price Offer. The Purchase Order is sent by email (a) to Elvior general address at elvior@elvior.com or (b) to Licensee's contact person at Elvior or (c) presented to Reseller by any other means.
- **1.20.** "Request" is an application by a potential Licensee to Elvior or Reseller to: (a) provide their contacts, or (b) organise demonstration of evaluation of Software, or (c) to send a Price Offer. The Request is sent by email to elvior@elvior.com or to Reseller's contact email, or by using a specifically designed contact form within Online Customer Support.
- **1.21. "Reseller"** means Elvior's authorised distributor or partner, which Elvior has granted rights to sell Licenses and Support. List of Resellers is available on Elvior's home page at www.elvior.com.
- 1.22. "Software" means, collectively, (a) if Agreement was provided on a CD-ROM or other media, all software on such CD-ROM or media, or (b) if Agreement was displayed as a result of a download of software, all software downloaded during the session which led to such display, or (c) if Agreement was displayed during the installation wizard of the software, all software installed by the installation wizard. In addition to software created or owned by Elvior ("Elvior's Software"), Software may also contain software created or owned by Vendors ("Vendor's Software"). Software that is created, owned or used by Licensee, which does not comprise Elvior's or Vendor's Software, is not included in the meaning of "Software" in terms of Agreement and shall be referred to as "Licensee's Software". Also, any developments and solutions that can be integrated with Software over open interfaces provided by Elvior do not form part of Software. Any

modification or enhancement of Software shall be included within the meaning of the term "Software" for the purposes of Agreement, except to the extent otherwise expressly provided herein.

- **1.23. "Support"** means maintenance activities offered by Elvior or Reseller to Licensee for enhancing Software or Licenses or counselling Licensee. Support includes: (a) Software updates and upgrades and (b) consultation via Online Customer Support.
- 1.24. "Validity Period" means the time period during which a License is active for utilisation.
- **1.25. "Vendor**" means a third party other than Elvior that provides software modules embedded in Software.
- **1.26. "Written form"** means any communications, which contain the hand-written signatures of Party or Parties or their authorised representatives and is sent to the address indicated in Agreement or in Purchase Order or on Invoice or to such other address as a Party designates by prior notice, and effective on the date received unless a later date is otherwise indicated in the notice, consent or communication itself: (a) by registered or certified mail, return receipt requested, postage prepaid, or (b) by a courier service that obtains a signed receipt.

2. LICENSES

2.1. General

- **2.1.1.** If Licensee obtains a Software product from Elvior or one of Resellers, Licensee will be granted a non-exclusive, non-sublicensable, non-assignable License solely for its internal use for utilisation in the manner and for the purposes described in Documentation, as long as Licensee complies with the terms and conditions of Agreement.
- **2.1.2.** Licensee is granted no rights with respect to any Software products for which Licensee has not purchased Licenses, unless expressly stated otherwise in Agreement or unless agreed otherwise between Parties.

2.2. Activation

- **2.2.1.** License is activated by Licence Key, which shall be delivered to Licensee by Elvior or Reseller by email or via Online Customer Support.
- **2.2.2.** If License is granted for a fee, then License Key shall not be delivered to Licensee before Invoice has been paid in full, unless agreed otherwise between Parties.

2.3. Demonstration

Elvior may, upon Request or on its own initiative, provide potential Licensee with a demonstration of Software and concrete Software products for promotion purposes. Reseller may provide such demonstration, if authorised by Elvior.

2.4. Evaluation

- **2.4.1.** Elvior may, upon Request or on its own initiative, grant potential Licensee with a License to evaluate the Software product for try-out purposes without any charge (evaluation License). Such evaluation License grants the Licensee with the same rights and obligations as the corresponding License without the limitations set forth in this Section 2.4 of Agreement. Reseller may provide evaluation License only when authorised by Elvior.
- 2.4.2. Licensee may evaluate any Software product only once.
- **2.4.3.** Validity Period for a evaluation License is 30 (thirty) calendar days by default, however, Elvior may grant a longer Validity Period upon Request according to its sole decision.

