

Terms and Conditions (Platforms)

1. SCOPE AND PURPOSE OF THE GENERAL CONTITIONS

INTEGRITY, S.A. (hereinafter Devoteam Cyber Trust), legal person number 509072054, is the commercial company that owns all the intellectual property rights of the registered sites and platforms and owns the copyrights, and by accessing this site you agree to be bound by the conditions contained in this document (hereinafter "Terms and Conditions").

Before accessing and using the Platform, you should read the Terms and Conditions carefully. If you do not agree with these terms in any way, you should not access or even view the contents of this web application.

By accessing and using the Platform, the user declares to have read, understood and accepted the Terms and Conditions described herein, without the need for any subsequent act or consent.

The Terms and Conditions may be altered at any time by decision of Devoteam Cyber Trust, with the alterations taking effect from the date of their placement on the platform - publication.

Subsequent access to and use of the platform by the user will be considered an unequivocal sign that the user has read, understood and accepted the amended Terms and Conditions.

The products and services consist of making available, through the platforms, a set of electronic functionalities, based on a technological infrastructure consisting of a set of applications, means and computer services that allow organizations to manage their processes, risk and compliance in a structured way and/or manage their assets and associated vulnerabilities, as well as extract reports and obtain risk metrics.

Subject to these Terms and Conditions, Devoteam Cyber Trust grants the Client and/or User a limited, non-exclusive, non-transferable and non-assignable license to use the Services of this platform during the trial period or as defined in the contract, exclusively for the purpose of its own internal evaluation of the Service and not for any commercial or competitive purpose.

2. LEGAL CONFORMITY

Devoteam Cyber Trust, as the entity that owns the Platform, guarantees its legal compliance, as well as its functionalities, with the legislation in force. The Terms and Conditions, as well as all the content of the website, are covered by Portuguese law, whose courts and competent entities have exclusive jurisdiction over any conflict or dispute that may arise.

Devoteam Cyber Trust undertakes to:

- a) To have a complaints management system (the user should address their complaint to pt.integrity.canalqualidade@devoteam.com);
- b) To intervene and provide assistance, when necessary or requested, to clarify any doubts users may have when using the platform;
- c) To guarantee a communication channel for resolving specific problems that arise when using the platform. Provide support contacts on the home page. Support will operate on Portuguese working days, from 09:00 to 18:00 according to the time zone (UTC) Dublin, Edinburgh, Lisbon, London;
- d) To charge organizations interested in using the platform for the provision of services;
- e) To keep the platform permanently available, except in cases where access limitations are justified for reasons of maintenance or breakdown of systems;
- f) To ensure an interface in English, with the possibility of other languages being made available;
- g) Ensuring data encryption through the cloud system.

3. LEGISLATION, JURISDICTION AND APPLICABILITY

The Terms and Conditions are governed and interpreted in accordance with Portuguese Law.

The Court of Lisbon is competent to the exclusion of any other to resolve any conflicts arising from the interpretation and application of the Terms and Conditions

The contracts and agreements concluded by Devoteam Cyber Trust with customers prevail over the Terms and Conditions to the extent that they differ, with the remainder applying what is established in this document.

4. PLATFORM SECURITY CONDITIONS

Devoteam Cyber Trust, in the development of its activity, has implemented an information security management system based on the ISO/IEC 27001 standard.

Devoteam Cyber Trust guarantees that the Platform:

- a) It is reliable;
- b) It is protected against vulnerabilities and attacks, malicious software and viruses;
- c) Uses the most secure and recommended encryption protocols for HTTPS communications;
- d) Complies with good network security practices;
- e) Generate cryptographic keys for data encryption;
- f) Works with security mechanisms and means, which guarantee the confidentiality and integrity of information entered by users;
- g) Complies with all safety requirements required by current legislation.

The Management of Devoteam Cyber Trust:

- a) Transmits to its employees ethical and regulatory principles, which guide their daily activities, in matters of Ethics, Conduct, Anti-Corruption, Inside Trading and Information Security;
- b) It has defined (i) contractual clauses contained in contracts signed with employees, (ii) internal policies and standards, which aim at the indicated principles, and the confidentiality of the information that can be accessed through the Platform and has set up a Committee for Information security;
- c) Commits to permanently developing improvements, both procedural and technological, aimed at increasing the security and integrity of the data of CUSTOMERS, users of the Platform.

5. USER OBLIGATIONS

The platform has some technical complexity, which is inherent to constant technical development and progress.

