Quasr BV

SELF SERVICE TERMS OF SERVICE

1. DEFINITIONS

In addition to the terms defined herein, the following terms shall be defined as follows:

"**Acceptable Use Policy**"	means the Quasr use policy described in our Acceptable Use Policy.
"**Account**"	means any individual who, or application, machine or device that, has been authorized by Customer to use the end user features and functionality of the Quasr Platform as part of its obtaining access to and use of Customer Applications.
"Added Option"	means any optional product, service or functionality which Quasr makes available to Customers.
"Additional Terms of Service"	means the terms of service concluded between Quasr and Customer for Added Options.
"**Affiliate**"	means any person, partnership, joint venture, corporation or other form of venture or enterprise, domestic or foreign, including subsidiaries, which directly or indirectly Control, are Controlled by, or are under common Control with a party.
"Agreement"	means these Self Service Terms of Service pertaining to the Quasr Platform.
"Beta Services"	means features, technologies and services made available that are not yet generally available, including any products, services or features labeled "beta","preview","pre-release" or "experimental".
"**Confidential Information**"	means all non-public information (however recorded or preserved) disclosed by a party to the other party after the date of conclusion of this Agreement, including but not limited to any information that would be regarded as confidential by a reasonable businessperson;
"**Customer**"	means the entity identified as such in the applicable Order Form.
"**Customer Application**"	means an application or web-based service developed or used by Customer (including its APIs), and which utilizes the Quasr Platform to identify or authenticate users. Customer Applications are provided by Customer, and not by Quasr; "Customer Application" does not include the Quasr Platform.
"**Customer Data**"	means any data that Customer or its Accounts input into the Quasr Platform for Processing by Quasr (or its sub-processors) to perform the Subscription Services, including any Personal Data forming part of such data.
"**Customer Services Provider**"	means a third party, to the extent the third party is providing services to Customer.
"Dashboard"	means the interface Quasr provides its Customer via its Administrative Account to visualize, access and update Accounts, user profile, Tenants and billing information.

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"**Documentation**"	means the software user and administrator manuals published by Quasr at docs.quasr.io, regarding use of the Quasr Platform, including additional, updated or revised documentation, if any.
"**Entitlements**"	means the license metrics and other scope limitations applicable to Customer's license rights to access and use the Subscription Services, as specified in the applicable Order Form.
"**Identity Provider**" or "**IdP**"	means a compatible third party online service or website that authenticates users on the Internet by means of publicly available APIs, such as Apple, Google or Facebook. Customers may configure the Quasr Platform to enable IdPs so that Accounts can use their IdP authentication credentials to authenticate into Customer Applications via the Quasr Platform.
"**Intellectual Property Rights**"	means all trade secrets, patents and patent applications, trademarks (whether registered or unregistered and including any goodwill acquired in such trade marks), service marks, trade names, copyrights, moral rights, database rights, design rights, rights in know-how, rights in Confidential Information, rights in inventions (whether patentable or not) and all other intellectual property and proprietary rights (whether registered or unregistered, any application for the foregoing, and all rights to enforce the foregoing), and all other equivalent or similar rights which may subsist anywhere in the world.
"**Order Form**"	means, as applicable to the specific Self Service plan that Customer has subscribed to: (i) the online checkout form submitted by Customer and accepted by Quasr, (ii) the sign-up page on which Customer assents to this Agreement. Each Order Form becomes effective when Quasr enters the completed form into its system. Each Order Form is made part of this Agreement as described in Section 1.1.
"**Personal Data**"	means any information deemed "personal data" or "personal information" (or analogous variations of such terms) under applicable privacy laws or data protection laws and regulations, including any information relating to an identified or identifiable natural person.
"**Process**" or "**Processing**"	means any operation or set of operations which is performed on Customer Data or on sets of Customer Data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.
"**Quasr Platform**"	means the application programming interfaces (APIs), tools and Account interfaces (UIs), provided by Quasr as its online identity and privacy management platform as a service offering, together with the programs, networks and equipment that Quasr uses to make such platforms available to its customers.
"Service Data"	means information and data made available by Quasr to Customer in connection with the Services.
"**Self Service**"	means any subscription plan to the Quasr Platform that is not an "*Enterprise plan*".

