

FUMO® Solutions GmbH - General Terms and Conditions of Business

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§1 General – Scope and amendment of the terms and conditions of business

(1) We enter into contracts only with entrepreneurs in accordance with § 14 of the BGB (natural or a legal entity or partnerships with legal capacity who, at the time at which the Agreement is entered into, are engaging in commercial or independent professional operations). We reserve the right to request suitable proof (HR extract, commercial registration).

(2) The following general terms and conditions of business (GTC) shall apply to all business relations between us and the Customer, unless other terms and conditions are expressly agreed for a particular service. Our GTC apply exclusively. Deviating, conflicting or supplementary general terms and conditions of business are not recognised by us, even if they are known, unless their validity is expressly agreed upon in writing. Our terms and conditions also apply if we carry out the service unreservedly in the knowledge of Customer conditions that are conflicting or which deviate from our terms or conditions.

(3) We are entitled to change the GTC when there is a valid reason to do so (change of legal situation/jurisprudence or change in our product offer). We will inform the Customer of any planned change in good time before the change comes into effect. If the Customer does not object to the change within one month of receiving notification of the change, the Customer is deemed to have given his consent and the amended GTC shall constitute the content of the Agreement. When notifying the Customer, we will, in particular, point out the Customer's option to object and the importance of the deadline.

§2 Conclusion of the Agreement

(1) The Agreement comes into effect when we receive the copy of our written offer signed by the Customer or when we accept the Customer's order on our website.

(2) A Customer account is required for the conclusion of the Agreement via the website. If necessary, the Customer must first register. The Customer can select the required modules/packages and check and correct any entries up to the moment at which the Customer submits his order, or cancels the order by closing the browser window. A binding order is issued by the Customer by triggering the button "register for a fee". We will immediately send a confirmation of access by e-mail containing the text of the Agreement (content of the order and these GTC). This is not yet an acceptance of the order. The Agreement comes into effect when we accept the order, usually by unblocking the ordered modules on our online platform.

§3 Object of the Agreement

(1) The following modules and any future modules may be ordered by the Customer, individually or as a package, through the registration process, or subsequently added to an existing module/package (upgrade)

(2) Sponsored FUMO account:

If the Customer has received a discount financed by a sponsor, the Customer agrees that a reference to the respective sponsor (name of the sponsor, logo and slogan, if applicable) will be incorporated into the publicly visible profile. The Sponsor and the placement and visual design are determined by us at our sole discretion and may be changed from time to time.

(3) FUMO Monitor:

In the FUMO Monitor, industry-standard test criteria will be provided for the Customer, for example to ensure compliance with fleet-relevant deadlines (e.g. driver, vehicle, trailer areas, etc.). Legal requirements over and above the industry standard (such as in the pharmaceutical / food / special transport sector, etc.), quality criteria or internal company requirements can be presented by the Customer via their own self-created (private) test criteria and by their own self-created categories in the FUMO Monitor. The Customer is responsible for the input and maintenance of the test criteria and the administration of the relevant dates. The FUMO Monitor provides appropriate recommendations for the deadlines of the test criteria, which the Customer can change and overwrite in the system at any time.

The Customer can be proactively reminded by e-mail if the status of a deadline has changed.

(4) FUMO Profile:

Fumo Profile is the Customer's publicly visible profile which is available in two versions. The FUMO Standard Profile may be booked by Customers within the EU. The FUMO Compliant Profile can be booked without restriction by customers from Germany and Austria. For customers outside Germany and Austria, but within the EU, the specificities referred to in point (b) apply.

(a) FUMO Standard Profile: This is a visible Customer public profile with information about the following company data.

Data:

- Company logo, company name, company address, contact person, bank details, website address, e-mail address, tax numbers, traffic manager, insurance/broker
- Country relations and business areas

Documents:

- EU licence/permit
- HR extract / business registration
- Certificate of insurance GüKG 7a
- Self-disclosure minimum pay
- Other documents (such as DIN ISO certificate, GDP, Compliant Carrier certificate, etc.)

The FUMO Customer enters the information, data and documents into the system via an upload function and releases this for publication on the Internet. FUMO does not carry out any checks. The Customer is prompted every 6 months and is required to check the documents and, if necessary, to renew them or to confirm the validity (update). In the profile, the date of the last update is publicly visible.

(b) FUMO Compliant Profile: For Customers who have booked the FUMO Compliant Profile service and are from Germany or Austria, it is possible to provide the following data, documents and information in a FUMO profile with public access.

Data:

- Company logo, company name, company address, contact person, bank details, website address, e-mail address, tax numbers, traffic manager, insurance/broker
- Country relations and business areas

Documents:

- *EU licence/permit
- * HR extract / business registration
- * Certificate of insurance GüKG 7a / Self-disclosure
- * Self-disclosure minimum pay
- Other documents (such as DIN ISO certificate, GDP, Compliant Carrier, etc.)