Without prejudice to Devoteam Cyber Trust's availability to assist its users with technical issues related to the use of the platform. Furthermore, the user undertakes to:

- a) Provide the correct data necessary to use the platform;

- b) Do not use false identities;
- c) Ensure that the platform is signed up by an employee with legal powers to do so;
- d) Respect the limits of imposed services;
- e) Not carry out any reckless or unreasonable acts that cause unnecessary, repeated and successive consumption of resources (whether human or material) of Devoteam Cyber Trust or partner;
- f) Use your own channels to contact Devoteam Cyber Trust services;
- g) Use the Platform in a reasonable and appropriate manner, observing the rules defined in the general terms and conditions;
- h) Do not ask questions or ask for unnecessary clarifications about the functioning of the Platform without first seeing the support content available on the Platform;
- i) Do not use the products and services purchased for commercial purposes;
- j) To settle, within the agreed period, any overdue amount you have with Devoteam Cyber Trust.
- k) Ensure that all applicable legal provisions are observed, namely, not to practice or encourage the practice of illegal acts or acts that are offensive to good customs.

6. SERVICES PROVISION

Devoteam Cyber Trust reserves the right to launch new services without prior notice.

Devoteam Cyber Trust reserves the right to update prices of services or goods not yet purchased by the CLIENT, as well as to carry out promotional campaigns, without prior notice.

The payment systems used by Devoteam Cyber Trust comply with current legislation.

The user acknowledges and accepts that the IP Network is a public electronic communications network that can be used by several users, and as such, is subject to computer overloads, so Devoteam Cyber Trust does not guarantee the provision of the Service without interruption, in strict compliance with the applicable Law.

Devoteam Cyber Trust does not guarantee the provision of the Service in situations of unpredictable high overload of the systems on which it is based or of force majeure (situations of an extraordinary or unpredictable nature, external to Devoteam Cyber Trust and which cannot be controlled by it). Situations of an extraordinary or unforeseeable nature are understood to be

natural disasters, acts of war, whether declared or not, or other hostilities, riots, acts of terrorism, computer attacks, or other forms of alteration or subversion of public order, explosion, fire, lightning, floods, epidemics, strikes and economic blockades.

In the event of an interruption in the provision of the service for reasons of unpredictable high overload of the systems on which it is based, Devoteam Cyber Trust undertakes to regularize its operation as soon as possible.

7. PRODUCT/ SERVICE INFORMATION

Devoteam Cyber Trust will use its best efforts to make the services purchased available, but it is possible that, in certain cases, due to causes that are difficult for Devoteam Cyber Trust to control, such as human errors or incidents in computer systems, it will not be possible to make any of the products and/or services requested by the user available.

If any product and/or service is not available within the agreed period, and after the purchase/request has been made, the user should contact Devoteam Cyber Trust.

8. USE OF THE PLATFORM

Use of the Platform involves uploading, storing, downloading and sending information, and users are entirely responsible for the information contained therein.

Devoteam Cyber Trust reserves the right to provide technical clarifications exclusively to its CLIENTS who demonstrate that they are active users of the platform.

Devoteam Cyber Trust aims to minimize inconvenience caused by technical errors. Devoteam Cyber Trust cannot guarantee that the service will not be interrupted or disrupted due to possible technical constraints.

9. RESPONSABILITIES

The user is responsible for taking the necessary precautions to protect themselves and third parties against viruses, worms, trojans and other harmful or destructive content.

Devoteam Cyber Trust does not guarantee that:

- a) The Platform's services are provided uninterruptedly, without incident or operate infinitely, notwithstanding compliance with the service levels applicable to it by contractual ties or applicable legislation in force.

- b) Any product or service in any form through the use of the Platform is used at the user's own risk, and the user is solely responsible for any damage caused to their computer system and equipment or for any loss of data resulting from such operation.
- c) No advice or information, whether oral or written, obtained by the user from or through the Platform shall create any warranty that is not expressed in the Terms and Conditions.

In no event shall Devoteam Cyber Trust be liable for any damages whatsoever as a result of this agreement, including, without limitation, any direct, indirect, punitive, special, exemplary, incidental, consequential damages of any kind (including loss of revenue, profits, use or other economic advantage) arising out of the use of the Platform.

10. CONFIDENTIALITY

The term "Confidential Information" refers to any and all financial, technical, commercial or other information relating to the business and affairs of both Parties, including, without limitation, any cost or pricing information, contractual terms and conditions, marketing or distribution data, business methodologies or plans.

Each Party's confidentiality obligations with respect to Confidential Information shall remain in effect during the term of this Agreement and Post-Trial Agreement and for a period of three (3) years following the termination or expiration of this Agreement and, if applicable, Post-Trial Agreement.

11. PRIVACY AND PROTECTION OF PROTECTION OF PERSONAL DATA

For information on Privacy and Personal Data Protection, users should consult the Privacy Policy, available on the Platform.

12. INTELLECTUAL PROPERTY

The Platform is the property of Devoteam Cyber Trust and is subject to the rights provided for in the Copyright and Related Rights Code, the Industrial Property Code and the Computer Crime Act.