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"**Subscription Services**"	means the services and access to the Quasr Platform provided by Quasr to Customer under this Agreement as more particularly may be described in the Order Form and the Documentation;
"**Subscription Start Date**"	means the date on which Quasr enters the Order Form into its system.
"**Support**"	means community support for customers with a subscription to a "*Pay-As-You-Go*" or *"Gravitate & Save"* plan. These customers are not eligible for Quasr's "*Enterprise Plan*" support.
"**Third Party**"	means any legal or natural person that is not the Account, Quasr or Customer.
"**Tenant**"	means a logical isolated environment, assigned to a specific Customer.

The following words will be interpreted as designated: (i) "or" connotes any combination of all or any of the items listed; (ii) where "including" is used to refer to an example or begins a list of items, such example or items will not be exclusive; (iii) "specified" requires that an express statement is contained in the relevant document; (iv) "will" is, unless the context requires otherwise, an expression of command, not merely an expression of future intent or expectation; and (v) "may" is, unless the context requires otherwise, an expression of permission, but not an obligation.

1.1. Construction. This Agreement applies to the provision of all Self Service Subscription Services. The parties will enter into one or more Order Forms and will make this Agreement applicable by reference in the Order Form.

2. PROVISION OF SERVICES

2.1. Provision of Subscription Services. During the Subscription Term, Customer may access and use the Quasr Platform in accordance with this Agreement and the Order Form. Quasr will make the Quasr Platform available to Customer.

2.2. Customer's Administrative Account. Customer will designate one or more individuals who are an employee or independent contractor of the Customer or its Affiliates to be the point of contact with Quasr for the management and support of the Subscription Services, who will be responsible for establishing and managing Customer's use of the Subscription Services, and who is authorized by Customer to use the administrative features and functions of the Quasr Platform to administer access to and use of Customer Applications ("**Administrative Account**"), including the creation of authentication credentials to access Customer's Administrative Account. Customer is solely responsible for maintaining the status of its Account base. Customer will safeguard all Administrative Account authentication credentials in its possession or under its control. Customer is responsible for the activities that occur under the Administrative Account, in accordance with the Acceptable Use Policy.

2.3. Customer's General Responsibilities. Customer and its Accounts are solely responsible for obtaining and maintaining their internet access to the Subscription Services. Customer is solely responsible for the accuracy, quality and integrity of the Customer Data that Customer or its Accounts input into the Quasr Platform. Customer must comply, and will ensure that its (Administrative) Accounts comply with the Acceptable Use Policy. Customer is responsible for acts and omissions of its (Administrative) Accounts relating to this Agreement as though they were Customer's own.

2.4. Customer Application. Customer is solely responsible for the development, implementation, operation, support, maintenance and security of each Customer Application.

2.5. Identity Provider Services. The Quasr Platform includes functionality that enables Customer, at Customer's option, to connect with certain IdP services or sites, via public facing APIs provided and controlled by the IdP. Any authentication information transmitted to or accessed by the Quasr Platform from an IdP is considered Customer's Confidential Information under this Agreement and, to the extent within Quasr's possession or under Quasr's control, is subject to the data protection provisions of Section 7. If an IdP modifies its APIs or equivalents so that they no longer interoperate with the Quasr Platform, or

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imposes requirements on interoperability that are unreasonable for Quasr, and if after applying reasonable efforts Quasr is unable to overcome such modifications or requirements then, upon reasonable notice to Customer, Quasr may cease or suspend its provision of interoperability between the Quasr Platform and the affected IdP services or sites, without liability to Customer. Except for Quasr's obligations to protect authentication credentials obtained by the Quasr Platform from an IdP, Quasr has no responsibility for the acquisition, development, implementation, operation, support, maintenance or security of any IdP.