Certificate check:

- Visible plausibility test report by FUMO every 6 months
- FUMO Compliant Profile seal in profile

The FUMO Customer enters the information, data and documents into the system via an upload function and updates or confirms the validity of all data, documents and self-disclosures every 6 months. Documents marked with an * are checked for plausibility by FUMO at regular 6-monthly intervals. The self-disclosure minimum pay is only checked if it was compiled using the respective form provided by FUMO; where a self-disclosure is compiled in deviation of this requirement reference is simply made to this document. The following additional plausibility checks are also carried out: check call, control fax, control e-mail (with confirmation), and a sanctions list check (sanctions lists of the UN and the EU). Only a visual check for meaningfulness is carried out on additional uploaded documents. For customers from outside Germany and Austria, the following applies: If FUMO was unable to carry out any checks or was only able to carry out a limited check of one of the documents marked with an * because the documents are not complete or are not available in German or English, the seal will be given and the test report will record the exact scope of the test and the result of the test.

(5) FUMO Cockpit:

Every FUMO Customer can use the FUMO cockpit to monitor his contractors. The Customer can have the data from the respective FUMO profiles of his contractors displayed in his cockpit by adding the profile of his contractor to the cockpit (if he has a FUMO Profile). The Customer can create a self-compiled profile in the FUMO cockpit (self-profile) for contractors who do not have a FUMO Profile. Self-profiles are not visible publicly, only in the cockpit of the respective Customer. The Customer is also able to create his own (private) test criteria and then apply these to his contractors (companies) in order to check them in a documented manner. The Customer can be proactively reminded by e-mail if the status of a deadline has changed. The Customer can book the service Partner Management Plus additionally for each self-profile, in order to have the self-profile managed by FUMO (Managed Profile); § 3 (7) shall apply in this case.

(6) FUMO Auditor:

The Customer can use the FUMO Auditor to control compliance with the relevant legal regulations in his company (internal audit) and also have compliance certified by us (external audit with certification). The internal audit is included in the FUMO Professional package. The FUMO Premium package includes the external audit as well as the internal audit. If the Customer is a group of companies, the FUMO Auditor module must be ordered separately for each legally independent company, provided that each company wishes its own certification in accordance with § 3 (6) (b).

(a) Internal audit:

- The internal audit provides guidance for the Customer in self-monitoring. The Customer can carry out the internal audit as often as required.
- The FUMO Auditor queries specific information about the Customer's company and uses this to compile all industry-specific legal standards and other requirements (quality criteria) that are relevant to the Customer. The compilation contains the sub-items at each point (i) test request for the legal standard / requirement, (ii) evaluation scale (iii) specification for the legal basis and the text of the legal standard, (iv) recommended measures for achieving compliance, (v) forms for action (if applicable).
- If the Customer has submitted an assessment for all test questions, the FUMO Auditor will produce an evaluation stating the percentage of compliance and indicating any serious defects separately. The result is visible in the Auditor. An entry is created in the Auditor for each internal audit carried out. The updates will be identified in comparison to a previous audit set as a reference audit (not available to customers performing an internal audit for the first time).
- Using recommendations and forms, the Customer is able to process defects that have been identified. The legal standards and requirements filed in FUMO Auditor will be updated promptly in the event of any change.

(b) External audit and certification:

- On an agreed date, an external auditor checks compliance with the legal requirements and quality criteria relevant to the Customer. We reserve the right to carry out the audit at our own discretion with our own employee or a qualified partner appointed by us.
- Once an appointment has been arranged, it can only be changed on the following conditions:
- Changing the appointment is free of charge up to no later than 6 weeks before the agreed date.
- If the appointment is changed later than 6 weeks before the agreed date, but no later than 4 weeks before the agreed date, an additional fee of € 300 will be charged.
- If the appointment is changed within 4 weeks of the agreed date, an additional fee of € 500 will be charged.
- The appointment can only be cancelled if the Customer has booked the external audit separately, and not as part of the FUMO Premium package. If the Customer cancels the appointment later than 6 weeks prior to the agreed date, the full fee is due. If the Customer simply wishes to change the appointment, the above conditions shall apply.
- The result is provided to the Customer via the FUMO Auditor.
- If the Customer achieves a compliance percentage above 80% and no serious defect has been identified, the Customer receives the certificate "Compliant Carrier", "Compliant Shipper" or "Compliant 4PL". We reserve the right to change the names of the certificates and the design of the signets. We will notify the Customer of any changes in good time.
- A certified Customer is authorised to display the relevant signet in his FUMO profile and also to refer to the certificate elsewhere.
- The validity period of a certificate is 12 months from the date of issue. After this deadline, plus a transitional period of one month, the Customer may not use the signet in the FUMO profile or elsewhere (for example, in brochures, on a website, or

as a truck sticker) and must immediately remove existing signets. The same applies to all other references to the certificate or depictions that may give the impression that the Customer still has a valid certificate.

(7) FUMO Managed Cockpit:

The FUMO Managed Cockpit is an additional function of the FUMO Cockpit. In the FUMO Managed Cockpit the Customer can manage his contractors (referred to in the following as “partner”) as FUMO Profiles in compliance with § 3 (4) or as Self-Profiles in compliance with § 3 (5). There are two alternative services available for the FUMO Managed Cockpit, which can be booked separately:

Partner Management:

The Customer can invite an unlimited number of partners, to register a FUMO Profile. The invitation is triggered by the Customer in the cockpit and sent by e-mail to the partner via the system. Partner Management is included in the FUMO Premium and FUMO Professional packages but can also be booked separately, in which case the special costs for Partner-Management apply.