2.5. Other Accession or Use

License Key is not an indispensable means to access and use Software or Documentation. Any potential Licensee gains access to Software or Documentation via Elvior's home page at www.elvior.com by requesting about, ordering, downloading, receiving, copying, displaying or storing the corresponding electronic files. However, such access and use of Software or Documentation before activation of License or after expiry of License is severely limited. Before and after the Validity Period the Licensee may only store the Software or Documentation in a secure and non-compromising manner and must strictly keep to all limitations provided for in Section 3.4 of Agreement.

2.6. Expiration

- **2.6.1.** Permanent License is valid indefinitely.
- **2.6.2.** Temporary License is valid as of Activation Date until Expiry Date, after which License is terminated and Licensee is not allowed to utilise Software product anymore, unless one of the following happens before Expiry Date:
- (i) Licensee purchases new License according to the procedure described in Section 4 of Agreement, on condition that the Request for License renewal is presented to Elvior or Reseller no later than 30 (thirty) calendar days before Expiry Date;
- (ii) Elvior or Reseller extends the Validity Period according to the procedure described in Section 4 of Agreement, on condition that: (a) the Request for License extension by Licensee is presented to Elvior or

Reseller no later than 30 (thirty) calendar days before Expiry Date, or (b) Elvior or Reseller submit to Licensee a License renewal Price Offer no later than 30 (thirty) calendar days before Expiry Date;

- **2.6.3.** Upon termination of License, Licensee's right to use that Software will end, even as part of Combined Software
- 2.6.4. If License is terminated, the Licensee must do one of the following:
- (i) uninstall or destroy Software within 5 (five) calendar days after the end of Validity Period;
- (ii) return the Software to the person or entity from whom Licensee obtained the Software;
- (iii) contact Elvior or Reseller for further instructions if none of the aforementioned measures is available or cannot be succeeded.