2.6. Customer Load Testing or Penetration Testing. Customer may conduct load testing or penetration testing on Customer infrastructure that interoperates with the Quasr Platform as Customer determines necessary or advisable. To the extent any such testing affects or may reasonably be expected to affect the Quasr Platform, Customer must inform support@quasr.io seven (7) days upfront. Customer may not conduct any penetration testing or load testing on the Quasr Platform without Quasr's prior written consent in each instance, and then only subject to such conditions as Quasr reasonably requires. Quasr may terminate any testing of the Quasr Platform at any time, as Quasr determines necessary or advisable to protect the Quasr Platform's operation or integrity.

2.7. Term of the Service. If the Customer has a paid subscription, this Agreement shall remain in effect for the initial period stated on the Order Form and thereafter, will renew automatically for the same term as the initial term, until terminated by either Customer or Quasr providing the other with notice of termination prior to the end of the Term (all such periods together referred to as the "**Subscription Term**") in accordance with article 8 of this Agreement. Customer acknowledges that its subscription will automatically renew for the same term as the initial term, and Customer's credit card will continue to be charged, until Customer terminates its subscription as specified in this Section 2.7.

2.8. Additional features. This Agreement will apply to any new service, feature, or functionality which Quasr may introduce from time to time, except to the extent that they are Added Options which may be subject to the Additional Terms of Service to which the Customer will be required to agree and additional fees which the Customer will be required to pay before being permitted to use the Added Options.

2.9. Beta Services. From time to time, Quasr may make Beta Services available at no charge. Beta Services are made available "AS IS" and "AS AVAILABLE" and Quasr shall have no liability for any harm or damage arising out of or arising out of or in connection with the Beta Services. The Customer may choose to try such Beta Services at its sole discretion, yet only in non-production environments. If Customer elects to use Beta Services for purposes other than internal evaluation, or in production environments, or with any Personal Data, then Customer assumes all of the risks of doing so.

Customer must treat the Beta Service as "Confidential Information".

Quasr may discontinue Beta Services at any time in its sole discretion and may never make them generally available.

3. LICENSE GRANTS AND PROPRIETARY RIGHTS

3.1. License by Quasr. Subject to the terms and conditions of this Agreement and the timely payment of the fees, Quasr hereby grants to Customer a non-exclusive, non-transferable, worldwide license, without right to sub-license, for the Subscription Term, to (i) access and use, and to permit its Accounts to access and use, the Quasr Platform, in accordance with the Documentation, subject to the Entitlements, and (ii) reproduce, modify, and distribute and display the Documentation, in each case solely for Customer's operations in its ordinary course of business. Quasr reserves all other rights not expressly granted in this Agreement.

3.2. License by Customer. Customer hereby grants to Quasr a non-exclusive, royalty-free license, without right to sub-license (except to its sub-processors, as required for the provision of the Subscription Services), to use the Customer Data, solely as necessary to perform the Subscription Services and as otherwise may be agreed in writing by Customer. Customer reserves all other rights not expressly granted in this Agreement.

3.3. The aforementioned licenses are granted as of the date of this Agreement.

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3.4. Ownership of Intellectual Property Rights.

3.4.1. *Ownership and Use of Customer Data*. Customer retains all of its rights, title and interest and Intellectual Property Rights in and to the Customer Data, Customer Applications and Customer Confidential Information. No ownership interest in the Customer Data, Customer Applications or Customer Confidential Information is transferred or conveyed to Quasr by virtue of this Agreement. Quasr will use Customer Data and Customer Confidential Information only for purposes of providing the Subscription Services, unless otherwise authorized in writing by Customer.

3.4.2. *Quasr's Intellectual Property and Ownership Rights*. As between Customer and Quasr, Quasr and Quasr's licensors retain and own all right, title and interest and all Intellectual Property Rights in and to the Subscription Services, Quasr's Platform, Quasr's Confidential Information, and all enhancements or improvements to, or derivative works of any of the foregoing created or developed by or on behalf of Quasr (collectively, "**Quasr Intellectual Property"**). Nothing in this Agreement transfers or conveys to Customer any ownership interest in or to the Quasr Intellectual Property.