Partner Management Plus:

Partner Management Plus is included in the FUMO Premium and FUMO Professional packages but can also be booked separately, in which case the special costs for Partner-Management Plus apply. The following regulations apply for Partner Management Plus:

- The Customer can request an unlimited number of partners to provide such documents via the upload function as would be required for a FUMO Compliant Profile in compliance with § 3 (4) (b).
- If he so wishes, the Customer can also trigger the plausibility test of the profile for a partner in compliance with § 3 (7) (e). However, the Customer can also simply request the required documents, without triggering the plausibility test.
- If the Customer simply requests documents, the request is triggered by the Customer in the cockpit and sent by e-mail to the partner via the system.
- If the Customer triggers the plausibility test, FUMO sends up to 3 requests for complete provision of documents on behalf of the Customer in writing and/or by telephone to the partner as well as confirming the e-mail address in the form of a written reply via e-mail.
- The Customer is nevertheless responsible for ensuring FUMO is provided with the following supplementary information for the plausibility test in the self-profile – in addition to the obligatory documents:

Documents:

- EU licence/permit
- HR extract/business registration
- Certificate of insurance GüKG 7a
- Self-disclosure minimum pay

Supplementary information:

- Business address of the partner company
- Company name
- VAT identification number
- Contact person
- Contact data (e-mail address and telephone number)

If after the third request, the partner has still not provided all necessary documents, the Customer will be notified of such in the result of the test. The costs of the test also are due for payment even if the result of the profile test is negative, this also applies if said result is due to not all necessary documents having been submitted. The plausibility test takes maximum 21 calendar days. The Customer receives a plausibility test report, compiled in compliance with the criteria indicated in § 3 (4) (b). If all the necessary documents are already available to FUMO, FUMO can at its own discretion undertake the test using the documents FUMO has at its disposal and compile the plausibility test report on this basis. If the partner has a FUMO Profile, the documents uploaded there by the partner are used. During the term of the Agreement the Customer receives an updated plausibility report for all partners every 6 months respectively, which also includes this partner (monitoring of the test status) as of the date the Customer triggers the test. If a test has already been undertaken for the partner, this regular report cycle applies as of the date of this earlier test. All plausibility test reports are archived by FUMO and can be requested by the Customer during the term of the Agreement for justified reasons against payment of a fee.

In deviation of § 9 (1) to (4) the following apply to the term of a Managed Profile

- The initial term is 6 months.
- The booking of the FUMO Managed Profile is extended for an indefinite period on expiry of the initial term. It may be terminated at any time with a period of notice of 1 month.
- In addition, an individual term of at least 6 months for each Managed Profile for the monitoring of the test status of the respective partner begins as of the triggering of the plausibility test by the Customer. The test status is displayed for the Customer during this term.
- The Customer may deactivate the Managed Profile with a period of notice of one month before expiry of the current term, otherwise the term is extended for another 6 months respectively.
- The time needed for the plausibility test (maximum 21 calendar days) is included in the term and does not extend the initial term.

(8) Storage space: The Customer is provided with a storage space for documentation purposes. Maximum file size is limited to 2.5 MB. The storage space is limited to 10 GB. If the Customer is a group of companies, the limit applies to all companies together. If the Customer has higher requirements, an individual increase of the thresholds can be arranged for a surcharge. If it becomes apparent that the Customer has such requirements, we will submit an offer on a proactive basis.

§4 Customer's duties to cooperate

(1) Using our service requires a state-of-the-art computer system with functional Internet access and a current standard web browser. This system acts as a client for using the application provided.

(2) The Customer is responsible for establishing the connection to us and operating the necessary client computer for using our services.

(3) The Customer must inform us immediately of any changes to his name, his company, his home address or business address, his account and the data and documents relevant to FUMO profiles (permit, insurance protection, etc.).

(4) The Customer is required to cooperate by logging in correctly with Customer number, user identification and password in order to ensure that our services function correctly.

(5) The Customer must keep his personal user name and password secret and may not make these known to third parties.

(6) If there is any suspicion that access data could have become known to unauthorised persons, the Customer must immediately set up a new password and notify us accordingly.

(7) The Customer is required to notify us immediately of any defects or damage which could compromise the security or operation of our services. The Customer will take all reasonable measures to make it possible to identify any defects or damage and to facilitate their repair.

(8) The "Guidelines for the use of the online platform" (Section 18) apply to the storage of unauthorized content in the customer's storage space (Section 3 (8)) or in a public profile (Section 3 (4)) and other unauthorized actions when using the online platform.