3. LIMITATIONS

- 3.1. Licensee shall have no rights in Software unless expressly set forth in Agreement.
- **3.2.** Use of Software is limited to the following uses: (a) uses for which Licensee has paid the applicable fees according to Price List or mutual agreement with Elvior or Reseller, or (b) uses, which have been expressly stated as non-restricted uses, if no fee is applicable.
- 3.3. Elvior may use protective measures to restrict the operation of Software to properly licensed uses.
- 3.4. Licensee shall not, nor shall it permit others to:
- **3.4.1.** copy the Software or Documentation, in whole or in part, without the prior written consent of Elvior, except that Licensee may make 1 (one) copy of the Software for archival purposes provided that Licensee affixes thereto all copyright and proprietary notices of Elvior;
- **3.4.2.** alter or remove any copyright or proprietary notices affixed by Elvior to Software or Documentation;
- **3.4.3.** disclose, distribute, assign, sublicense, rent, loan or lease Software or Documentation or use them in a timesharing or service bureau arrangement or similar business for the benefit of third parties;
- **3.4.4.** modify, reverse engineer, reverse assemble, decompile or disassemble Software, in whole or in part, or otherwise attempt to derive the source code for Software in whole or in part;
- **3.4.5.** use Software and Documentation in any fashion to develop code, objects, modules or programs that modify or substitute for code, objects, modules or programs in Software;
- **3.4.6.** create any derivative work of Software or Documentation, except for as expressly allowed to do so according to Agreement (see Section 3.5.11 of Agreement);
- **3.4.7.** market or distribute any competing product or documentation of Software, unless agreed otherwise between the Parties.
- **3.5.** Licensee's right to use the Software product may be further limited by the following terms:
- **3.5.1. number of users** one License can be utilised: (a) by one user, or (b) by a pool of users.
- **3.5.2.** identifiability License may be granted to: (a) a specified range of named users, or (b) to an unspecified range of users.
- **3.5.3. concurrency** utilisation of License may be limited to: (a) one end-user at a time, or (b) a maximum number of users at a time.
- **3.5.4. number of authorised computers** utilisation of License can be limited to: (a) a concrete computer that is identified by the computer parameters like network adapter MAC address,
- disk serial number etc, or (b) a license server that is accessible by the end-user computers of the Licensee;
- 3.5.5. accessibility License can be made available: (a) on demand, or (b) on a steady basis.
- **3.5.6. validity** License is granted either: (a) permanently for a non-limited time period (permanent License), or (b) temporarily for a limited time period (temporary License).
- 3.5.7. pricing License is granted either: (a) free of charge, or (b) for single full payment.
- **3.5.8. purpose of use** License may be granted for: (a) promotional purposes (demonstration of Software), or (b) try-out purposes (evaluation of Software), or (c) purchase and ordinary utilisation in compliance with Documentation thereafter (purchase of Software), or (d) academic purposes for universities and other academic institutions approved by Elvior (academic use of Software). Utilising Licenses for any other purposes is prohibited, unless agreed otherwise between Parties.
- **3.5.9.** transferability License may be granted on condition that the Software: (a) can be relocated user-wise or computer-wise or both, (b) may not be transferred to other users or computers or both. As a rule, Licensee may physically transfer the Software to another supported computer platform or to another Licensee only in accordance with this Agreement and Price List. Licensee may transfer Software to another computer that is owned by or leased to Licensee, however, it will need to obtain the requisite authorization codes from Elvior before making the transfer. Authorisation by Elvior is also compulsory when Licensee transfers Software to a person other than Licensee. Elvior may charge a fee for any such aforementioned transfer.
- **3.5.10. time of delivery of License Key** License Key may be delivered to Licensee: (a) after full payment of Invoice, or (b) before full payment of Invoice, if agreed so between Parties.
- **3.5.11. restrictions regarding Combined Software** as an exception to the limitations contained in Sections 3.4.4-3.4.6 of Agreement, Licensee is allowed to use Software as part of Combined Software in strictly limited

cases as defined in this Section. Software may be combined with: (a) third-party software necessary for running Software, or (b) Licensee's Software only within the boundaries of open interface, for example by adding a system adapter to Software contained in the Software product in order for it to perform its specific operations in interaction with Licensee's Software on condition that Licensee uses an interface publicised by Elvior. In all other cases not listed herein, Licensee must not combine Software with any other software without the authorisation of Elvior, Vendor or a third person, depending on the owner or licensee of the corresponding rights.

4. CONCLUSION OF AGREEMENT

- 4.1. Agreement is considered concluded as soon as whichever of the following occurs first:
- **4.1.1.** potential Licensee gains access to Software or Documentation;
- **4.1.2.** a Request, Price Offer or Purchase order is presented to the other Party;
- **4.1.3.** delivery of License Key to Licensee;
- 4.1.4. receipt of Invoice by Licensee;
- **4.2.** At the moment of occurrence of any of the events listed in Section 4.1, a set of terms and conditions of Agreement, which govern the corresponding effects and consequences, becomes applicable.
- **4.3.** Upon Request by Licensee or on its own initiative, Elvior or Reseller makes a Price Offer to potential Licensee. Elvior or Reseller is not obliged to make a Price Offer and may refuse to do so at its sole decision. If released, Price Offer forms an inseparable part of Agreement.
- **4.4.** If potential Licensee accepts Price Offer, he/she/it will place a Purchase Order to Elvior or Reseller specifying Licenses and/or Support of interest and indicating the essential terms thereof, if there is room for discretion. Purchase Order serves as the basis for concluding Agreement and forms an inseparable part of Agreement. By placing a Purchase Order, Licensee obliges to pay the amount payable under Invoice upon its receipt.
- **4.5.** Upon receipt of Purchase Order, which is in compliance with the Price Offer, Elvior or Reseller issues an Invoice to Licensee indicating the full amount to be paid for Licenses and Support specified in Purchase Order.
- **4.6.** If the content of Purchase Order differs from initial Price Offer, Elvior or Reseller will not proceed with the issuance of Invoice to Licensee, unless it agrees to the terms and conditions of the differing Purchase Order. If Elvior or Reseller does not agree to the terms and conditions of the differing Purchase Order, it will present potential Licensee with a new Price Offer, which can then be confirmed by a new Purchase Order from Licensee.
- **4.7.** As soon as Elvior has received full payment of Invoice, Licensee is delivered License Key, which allows it to activate License and start using Licenses and Support specified in Purchase Order. At its sole decision, Elvior may provide Licensee with License Key before receiving full payment of Invoice.