3.5. Restrictions. Customer will not: (i) except to the extent, if any, permitted by applicable law or required by Quasr's licensors, reverse assemble, reverse engineer, decompile or otherwise attempt to derive source code from any of the Quasr Platform; (ii) reproduce, modify, or prepare derivative works of the Quasr Platform; or (iii) share, rent or lease the Subscription Services, or use the Subscription Services to operate any timesharing, service bureau or similar business or to license the Quasr Platform as a standalone offering; or iv) use the Subscription Services and/or Quasr Platform for any other purpose other than as provided herein or to make services available to Third Parties utilizing the Subscription Services and/or Quasr Platform; or (v) use the Subscription Services and/or Quasr Platform in any way that is unlawful, illegal, fraudulent or harmful; or (vi) in connection with any unlafwul, illegal, fraudulent or harmful purpose or activity.

3.6. Suggestions. If Customer provides Quasr with any suggested improvements or enhancements to the Subscription Services ("**Suggestions**"), then Customer also grants Quasr a non-exclusive, perpetual, irrevocable, paid- up, royalty-free, worldwide, transferable license, with right to sublicense, to make, have made, sell, offer for sale, use, import, reproduce, distribute, display, perform, and make derivative works of the Suggestions.

4. COMPENSATION

4.1. Subscription Services Fees and Plans.

If Customer choose a paid-subscription plan, "*Gravitate & Save*" or "*Pay-As-You-Go*", Customer agree to pay Quasr fees in accordance with the relevant pricing plan (Fees do not include VAT). Customer's subscription plan for the Subscription Services is specified in the applicable Order Form and on the Dashboard.

If Customer has a paid subscription with the "*Gravitate & Save*" model, Customer's Order Form sets out the number of Monthly Active Accounts (MAA), Monthly API Calls (MAC) and Monthly Active Tenants (MAT) that Customer has agreed to purchase. Customer may purchase additional MAA, MAC and MAT subscriptions through the self-service function on Customer's Administrative Account and pay additional fees.

MAA and MAC are calculated as the sum of the usage across all Tenants used by Customer. Customer can always monitor their usage in the Dashboard.

A "*Gravitate & Save*" Customer is not entitled to any refund of fees paid or relief from fees due if the volume of Subscription Services Customer actually uses is less than the volume Customer ordered, and Customer may not carry over any of the unused volume to Customer's next Subscription Term. We may track the number of MAA, MAC and MAT to verify that Customer is paying for the correct number of subscriptions and invoice Customer for any additional fees due.

4.2. Over-Quota Use

4.2.1. *Customers with a Self Service "Gravitate & Save" Plan*.

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If Customer's use of the Quasr Platform exceeds Customer's then current Entitlements, then Quasr will charge Customer for the excess use, by applying the "**Pay-As-You-Go Fees**" against Customer's credit card on file with Quasr.

4.2.2. *Customers with a Self Service "Pay-As-You-Go" Plan*.

For Customers with this plan, following free Quota are applied:

a. Maximum Monthly Active Accounts ("**MAA**"): 100

b. Maximum Monthly API Calls ("**MAC**"): minimum of 1,000 or 10 MAC per subscribed MAA

c. Maximum Monthly Active Tenants ("**MAT**"): 3

Prior to consuming all the free quota, Quasr will notify Customer as from 80% and as from 90% by email. With these notifications, Quasr will also ask Customer to provide the required payment details.

In the event that Customer has shared their payment details and thus signed up for this plan, Quasr will charge Customer by applying its "**Pay-As-You-Go Fees**" against Customer's credit card on file with Quasr.

In the event that Customer has not shared their payment details or if Customer failed to subscribe to a Self-Service Plan (or alternatively an "*Enterprise Plan*") within fifteen (15) days after Quasr's notification of this occurrence, Quasr has the right to disable the Tenant and/or to delete the Tenant.

4.3. Customer will pay Quasr the fees monthly for the Subscription Services in advance for the "*Gravitate & Save*" model as specified in the applicable Order Form, via credit card. Depending on the pricing plan chosen by Customer, our third-party payment processor will (and Customer hereby authorize it to) bill Customer's credit card for the applicable fee in advance on or, in case of a "*Pay-As-You-Go*" Order Form, within the first five (5) days after month close, until terminated by Customer or Quasr. The fees are non-cancellable and non-refundable, except as expressly stated otherwise in this Agreement. All Fees are stated and payable in Euros.