§5 Contractual penalty in the event of breach of duty by the Customer

(1) The Customer shall owe a contractual penalty of EUR 5,000.00 for each individual culpable breach, if despite an appropriate request by us

- he does not immediately correct incorrect or inaccurate information;
- he uses or continues to use the signet without successful certification or after expiry of the validity of a certificate plus the transitional period according to § 3 (6) (b) bullet point 6;
- he provides other indications of a non-existent certificate, or a certificate the validity of which (and that of the transitional period) has expired, or does not immediately remove such indications; or
- uses images giving the wrong impression that he has a valid certificate, or a certificate the validity of which (and that of the transitional period) has not yet expired, or does not immediately remove such images.

(2) The assertion of other claims, in particular due to trademark infringement, shall remain unaffected.

§6 Maintenance

- (1) We shall maintain the software for the duration of the Agreement. Maintenance of the software covers updates, error diagnosis as well as the repair of any faults and malfunctions.
- (2) Since the data processed with our help is the sole property of the Customer, we agree to open the Customer data only for the purpose of maintaining the software, diagnosing errors and repairing faults and malfunctions.
- (3) The support team is available from Monday to Friday from 8 am to 5 pm by telephone and by email.

§7 Working hours, maintenance work, fail-safe operation

- (1) We provide the Customer with the application during the agreed term with availability of more than 99.00% per year, but excluding the agreed times for planned non-availability. Malfunctions in exceptional circumstances will amount to a maximum of 8 hours per year.
- (2) The times of planned non-availability for carrying out maintenance work on the service or for installing relevant updates will be set up by us every Saturday or Sunday from 2 pm to 8 am. The Customer will be notified by e-mail of maintenance work to be carried out during secondary working hours 24 hours before this work is carried out.
- (3) The Customer's primary working hours are from 6 am to 6 pm Monday to Friday. The Customer's secondary working hours are from 6 pm to 6 am.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Public holiday
Primary working hours	6 am to 6 pm							
Secondary working hours	6 pm to 6 am							
Tertiary working hours						8 am to 2 pm		
Primary maintenance window						2 pm to 8 am		
Secondary maintenance window	6 pm to 6 am							

- (4) In case of force majeure, we are not required to carry out our contractual obligations. Force majeure relates to circumstances for which we are not responsible and which are beyond our control, such as fire, explosions, floods, war and technical problems relating to the Internet, which cannot be influenced by us.

§8 Billing and payment, price adjustments

- (1) The hire fee for the software initially falls due for payment at the beginning of the month following the start of the term of the Agreement and thereafter for 12 months in advance, or monthly in advance. The Customer receives the invoice at the beginning of the rental agreement or at the beginning of the relevant month.
- (2) For external audits, payment is due once the Customer has ordered the external audit and we have submitted an invoice. If the Customer has booked the FUMO Premium package, the fee for the external audit is already covered by the monthly fee in accordance with paragraph 1.
- (3) Costs for external audits or other consulting services (travel expenses, accommodation costs) will be invoiced separately to the Customer.
- (4) We reserve the right to adjust the hire fee for individual or all modules/packages as our costs develop. We will announce such a price adjustment at least 3 months in advance. If the price adjustment is disadvantageous for the Customer, the Customer reserves the right to extraordinary termination. In this case, the Customer may terminate the affected module or the Agreement as a whole in accordance with § 9 (but without complying with a deadline), which will take effect from the date on which the price adjustment comes into force.
- (5) For a one-off trial period, a one-off lump-sum fee is payable, which is due when the invoice is submitted. The fee also includes instruction/ training according to § 6 paragraph 5 in this case. Only applicable travel and accommodation costs will be charged.

§9 Term of the Agreement and termination

- (1) For a one-off test phase for a flat-rate fee (§ 8 (5)), the term is limited to 2 months. For all regular agreements the following provisions apply.
- (2) The initial term of the Agreement is for 12 months or, if the Customer has made use of the relevant offer at a reduced price, in accordance with the offer. A downgrade to a smaller package is only possible at the end of the initial term.
- (3) The Agreement is automatically extended by a further 12 months, if the Customer does not terminate it by serving 3 months' notice before the end of the current term.
- (4) A new 12-month term of the entire Agreement shall begin when the initial order of the modules is placed, whenever a further module (upgrade) is ordered and whenever notice is served on an existing module (downgrade). Termination and automatic renewal shall be subject to paragraph 3.
- (5) In all cases the term of the Agreement does not end for FUMO Managed Cockpit until expiry of the last still active monitoring of the test status of the profile of a partner.
- (6) Extraordinary termination due to or relating to non-compliance is only possible after prior written warning has been given with an appropriate deadline of no less than 3 business days. If the Party that is entitled to terminate the Agreement is aware of the circumstances justifying extraordinary termination for more than three business days, the Party can no longer base the termination on these circumstances.
- (7) Notwithstanding the provision in paragraph 5, we may terminate the Agreement without notice if the Customer is in arrears with payment of the fee or a not insignificant part of the fee for two consecutive months, or is in arrears for a period exceeding two months for an amount that is equivalent to the payment owed for two months. In this case, we shall also be entitled to demand immediate payment of a lump sum compensation of a quarter of the remaining basic monthly charge up until the end of the regular period of the Agreement. The Customer retains the right to provide evidence that damages are lower.
- (8) We shall reserve the right to claim for compensation for any arrears (including arrears of short duration) and in particular the statutory interest on arrears. If we have demanded the flat-rate compensation in accordance with the provisions of paragraph 5, this will be offset against the damages caused by late payment.
- (9) Extraordinary termination may also be based on the Customer being insolvent or being threatened with insolvency. The Customer must notify us of such without delay.
- (10) Any notice must be made in writing to be effective.
- (11) If the Customer requires that the data stored in his storage space be deleted, we reserve the right to exclude data from the deletion, if this is necessary to fulfil a legal obligation or to assert, exercise or defend legal claims (Art. 17 of the GDPR). The data is then stored only for these purposes. This applies in particular to documents that the Customer has transmitted to or received from other users of our online platform.