The user acknowledges that the Platform contains confidential information and is protected by copyright and related rights, industrial property and other applicable legislation.

All names, images, content, information, logos or other information published on this web application or identifying Devoteam Cyber Trust and the Platform belong to Devoteam Cyber Trust and have reserved rights.

No reproduction, distribution, transmission of any proprietary right or hyperlink is permitted without the written permission of Devoteam Cyber Trust, with the exception of uses authorized by law.

All rights, including intellectual property rights and the right to be included in databases, as well as their content are the property of Devoteam Cyber Trust, have been authorized or are used in accordance with the legislation in force applicable to the rights holder.

By accessing the Platform, you do not acquire any rights other than those contemplated in the use and viewing of the Platform, in accordance with the Terms and Conditions.

Accordingly, it is prohibited to copy, reproduce, re-edit, publish, broadcast or transmit any text, image, graphic, logo, picture or icon appearing on the website as well as its selection or arrangement to any underlying software or source, for any public or private purpose without the prior written permission of Devoteam Cyber Trust or the owner of the respective rights.

All third party brands, products, services and company names displayed on the Platform are trademarks, service marks and trade names of their respective owners.

13. INFORMATION TECHNOLOGY SERVICES MANAGEMENT

Devoteam Cyber Trust reserves the right to plan and design new or modified services, as long as they comply with legal requirements, assuming the agreement of interested parties in the Terms and Conditions.

13.1 Definitions

- a) **Serious Incidents:** a serious incident is an incident that causes serious interruptions in business activity, which may cause interruptions in availability, and must be resolved with a high level of urgency.
- b) **Emergency Changes:** emergency changes are any changes that, due to the impact, risk or cost of non-implementation, require to be handled in a period of time that does not guarantee full adherence to the procedures, planning and authorizations followed under normal conditions.
- c) **Emergency Version:** Any request originating from an approved emergency Request for Change that involves changes to the service is considered an emergency version.
- d) **Complaint:** A complaint is understood as a manifestation of disagreement with the position taken by INTEGRITY or dissatisfaction with the services provided by it, as well as any allegation of possible non-compliance, presented by customers or other stakeholders.
Statements that are part of the contractual negotiation process, requests to comply with legal or contractual duties, and any requests for information or clarification do not fall within the concept of

complaint. The user must direct their complaint to pt.integrity.canalqualidade@devoteam.com.

- e) Service(s): set of features and functions of the Platform that will allow the Customer and its users, in a licensed area or in a trial area, to execute and/or experiment with the respective product.
- f) User(s): means employees, representatives, consultants, contractors or agents of the Customer who are authorized to use the services and functionalities of the Platform who received access via email.
- g) Trial Services: means access to a subset of services and functionalities of the Platform with the purpose of allowing the user to evaluate them;
- h) Trial Period: means the duration of the trial period, starting on the Activation Date, that is, the date access to the platform is made available, and ending at the end of thirty (30) days or another period as agreed between the parties.

13.2 Service Access Rights

In the event of a Serious Loss of Service, there is no distinction regarding access rights to the service. Therefore, no differentiated priorities are defined for users.

13.3 End-to-end Service Availability

The availability of services is defined based on the availability of the Platform, accessed in the form of SaaS (Software as a Service) via the web. This excludes the availability of internet access by the user, which is the responsibility of the Customer.

13.4 Capacity and Performance

INTEGRITY provides the technical, human and financial resources necessary to maintain the capacity and performance of the services provided to users. Devoteam Cyber Trust is responsible for costs arising from causes attributed to itself.

Devoteam Cyber Trust is committed to ensuring the performance of services, with maintenance interventions carried out at planned intervals, assuming the agreement of interested parties in these terms and conditions.

14 COOKIES

For information about Cookies, the user must consult the Cookies Policy, which is an integral part of the Terms and Conditions, available on the Platform.

15. SUSPENSION AND TERMINATION

Devoteam Cyber Trust reserves the right to suspend or terminate the Trial/Experimentation agreement, with or without cause, at any time, with or without prior notice.

When there are specific contracts with Customers, Devoteam Cyber Trust must give precedence to the suspension and termination clauses thereof. If it is not specified, you can act as if it were a Trial/Experimentation.

The User may terminate the Trial/Experimentation, with or without cause, at any time, by sending written notice to Devoteam Cyber Trust at pt.integrity.termsconditions@devoteam.com.

16. COMMUNICATIONS

Communications with Devoteam Cyber Trust must be carried out through the following contacts:

- Telephone contact: +351 21 33 03 740
- Email address: pt.integrity.termsconditions@devoteam.com

DATE OF LAST UPDATE

NOVEMBER 26, 2025