If Customer has a paid subscription with a "*Pay-As-You-Go*" model, Customer's monthly invoice will reflect the effective usage for MAA, MAC and MAT.

Quasr reserves the right not to provide Customer with the Subscription Services until the relevant fee has been received in full and cleared funds. Quasr also reserves the right to change our fees or payment plans at any time. If Customer do not agree to such change, Customer must ask Quasr to delete its Administrative Account via email to support@quasr.io and stop using the Subscription Services within thirty (30) days of the date the new fee or payment plan becomes effective, at which point this Agreement will be deemed to have been terminated by Customer. Quasr will only charge Customer in respect of the period before termination and based on the old fee or payment plan. If Customer does agree to such change (which will be deemed from Customer's continued use of the Subscription Services after the date the new fee or payment plan becomes effective), Customer's next bill will include the new fees on a pro rata basis.

Customer will pay fees without any set-off, counterclaim, deduction or withholding of any kind, except as may be required by law. If any withholding or deduction is required by law, Customer will, when making the payment to which the withholding or deduction relates, pay to Quasr such additional amount as will ensure that Quasr receives the same total amount that it would have received if no such withholding or deduction had been required.

In the event Customer fails to pay any amount when due, Quasr will allow a grace period of maximum five (5) calendar days to complete this payment. If not Quasr will suspend or terminate this Agreement and Customer's access to the Quasr Platform.

4.4 All fees are exclusive of taxes, which Quasr will charge as applicable. Customer agrees to pay any taxes applicable to Customer's use of the Subscription Service. If Customer is located in the European Union, all fees are exclusive of any VAT and Customer represents that it is registered for VAT purposes in its member state. Customer will provide Quasr with the VAT registration number under which Customer is registered in its member state. If Customer is subject to GST, all fees are exclusive of GST. If Customer is required to deduct or withhold any tax, Customer must pay the amount deducted or withheld as required

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by law and pay Quasr an additional amount so that Quasr receives payment in full as if there were no deduction or withholding.

5. WARRANTIES

5.1. Warranties. Quasr warrants to Customer that:

5.1.1. *Performance Warranty*. During the Subscription Term, the Quasr Platform, in the form provided by Quasr, will conform in all material respects to its applicable specifications set forth in the Documentation.

5.1.2. *Viruses*. Quasr will use commercially reasonable efforts, using applicable current industry practices, to ensure that the Quasr Platform, in the form provided by Quasr to Customer under this Agreement, contains no computer virus, Trojan horse, worm or other similar malicious code.

5.1.3. *Compliance with Law*. The Subscription Services, in the form provided or made available by Quasr, will comply with all laws applicable to Quasr.

5.2. Performance Remedy. If the Quasr Platform fails to conform to the warranty set forth in Section 5.1.1 and Customer provides written notice of the non-conformance to Quasr within the applicable Subscription Term then, as Customer's exclusive remedy and Quasr's sole obligation: Quasr will either repair or, at its option, replace the non-conforming Quasr Platform or, if Quasr is unable to correct the non-conformance within thirty (30) days of receipt of such written notice from Customer, Customer may terminate the applicable Subscription Services, and Quasr will refund to Customer a pro-rata amount of any Subscription Services fees prepaid to Quasr and applicable to the unutilized portion of the Subscription Term for the terminated Subscription Services.

5.3. Infringement Remedy. Customer's sole and exclusive remedy for any non-conformance with the warranty in Section 5.1.4 above will be Customer's defense and indemnification rights under Section 9 below, and Customer's termination rights under Section 8.2 below.

5.4. Bugs and Abatement; Scope. Without limiting the express warranties in this Section 5 or any express warranties specified in the Additional Terms of Service, Quasr does not warrant that the Quasr Platform or Subscription Services are completely free from all bugs, errors, or omissions, or will ensure complete security. THE WARRANTIES IN SECTIONS 5.1.1 AND 5.1.3 DO NOT APPLY TO ANY FREE SUBSCRIPTION, OR TO ANY Quasr SUPPLEMENTAL MATERIALS. Supplemental Materials developed, created or provided by third parties are made available AS IS, without warranty of any kind. The warranties in this Agreement are for the sole benefit of Customer and may not be extended to any other person or entity.