5. SUPPORT

- **5.1.** Except as specifically set forth in Agreement or in applicable law, Elvior or Reseller shall have no obligation to maintain, correct or update Licenses or Software or Documentation nor to offer Support.
- 5.2. Elvior or Reseller provides Support exclusively during Validation Period of any License.
- **5.3.** By purchasing a temporary License, Licensee shall automatically have access to Support from Elvior or Reseller, including via Online Customer Support, without extra fee. In case of permanent Licenses, Support can be ordered and purchased in a standalone basis according to Elvior's or Reseller's then-valid Price List.
- **5.4.** Irrespective of the conditions of License, Licensee shall receive Software update notifications from Elvior or Reseller.
- **5.5.** Elvior or Reseller may collect fees for Support according to Price List.

6. APPLICABLE FEES

- **6.1.** All fees for Software products, Licenses and Support shall be determined in accordance with Price List and shall be subject to Elvior's then-current Payment Terms.
- **6.2.** Elvior may change its Price List and Payment Terms, including available Software products, their specifications and prices at its sole decision, except after the Price Offer has been delivered to Licensee.
- **6.3.** If Elvior compiles its Price List and Payment Terms as separate documents, they are considered an inseparable part of Agreement.

7. OWNERSHIP AND INTELLECTUAL PROPERTY

- 7.1. Elvior, Vendors and their licensors are and shall remain the exclusive owners of all Software.
- **7.2.** All rights, title and interest to copyrights, trade secrets, patents and other intellectual property rights:
- **7.2.1.** in Software will remain the exclusive property of Elvior and Vendors or their licensors respectively;
- **7.2.2.** in Licensee's Software will remain the exclusive property of Licensee or his/her/its licensors.

7.3. Each creator, owner or user of all or parts of Combined Software will retain the corresponding rights to those portions of the respective software that is incorporated into Combined Software. Combined Software will not be a joint work in the meaning of Estonian Copyright Act.

8. WARRANTIES

- **8.1.** Elvior shall make the main features and characteristics, technical data and utilisation specifications of a Software product available on its web-page at www.elvior.com and in Documentation.
- 8.2. Elvior represents and warrants that it has the authority to grant License(s) set forth in Agreement.
- **8.3.** Elvior represents and warrants that Software will perform according to Documentation.
- **8.4.** Elvior does not represent or warrant that Software will perform in every operating environment or be uninterrupted or error free in their operation.
- **8.5.** No other warranty or condition is expressed or implied, including warranties of fitness for a particular purpose and merchantability. Elvior will have no warranty obligation with respect to:
- **8.5.1.** any portion of Software that has been modified, altered or combined with third-party software without Elvior's authorisation by a party other than Elvior; or
- **8.5.2.** defects or malfunctions resulting from causes other than ordinary and proper use, or from hardware or software other than that provided by Elvior and in the form provided by Elvior.
- **8.6.** Licensee's sole remedy and Elvior's or Vendor's exclusive liability for a breach of this limited warranty will be, at its option, to:
- **8.6.1.** use commercially reasonable efforts to correct any defect of malfunction of Software products and restore Software product to substantially conforming condition;
- **8.6.2.** replace the faulty Software product, if the Software does not perform.
- **8.7.** Except for the limited warranty provided for in this Section 8, all Licenses, Software, Documentation and Support available to Licensee under Agreement are provided "as-is" basis.