§10 External seminars and other events

- (1) Notwithstanding § 2, the Agreement shall take effect if we explicitly accept the Customer's enrolment.
- (2) The Customer may withdraw from the Agreement up to 21 days before the start of the event and must do so in writing (a fax suffices). The date of the postmark or time stamp is the date by which the Customer is deemed to have served notice. The Customer is liable to pay the full participation fee if the Customer withdraws within 2 weeks of the event taking place. The same shall apply if the Customer does not attend the event or leaves the event early. If the Customer wishes to provide a substitute participant, he must inform us before the start of the event.
- (3) Splitting participation between a number of individual participants on a time-based arrangement is not permissible. Partial booking of an event is only possible, insofar as this is expressly provided for in the offer.
- (4) Events will be held in a conference hotel in Germany. The venue, time scale and any ancillary services are determined by the offer. Training materials and sustenance (drinks in the breaks; coffee, cold drinks and lunch for all-day events) are always included in the service we provide. Test fees and similar fees payable to third parties (such as the chamber of commerce) are not included in our service.

- (5) We reserve the right to make changes that do not materially affect the purpose of the event. In particular, we may replace an advertised speaker with a speaker who has equivalent qualifications or move the event to a different location.
- (6) We reserve the right to postpone or cancel an event for reasons that are beyond our control, in particular if there is not a minimum number of participants or if a speaker is unable to attend).
- (7) If we need to change the time of the event or move the event to a location which is more than 50 km from the advertised venue, the Customer shall have the right to withdraw from the Agreement without having to serve the notice period stipulated in paragraph 2.
- (8) If the event is cancelled or the Customer withdraws in accordance with the circumstances outlined in paragraph 7, there will be no participation fee. Any participation fee that has already been paid will be fully reimbursed. Any further claims due to non-fulfilment of the Agreement are excluded.
- (9) The participation fees are net plus the value-added tax applicable at the time at which the service is provided. The Customer is responsible for making and paying for his own travel arrangements to and from the event and organising and paying for any overnight accommodation.
- (10) The participation fees are payable immediately after the invoice has been issued by us. The Customer is deemed to be in arrears if payment is not paid within 10 days of the date on which the invoice is issued (no reminder will be issued). We may also invite the Customer to pay on the spot in cash prior to participating in the event.

§11 In-house seminars and other events/activities at the Customer's premises

- (1) Notwithstanding § 2, the Agreement comes into effect if we explicitly accept the Customer's enrolment.
- (2) The Customer may withdraw from the Agreement up to 8 weeks before the start of the event/activity and must do so in writing (a fax suffices). The date of the postmark or time stamp is the date by which the Customer is deemed to have served notice of withdrawal. The Customer is liable to pay the full participation fee if the Customer withdraws within 8 weeks of the event taking place.
- (3) The Customer is responsible for the necessary equipment in the event area as well as for providing sustenance to trainers/speakers. Unless otherwise agreed, PCs/laptops (with PowerPoint), projectors, screen, flipchart and the metaplan method should be provided.
- (4) We reserve the right to make changes that do not materially affect the purpose of the event. In particular, we may replace an advertised trainer/speaker with a trainer/speaker who has equivalent qualifications.
- (5) The participation fees are net plus the value-added applicable at the time at which the service is provided. Participation fees are payable immediately after the invoice has been issued by us. The Customer is deemed to be in arrears if payment is not paid within 8 weeks of the date on which the invoice is issued (no reminder will be issued).

§12 E-learning

- (1) FUMO provides an e-learning course for training the Customer's employees. The course can be booked and managed in the FUMO Monitor for a fee.
- (2) The e-learning course is only available in the FUMO Kompakt, FUMO Professional or FUMO Premium tariffs.
- (3) The Customer must acquire the required number of licences for the employees to be trained (hereinafter referred to as "participants" in the courses offered). The licences are personalised. Once a licence has been assigned to a participant, it can no longer be transferred to another participant.
- (4) The range of course covers all courses available per licence. The Customer can assign to each participant the courses required for each particular participant. The participant is only shown the courses to which he/she has been assigned.
- (5) An examination can be assigned for each course. Once a participant has passed the examination, he/she has successfully completed the course. A certificate is created in the system for successful completion of the course.
- (6) The Customer can determine whether there is a certificate for the respective participant and course. Only the participant has access to learning progress and examination status. The Customer will only be shown the certificate.
- (7) Notwithstanding §§ 8 and 9, the following rules apply to course duration, costs and invoicing:
 - (a) Course duration:

- The course duration is one calendar year.
- The course duration is automatically extended by another calendar year, if it is not cancelled with a notice period of 3 months before the end of the current period.
- If the Customer terminates the FUMO Kompakt/ Professional/ Premium tariff, the duration of the courses offered ends at the same time as the duration of this tariff.