5.5. Disclaimer Of Implied Warranties. Neither party makes any representation or warranty in connection with the Subscription Services, except as expressly warranted in this Agreement. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, EXCEPT AS SPECIFICALLY WARRANTED IN THIS SECTION 5 OR THE ADDITIONAL TERMS OF SERVICE, EACH PARTY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ANY IMPLIED WARRANTY OF NON-INFRINGEMENT OR IMPLIED OBLIGATION TO INDEMNIFY FOR INFRINGEMENT, ANY IMPLIED WARRANTY ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE, AND ANY STATUTORY REMEDY.

6. CONFIDENTIAL INFORMATION

6.1 Customer and Quasr may be given access to Confidential Information from the other party in order to perform their respective obligations under this Agreement. Confidential Information does not include information that: (i) is or becomes publicly known other than through any act or omission of the receiving party; (ii) was in the other party's lawful possession before the disclosure; (iii) is lawfully disclosed to the receiving party by a third party without restriction on disclosure; (iv) is independently developed by the receiving party, which independent development can be shown by written evidence; (v) or is required to be disclosed by law, by any court of competent jurisdiction or by any regulatory or administrative body. Details of the Subscription Services, the Service Data, the Documentation, and the results of any performance tests of the Subscription Services, constitutes Quasr's Confidential Information.

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6.2 Each party shall hold the other's Confidential Information in confidence and by means that are no less restrictive than those used for its own confidential materials and, unless required by law, not make the other's Confidential Information available to any third party, or use the other's Confidential Information for any purpose other than the implementation of this Agreement.

6.3 Each party shall take all reasonable steps to ensure that the other's Confidential Information to which it has access is not disclosed or distributed by its employees or agents in violation of the terms of this Agreement.

6.4 The obligations of confidentiality and non-use in this Section shall survive termination of this Agreement. Upon termination or expiration of this Agreement, except as otherwise agreed in writing or otherwise stated in this Agreement, each party will, upon request of the disclosing party, either: (i) return all of such Confidential Information of the disclosing party and all copies thereof in the receiving party's possession or control to the disclosing party, or (ii) destroy all Confidential Information and all copies thereof in the receiving party's possession or control. The receiving party will then, at the request of the disclosing party, certify in writing that no copies have been retained by the receiving party, its employees or agents.

7. DATA PROTECTION

7.1. Regulatory Issues.

7.1.1. *Personal Data – Compliance with Applicable Law.*

Customer determines in its sole discretion the nature, scope, origins and means by which it acquires Personal Data that it includes within Customer Data it (or its Accounts) input into the Quasr Platform. Quasr has no control over the nature, scope, or origin of, or the means by which Customer acquires such Personal Data. Without limiting the Customer Consent Assurance (defined in Section 7.1.3 below), Quasr will comply, and will ensure that its personnel comply, with the requirements of state, provincial, regional, federal and national privacy laws and regulations applicable to Quasr in its capacity as a service provider to Customer when it Processes such Personal Data as part of the Subscription Services. Customer is solely responsible for ensuring that it complies with any legal, regulatory or similar restrictions applicable to the types of data Customer elects to Process with the Quasr Platform.

7.1.2. *ePHI*.

If Customer is subject to US healthcare data protection laws (e.g., HIPAA), Customer may not use the Quasr Platform to Process "electronic Protected Health Information".

7.1.3. *Customer Data Consents*.

Customer is solely responsible for obtaining, and represents and covenants that it has obtained or will obtain, all necessary consents, licenses and approvals for the Processing, or otherwise (if applicable) has a valid legal basis under applicable data protection or privacy laws for the Processing of any Personal Data input by Customer or its Accounts as part of the Subscription Services (the "**Customer Consent Assurance**").