9. LIABILITY

- **9.1.** Elvior or Reseller may refuse or refrain from providing any Software products, Licenses, Support, License Keys, if the Licensee is in breach of Agreement.
- **9.2.** Elvior or Reseller will not be liable, regardless of the form of action, for lost data, revenues, profits or savings, or for indirect, consequential, incidental, special or punitive damages, even if Elvior or Reseller has been advised of the possibility of the damages.
- **9.2.1.** Elvior or Reseller will not be liable for any claims or judgments based on:
- (i) the actions of Licensee, its employees, agents or other contractors;
- (ii) use of a version, modification or adaptation of Software, if the infringement would have been avoided by the use of a then-current unaltered release of Software:
- (iii) use of Combined Software, if Software operated independently of Combined Software is not the cause of the infringement; or
- (iv) use of Software in combination with any hardware, software or data not delivered in that combination by Elvior.
- 9.2.2. Upon receipt of notice of a claimed infringement, Elvior may:
- (i) settle on terms that permit continued use of the Software;
- (ii) modify the Software to be non-infringing.
- **9.3.** Elvior or Reseller will not be liable for damages in excess of the amounts paid to it for Licenses or Support under Agreement that are subject of a claim. This limitation will:
- **9.3.1.** apply regardless of the form of action, whether contract or tort, including negligence and strict liability; and
- **9.3.2.** not apply to indemnity under Section 10 of Agreement or to liability for real property damage, death or bodily injury caused by Elvior's or Reseller's gross negligence or wilful misconduct.
- **9.4.** Élvior may, at any time during the term of Agreement, request and gain access to Licensee's premises subject to Licensee's security procedures, for the limited purpose of conducting an audit to determine and verify that Licensee is utilising Licenses in compliance with the terms and conditions of Agreement. Licensee will promptly grant such access and cooperate with Elvior in the audit. The audit will be restricted in scope, manner and duration to that reasonably necessary to achieve its purpose and not disrupt Licensee's operations.
- **9.5.** Neither Party will be liable or held in default for a failure or delay in performing its obligations under Agreement due to *force majeure* provided it takes all reasonable steps to avoid and minimize the impact of such cause.

10. INDEMNIFICATION

- **10.1.** So long as Licensee complies with the terms of Sections 2 and 3 of Agreement, Elvior will defend Licensee against any claims, and indemnify and hold it harmless against any judgments, directly or indirectly resulting from a claimed infringement or violation of copyright, patent or other intellectual property rights with respect to Software.
- **10.2.** Licensee will defend Elvior, Resellers and Vendors against any claims, and indemnify and hold them harmless against any judgments, directly or indirectly resulting from a claimed infringement or violation of copyright, patent or other intellectual property rights with respect to Software to the extent that Licensee Software or any of the acts described in Section 9.2.1 of Agreement is the cause of the claimed infringement or violation.
- **10.3.** Notwithstanding the above, an indemnifying Party is not obligated to defend or indemnify another Party unless:
- **10.3.1.** it has been promptly notified of the claim or suit and furnished with a copy of each pleading, communication, notice and other action relating to the claim or suit,
- **10.3.2.** it is allowed, at its expense, to assume sole authority to conduct the trial or settlement of the claim or suit and any negotiations related to it, and
- **10.3.3.** the Party being indemnified promptly provides all information and assistance, which the indemnifying Party reasonably requests in connection with the claim or suit.