(b) Costs:

- A one-off booking fee will be charged when booking. This fee covers the cost of training the Customer on how to manage the participants and import the master data for the participants.
- The licence fee is based on the number of licences purchased (licence volume). The licence fee applies regardless of whether the purchased licences are actually used and assigned to participants.

(c) Billing:

- The one-off booking fee will be charged at the beginning of the period together with the next monthly invoice in accordance with § 8 Section 1.
- The licence fee is charged in advance at the beginning of a calendar year.

(d) Adjusting the licence volume:

The following rules apply during the course duration:

- If the Customer acquires additional licences during a current calendar year, these can be used immediately and assigned to other participants.
- The licence fee for the current calendar year, which is increased in accordance with the increased licence volume, will be charged together with the next monthly invoice in accordance with Section 8 (1).
- The assignment of a licence to a participant also applies during the period for the following calendar year. The licence volume therefore also remains relevant for the following calendar year.
- The Customer deactivates licences that are no longer required with effect from the end of the current calendar year. This reduces the licence volume relevant for the next calendar year.

(8) User accounts of participants:

- If the Customer assigns a licence to a participant, a user account is set up for the participant on the e-learning platform.
- If the Customer notifies the participants, each participant is prompted by a message (which is sent to the e-mail address stored in his/her user account) to register on the platform for the first time. Alternatively, the Customer can view and print out the initial access data of the user accounts in the FUMO Monitor with a view to giving the access data to the participants individually.
- When registering for the first time, the participant must accept the terms and conditions of use and set up his/her own password.

(9) The Customer must ensure that the e-learning service is not used beyond the licence volume acquired, and, in particular, that the access data assigned to the personalised licences is not passed on to other people or used jointly by different people. The Customer is obliged to take action against breaches of the terms and conditions of use that become known to him/her. The Customer is required to inform FUMO if he/she becomes aware that a participant has violated the terms and conditions of use, or if there is suspicion that third parties have gained unauthorised knowledge of a participant's access data.

(10) FUMO reserves the right to block the relevant user accounts in the event of any breaches of the licence terms and conditions or the terms and conditions of use as well as any loss of confidentiality of the access data.

§13 FUMO Scan

(1) FUMO Scan includes the FUMO Scan module - which can be added to the modules as shown in § 3 - and the hardware which is necessary to scan driver's licenses/ID cards in credit-card format to transfer the readable data into FUMO Monitor and check the security features. The countries from which driver's licenses/ID cards can be read and checked will be continuously expanded.

(2) The FUMO Scan module is only available in the FUMO Compact, FUMO Professional or FUMO Premium tariffs.

- (3) The hardware consists of a special ID card scanner and a mini PC. Details regarding the technical data will be provided with the offer.
- (4) For each hardware unit, a corresponding license for FUMO Scan must be booked. Without a license, it is not possible to operate the hardware. FUMO Scan cannot be used with alternative hardware.
- (5) The conclusion of the contract, regarding the purchase of the hardware and/or the booking of licenses will be carried out as an individual offer as shown in §2 (1).
- (6) After the conclusion of the contract, the module will be activated with the purchased license volume. The activation will be performed by an upgrade of the booked modules/packages. The term of the FUMO Scan module as shown in § 9 applies with the proviso that the term only begins with the delivery of the hardware and that the subsequent purchase of licenses also counts as a new upgrade.
- (7) The hardware will be individually pre-configured for the customer and will be delivered by DHL by the date as specified in the offer. The risk of loss or damage shall pass to the Customer as soon as the Hardware has been handed over to DHL (§ 447 BGB).
- (8) In the event of other defects, the statutory warranty rights apply. FUMO is initially entitled to subsequent performance (repair or replacement); if the subsequent performance (repair or replacement) fails, the customer may either reduce the purchase price or withdraw from the contract. If the customer withdraws from the purchase of the hardware, the licenses purchased with the hardware will be canceled as well. The warranty is valid for one year from the date of delivery of the hardware. This does not affect the manufacturer's warranty of the scanner and mini-PC.
- (9) FUMO does not guarantee the authenticity of the driver's licenses/ID cards scanned by the hardware and verified as successful by FUMO Scan, but guarantees that the existing security features are recognized and compared with the target condition and that a warning is displayed in case of any deviations. FUMO ensures that undamaged driver's licenses/ID cards can be scanned and checked. If the driver's licenses/ID cards are damaged or dirty, the correctness of the received data or the possibility of checking the security features may be impaired.