7.1.4. *Regulator Inquiries and Court Orders.*

If any regulator, or any subpoena, warrant or other court or administrative order, requires Quasr to disclose or provide Customer Data to a regulator or to any third party, or to respond to inquiries concerning the Processing of Customer Data, Quasr will promptly notify Customer, unless prohibited by applicable law.

7.2. Data Processing Addendum for GDPR. If and to the extent any Customer Data includes Personal Data subject to the European Union's General Data Protection Regulation 2016/679 ("**GDPR**"), then each party will comply with its obligations under the Data Processing Addendum published at quasr.io/legal/ (the "**DPA**"), which is incorporated into and made subject to this Agreement.

7.3. Information Security. Quasr will implement and maintain commercially reasonable technical and organizational security measures designed to meet the following objectives: (i) ensure the security and confidentiality of Customer Data in the custody and under the control of Quasr; (ii) protect against any anticipated threats or hazards to the security or integrity of such Customer Data; (iii) protect against unauthorized access to or use of such Customer Data; and (iv) ensure that Quasr's return or disposal of

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such Customer Data is performed in a manner consistent with Quasr's obligations under items (i)-(iv) above. Customer is solely responsible for consequences of Customer's decision not to adopt updates or best practices that Quasr makes available to Customer.

7.4. Data Export, Retention and Destruction. Customer may export Customer Data from the Quasr Platform at any time during the Subscription Term, using the Quasr Platform's then existing features and functionality. Customer is solely responsible for its data retention obligations with respect to Customer Data. Customer may delete Customer Data on its Tenants at any time. Quasr will delete Customer's Tenants (and any data remaining on such Tenants) within thirty (30) days of termination or expiration of the Subscription Term, and other Customer Data retained by Quasr (if any).

7.5. Sub-Processors. Customer consents to Quasr's use of sub-processors to provide aspects of the Subscription Services, and to Quasr's disclosure and provision of Customer Data to those sub-processors. Quasr publishes a list of its then-current sub-processors at quasr.io/legal ("**Sub-Processors"**). Quasr will require its sub-processors to comply with terms that are substantially no less protective of Customer Data than those imposed on Quasr in this Agreement (to the extent applicable to the services provided by the sub-processor). Quasr will be liable for any breach of its obligations under this Agreement that is caused by an act, error or omission of a sub-processor. Quasr may authorize new sub-processors by provision of not less than thirty (30) days' prior written notice to Customer, and by updating the Sub-Processor List. If Customer objects to the authorization of any future sub-processor on reasonable data protection grounds within thirty (30) days of notification of the proposed authorization, and if Quasr is unable to provide an alternative or workaround to avoid Processing of Customer Data by the objected to Sub-Processor within a reasonable period of time, not to exceed thirty (30) days from receipt of the objection, then, at any time within expiration of such thirty (30) days period, Customer may elect to terminate the affected Order Form(s) without penalty, by notice to Quasr to that effect.

7.6. Access by Quasr Personnel. Quasr will ensure that its personnel access Customer Data only when authorized by Quasr, and in accordance with Quasr's applicable controls. Access is typically required only when Quasr has been asked and authorized by Customer to resolve an issue. Quasr will ensure that its personnel are subject to obligations of confidentiality with respect to Customer Data.

7.7. Accounts Requests. If any Account requests Quasr to provide them with information relating to the Processing of Customer Data relating to them, or to make changes to such data, then Quasr will promptly notify Customer of the request, unless otherwise required by applicable law. Customer may make changes to Customer Data using the features and functionality of the Quasr Platform. Quasr can't make any changes to Customer Data.

7.8. Breach Notification. Quasr will notify Customer of any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Customer Data in Quasr's possession or under its control (a "**Security Breach**") within seventy-two (72) hours of Quasr's confirmation of the nature and extent of the same or when required by applicable law, whichever is earlier. Each party will reasonably cooperate with the other with respect to the investigation and resolution of any Security Breach including, in the case of Quasr, prompt provision of the following, to the extent then known to Quasr: (i) the possible cause and consequences of the Security Breach; (ii) the categories of Customer Data involved; (iii) a summary of the possible consequences for the relevant Accounts; (iv) a summary of the unauthorized recipients of the Customer Data; and (v) the measures taken by Quasr to mitigate any damage. Upon confirmation of any vulnerability or breach of Quasr's security affecting Customer Data in Quasr's custody and control, Quasr will modify its processes and security program as necessary to mitigate the effects of the vulnerability or breach upon such Customer Data. Insofar as the Security Breach relates to Customer, and except to the extent required otherwise by applicable law, Customer will have approval rights on notifying its Accounts and any third-party regulatory authority of the Security Breach. All security breach or security compromise notifications will be sent via email to the persons designated by Customer to receive notices in the Dashboard.