11. CONFIDENTIALITY

Licensee acknowledges that Software, Documentation and Online Customer Support contains Confidential Information. Licensee shall not disclose Confidential Information to any third party other than to its employees who need to know such information to carry out their duties. Licensee shall use Confidential Information only in connection with its licensed use of Software hereunder. This obligation to withhold Confidential Information shall remain in force indefinitely.

12. PRIVACY

- 12.1. Elvior and/or Reseller is the processor of Licensee's personal data.
- **12.2.** In case personal data is collected, Licensee or potential Licensee is requested only the name, e-mail address and telephone number of the individual. Additional information about the entity on whose behalf the individual is acting such as name of the entity, telephone and fax number and address may be requested.
- **12.3.** Licensee or potential Licensee or an individual provided with the right of representation on their behalf obliges to provide Elvior or Reseller with truthful information about his/her person or the entity concerned.
- **12.4.** Elvior and/or Reseller collects Licensee's personal data in a format which can be reproduced in writing during Agreement negotiations, concluding Agreement, providing Support and within Online Customer Support.
- 12.5. BY CONCLUDING THIS AGREEMENT, THE LICENSEE HEREBY GRANTS HIS/HER CONSENT TO PROCESS HIS/HER PERSONAL DATA IN THE TERMS AND CONDITIONS AND IN THE AMOUT
- **SPECIFIED IN AGREEMENT.** Licensee may, at any time, withdraw the consent, however, such withdrawal has no retroactive effect. Licensee may also demand termination of the processing of the personal data, termination of the disclosure or enabling access to the personal data and deletion or closure of the collected personal data, provided that processing of personal data is not permitted on the basis of law.
- **12.6.** Elvior or Reseller stores the received personal data about Licensee in secure data bases of its information system in an electronic form and makes excerpts of such data in other forms, if this is necessary to perform Elvior's or Reseller's rights and obligations under Agreement.
- **12.7.** Elvior and/or Reseller use Licensee's personal data: (a) to perform Agreement, (b) to provide and enhance Support and Licenses, including to specify prices, (c) to gather statistics about user licenses, (d) to personalise and develop Online Customer Support, (e) to enhance customer service, (g) to fulfil its obligations under applicable legislation (for example, providing information to investigative bodies), (h) to protect itself against infringements of Agreement.
- **12.8.** Elvior may forward Licensee's personal data to Reseller's and Vendors and to the operator of Online Customer Support, if this is necessary for performing Agreement. Elvior shall not forward Licensee's personal data to other persons nor allow the use of such data for commercial and advertising purposes.
- 12.9. All personal data is processed in accordance with the Estonian Personal Data Protection Act.
- **12.10.** Licensee obliges to withhold its username and password and other information necessary to access Online Customer Support so that it will not reach third persons and will not be available for unauthorised uses. Licensee must promptly notify Elvior and/or Reseller of the loss and unauthorised use of its username and or password or other such delicate information.

13. TERM AND ASSIGNMENT OF AGREEMENT

- 13.1. Agreement will remain in effect until Parties have fulfilled their obligations under Agreement.
- **13.2.** Agreement is not assignable by Licensee without the prior consent of Elvior or Reseller. Elvior or Reseller may assign Agreement without prior consent from Licensee.
- **13.3.** Agreement will be binding on and inure to the benefit of Parties and their respective successors and permitted assigns.

14. AMENDMENT OF AGREEMENT

- **14.1.** Elvior reserves the right to amend the terms and conditions of Agreement any time at its sole discretion, provided that Licensee is notified of such amendment 1 (one) month in advance by sending a notification to Authorised Email Account.
- **14.2.** Elvior may amend the terms and conditions of Agreement if the amendment is necessary due to the following occasions:
- 14.2.1. a change in legislation in force or a change in interpretation of legislation in force;
- **14.2.2.** new developments in information technology or any means of software or hardware and other technological advances that allow Elvior to enhance the quality and security of providing any goods or services via its web site and Online Customer Support;
- **14.2.3.** Elvior brings to market a new Software product, License or Support service or stops the supply of an existing Software product, License or Support service;
- 14.2.4. constant complaints from Licensees:
- 14.2.5. a court order or decision or an administrative act or operation that obliges Elvior to amend Agreement;
- 14.2.6. a need to improve protection of personal data;
- **14.2.7.** changes in Elvior's organisation of work or distribution network,
- **14.2.8.** other circumstances which create the need to update or enhance the terms and conditions of Agreement.