§14 Notification service

- (1) The notification service can be used at any time within the scope of the modules mentioned in § 3 by the customer activating the service in the settings (see paragraph 2).
- (2) For individual categories of people (e.g. drivers) and individual test criteria (e.g. valid driving licence), the customer can specify whether the people concerned should receive automatic notification of a deterioration in their test status. The customer can specify for each individual how notifications should be sent (e-mail or SMS). The customer can change these specifications at any time. This also means deactivating the service for all categories of persons and test criteria.
- (3) A notification is only sent if the test status deteriorates (green to yellow; yellow to red); if the test status improves, no notification is sent.
- (4) Each time the service is activated for a category of person and/or a test criterion, the customer will be informed of the costs involved in sending a notification via SMS. The activation of the service as such is free of charge. Costs are only incurred if a notification is sent. Sending notifications by e-mail is free of charge.
- (5) Sending a notification at night takes place after the system has determined that the test status has deteriorated based on a check of the person concerned with regard to one of the selected test criteria.
- (6) The prerequisite for using the service is that the necessary contact details (e-mail address or mobile phone number) for the person to be notified are stored in the system.
- (7) FUMO accepts no liability for the successful transmission of a notification, but only for dispatch from the FUMO system. The customer is responsible for ensuring that the contact details provided are correct and up-to-date. The notified person is responsible for ensuring that their mobile phone or e-mail inbox is ready to receive, that notifications are not marked as spam and that they check their e-mails. FUMO accepts no liability for the functioning of telecommunications systems and networks outside FUMO's own sphere (in particular mobile phone networks, Internet and e-mail providers; end devices of the persons to be notified and the software used by them).
- (8) The customer does not receive any notifications and cannot view the notifications sent.
- (9) The costs incurred during a billing period will be invoiced with the next bill.

§15 Intellectual property and rights of use

(1) The Customer shall be granted a simple, non-transferable right of use to use the contents made accessible via our services for his own use during the term of the Agreement. Training documents provided in the course of events are only intended for the Customer's personal use. Permanent reproduction in any form whatsoever, transfer to third parties (including the temporary transfer), publication or use of the contents for the production of the Customer's own products or services are not permissible.

(2) Use of our word and figurative marks, alluding to a reference about a certificate issued by us and the indication of the corresponding signet in the FUMO profile, requires our written consent. The signet for the certificates issued by FUMO Audit or other certificates issued by us as well as the associated truck labels may only be used in conjunction with a valid certificate. As soon as the period of validity plus the transitional period according to § 3 (6) (b), bullet point 7 expires, the right to use expires automatically.

(3) The Customer authorises us to use his company name and his logo. We can name the Customer in a reference list and also use the logos used in FUMO profiles. The Customer grants us a simple, non-transferable right of use to company identifiers/trademarks for the purpose of self-advertising and PR.

§16 Liability and Limitations of Liability

(1) Our no-fault liability for compensation (§ 536a BGB) is excluded for deficiencies existing at the time at which this Agreement comes into force.

(2) Our liability based on wilful intent or gross negligence, based on a provided warranty or under the German Product Liability Act is unlimited.

(3) For minor negligence, we assume unlimited liability in cases of injury to life, body or health. In addition, our liability is limited as follows: (a) For any minor breach of a material contractual obligation jeopardising the implementation of the Agreement, liability is limited to compensation for the foreseeable, typically occurring damage. The same applies to liability for gross negligence or wilful intent of our employees who are not our directors. (b) We shall only be liable for indirect damages, consequential damages, loss of profit or the reimbursement of futile expenses if these are based on the wilful intent or gross negligence of our directors.

(4) The Customer is always responsible for the authenticity of data and documents which the Customer makes available to us. We accept no liability for information provided by our customers not being correct or up-to-date. In addition, our liability is limited as follows: (a) For FUMO Compliant Profile Customers: We shall not be held liable for any damages which are caused by the Customer not informing us of any changes to the data and documents within our 6-month inspection period. (b) For FUMO Standard Profile Customers: The Customer is completely responsible for the data, documents, etc., and their validity and completeness. We accept no liability for this.

(5) The Customer is responsible for the test criteria (so-called private test criteria) and categories set by the Customer in FUMO Monitor. We accept no liability for this.

§17 Data security and data protection

(1) We shall comply with relevant data protection regulations, especially the data protection regulations in Germany. We shall also bind our employees to a commitment to data secrecy in connection with this Agreement and its implementation in accordance with the provisions of §5 of the BDSG (from 25.05.2018: §53 of the BDSG), unless they have already undertaken a commitment to data secrecy on a general level.

(2) We collect and use Customer-related data only insofar as is necessary for the purposes of this Agreement. The Customer agrees to the collection and use of such data for this purpose.

(3) As long as application data is within our sphere of influence, the requirements pursuant to paragraphs 1 and 2 also extend beyond the term of this Agreement.

(4) The Parties shall enter into a separate agreement for the data processing agreement. In the event of any inconsistencies between this Agreement and the data processing agreement, the latter shall take precedence over this Agreement.

(5) Please also refer to our data protection policy.

§18 Guidelines for the use of the online platform

(1) **User account:** (a) The customer receives access to the services specified in § 3, with the exception of publicly accessible information, via a personal user account (§ 4 (4) and (5)). (b) In the event of a breach of the GTC, in particular the guidelines for the use of the online platform, FUMO may block the user account until the breach has been rectified. (c) This applies to the following violations: the breaches of duty specified in § 5 para. 1; making the access data accessible to third parties (§ 4 para. 5); enabling third parties to (co-)use the contractual services (§ 19 para. 5). (d) FUMO may also block the user account if there are factual indications to suspect that the access data may have become known to persons not authorized to use it (§ 4 para. 6) until this suspicion has been clarified or the confidentiality of the user account has been restored.

(2) **Prohibited content:** The customer may not store the following types of content in a storage space (Section 3 (8)) or a public profile (Section 3 (4)): criminally relevant content; other racist, discriminatory, inflammatory or extremist content; Content that violates the rights of third parties, for example intellectual property rights, in particular copyright, design rights, trademark rights, or personal rights, in particular the right to a name, personal honor, right to one's own image, respect for privacy; content that is inadmissible under the law for the protection of minors or is considered offensive by the general public.

(3) **Impermissible behavior:** The customer is prohibited from the following actions when using the online platform: Criminal or other unlawful acts; Making inadmissible content (para. 2) accessible through links; spamming, i.e. mass distribution of unwanted content; other harassment of other users; Filling the areas of the public profile with information or types of content other than those intended; deceiving other users by disseminating incorrect or misleading statements or images; Use of automated processes (scraping, crawling), except by search engines; Offenses against the confidentiality, integrity and availability of data and computer systems.

(4) Apart from the checks in accordance with § 3 para. 4, FUMO does not carry out a general review of stored content without cause; however, FUMO will take immediate action as soon as it becomes aware of illegal or inadmissible content. The review and evaluation of content is carried out by employees; FUMO does not take any measures based on automated decision-making.

(5) **Measures in the event of unlawful content or behavior** (a) If FUMO determines that a content is inadmissible or that there is admissible behavior, FUMO will take appropriate measures after weighing up the interests of the customer concerned and the other users or the general public. (b) Obviously inadmissible, in particular criminal or infringing, content will be removed or blocked without prior notice. (c) If it cannot be determined without closer examination whether a content is inadmissible, FUMO will temporarily block it and give the customer the opportunity to comment, on the basis of which a decision will be made on further measures, namely the restoration or final deletion of the content. (d) FUMO may issue a warning to the customer instead of or in addition to the aforementioned measures. If the customer culpably commits a similar violation despite a warning, FUMO is entitled to terminate the contract without notice and close the user account; this also applies if a violation is so serious that it constitutes an important reason for extraordinary termination (§ 314 BGB). (e) If necessary, FUMO may also suspend the provision of services to the customer and/or temporarily block the customer's user account instead of terminating the contract without notice. (f) If FUMO takes one of the aforementioned measures, the user concerned will be informed of the reasoned decision by e-mail. The same applies to persons or institutions that have reported inadmissible content or other violations of the guidelines for the use of the online platform and, in the case of these, to the decision not to take any action.

(6) **Legal remedies against decisions:** Users, i.e. customers and persons or institutions who have reported content as unlawful or inadmissible, have the following legal remedies against the decision made by FUMO: FUMO provides an internal complaint management system (paragraph 7); Users may choose a certified out-of-court dispute resolution body to resolve disputes in connection with these decisions and with complaints that have not been resolved by means of the internal complaint management system; FUMO is obliged to cooperate with the chosen dispute resolution body in accordance with Art. 20 para. 2 DSA; Without prejudice to the out-of-court remedies, users are always free to file a lawsuit in court. However, we ask customers to first use the possibilities for an amicable solution.

(7) **Internal complaints management:** (a) Customers who are affected by a measure, as well as reporting persons or institutions, can lodge a complaint against FUMO's decision, which should be sent by e-mail to the following address: info(at)fumo-solutions.com. The appeal period is six months from notification of the decision. In the complaint, please state the specific decision you are complaining about, as well as the exact content or behavior that gave rise to the measure taken, and explain why you consider the decision to be unfounded. (b) A complaint does not incur any costs for the complainant. (c) On the basis of the complaint and the current state of affairs, FUMO will review its decision and rebalance the interests of the customer concerned and the other users or the general public. (d) If the review shows that the decision was unfounded, FUMO will reverse the decision. (e) FUMO informs the complainant of the reasoned decision on the complaint by e-mail.

§19 Final provisions

- (1) This Agreement shall be governed exclusively by German law. UN sales law shall not apply.
- (2) Any deviating agreements must be made in writing to be effective. This also applies to the suspension of the above requirement for the written form.
- (3) Possible invalidity of individual provisions does not affect the validity of the remaining provisions.
- (4) If the Customer is a trader, a legal entity under public law or a public special fund under public law, the exclusive place of jurisdiction for all disputes arising from this Agreement is our place of business. The same applies if the Customer does not have a general place of jurisdiction in Germany or if the Customer's address or habitual residence is not known at the time the complaint is filed.
- (5) The Customer is not entitled to assign claims from the Agreement to a third party, to transfer the Agreement as a whole to a third party, or to allow third parties to make use of the contractual services for a fee or free of charge without our written consent.