15. TERMINATION

- **15.1.** Agreement may be terminated:
- **15.1.1.** by either Party in breach of Agreement by the other Party, if the infringement has not been stopped or removed during 30 (thirty) calendar days after receipt of a notice from the aggrieved Party asking to do so;
- 15.1.2. immediately by Elvior or Reseller if Licensee breaches its obligations under Section 3 of Agreement.
- **15.1.3.** immediately by notice from either Party, if the other Party becomes insolvent, bankrupt or makes an assignment for the benefit of creditors;
- **15.1.4.** if Elvior or Reseller does not receive the relevant payment(s) from Licensee or Reseller (as applicable) in accordance with Payment Terms.
- **15.2.** Licensee may terminate Agreement at any time by deleting or destroying all copies of Software and Documentation or returning all existing copies of Software and Documentation on media to Elvior and immediately notifying Elvior or Reseller of such termination.
- 15.3. Upon termination of Agreement, Licensee must:
- **15.3.1.** (a) uninstall or destroy Software within 5 (five) calendar days after the end of Validity Period, or (b) return Software to the person or entity from whom Licensee obtained the Software, or (c) contact Elvior, or Reseller for further instructions if none of the aforementioned measures is available or cannot be succeeded;
- **15.3.2.** pay any amounts owed to Elvior under Agreement;
- 15.3.3. discharge any liability incurred before termination of Agreement;
- **15.3.4.** continue discharging its duties under Sections 3, 10 and 11 of Agreement.
- **15.4.** On expiration or termination of Agreement, the obligations of Licensee to pay amounts owed to Elvior and to discharge any liability incurred before expiration or termination will survive, together with the provisions of Sections 8, 10, 12 of Agreement.

16. NOTICES

- 16.1. All notices, consents, approvals and communications given under Agreement will be delivered:
- 16.1.1. to Elvior by email to elvior@elvior.com or via Online Customer Support;
- 16.1.2. to Licensee by email to Authorised Email Account or via Online Customer Support;
- **16.1.3.** to Reseller by email to the corresponding electronic mail address identified in Elvior's home page at www.elvior.com or Reseller's home page or via Online Customer Support.
- **16.2.** If Written Form is indicated as necessary in Agreement, then the requirement of written form shall prevail over requirements listed in Section 16.1.

17. NATURE OF RELATIONSHIP

- **17.1.** Parties are independent contractors. Under no circumstances will the employees of one Party be deemed the employees of the other. Agreement does not grant authority for either Party to act for the other in an agency or other capacity, or to make commitments of any kind for the account of or on the behalf of the other.
- **17.2.** Nothing herein shall be construed to place Parties in a relationship of partners or joint ventures, or of agency, and neither Party shall have the power to obligate or bind the other in any manner whatsoever. **17.3.** If Licensee ordered Software through, or interacted with, a reseller, that reseller is not Elvior's agent and is not authorized to make any representations, conditions or warranties on Elvior's behalf nor to vary any of the terms of conditions of Agreement.

18. RESOLVING DISPUTES

- **18.1.** Any dispute, controversy or claim arising out of or relating to Agreement will be finally resolved in Harju County Court, the Republic of Estonia.
- **18.2.** No action will be brought against Elvior more than 18 (eighteen) months after cause of action first arises.

19. APPLICABLE LAW

19.1. Agreement will be governed by and construed in accordance with the laws of the Republic of Estonia. The United Nations Convention on Contracts for the International Sale of Goods shall not apply.