7.9. Instructions. Quasr will Process Customer Data only as necessary to provide the Subscription Services, and in accordance with Customer's written instructions. This Agreement, and Customer's use of the Quasr Platform's features and functionality, are Customer's complete set of instructions to Quasr in relation to the Processing of Customer Data. Quasr will not disclose Customer Data to third parties

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except (a) to its sub-processors, as required to perform the Services, and (b) as otherwise expressly agreed in writing between Customer and Quasr.

7.9.1. *CCPA Restrictions.* The restrictions in this section apply for purposes of Customer Data that is (a) Personal Data, and (b) subject to the California Consumer Privacy Act of 2018, as amended from time to time.

7.9.1.1. As between Customer and Quasr, for purposes of the CCPA, Customer is a "business" and Quasr is a "service provider" (each as defined in the CCPA).

7.9.1.2. Quasr will not retain, use, or disclose such Personal Data for any purpose other than as required for the specific purpose of performing the Services, including to detect security incidents and protect against illegal activity;);

7.9.1.3. Quasr will not sell such Personal Data to any third party. For these purposes, "**Sell**" means selling, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or by electronic or other means any Personal Data to any third party for monetary or other valuable consideration.

7.9.1.4. For clarity, the restrictions in this section include retention, use or disclosure of such Personal Data by Quasr outside of the direct business relationship between Quasr and Customer.

7.9.1.5. Quasr certifies that it understands the restrictions in this Section 7.9 and will comply with them.

7.10. Clean Data Policy. When Quasr detects (a) no metrics or (b) no activity during four hundred (400) consecutive days per Tenant, Quasr will notify Customer by email and ask to or (i) confirm deletion of this Tenant and its assets, or (ii) confirm the Tenant and its assets are still in use. If Customer neglects to take action upon this request, Quasr has the right to delete that Tenant and its assets.

8. TERMINATION

8.1. If Customer does not have a paid subscription to the Subscription Services, Quasr may suspend, limit, or terminate the Subscription Services and terminate this Agreement for any reason at any time without notice, and Customer may terminate this Agreement at any time by deleting its Administrative Account by means of the Subscription Service, or asking Quasr to do so via email to support@quasr.io. If Customer has a paid subscription to the Subscription Services, Customer or Quasr may terminate by giving thirty (30) days' notice before the end of the then current term via email to support@quasr.io.

8.2. Without affecting any other right or remedy available to us, Quasr may terminate this Agreement with immediate effect by giving written notice to Customer if (i) Customer commits a material or persistent breach of this Agreement.

8.3. On termination of this Agreement: (i) the rights granted to Customer under this Agreement shall immediately terminate; and (ii) Customer shall pay any and all fees outstanding

8.4. Any provision of this Agreement that expressly or by implication is intended to come into or continue in force on or after termination of this Agreement shall remain in full force and effect.

9. INDEMNIFICATION

9.1. Customer will defend, indemnify and hold harmless Quasr (and its officers, directors, employees and agents) against claims, actions, proceedings, losses, damages, expenses and costs (including without limitation court costs and reasonable legal fees) arising from any founded and well-substantiated Third Party claim, suit, action or proceeding arising from the infringement of any European Intellectual Property rights by Customer Data. In such a claim, Customer may, in its sole discretion, (i) procure a license that will protect Quasr against such claim without cost to Quasr, or (ii) replace the Customer Data with non-infringing Customer Data. These are Quasr's sole and exclusive remedies for infringement or claims alleging infringement.

9.2. Quasr will defend, indemnify and hold harmless Customer (and its officers, directors, employees and agents) against claims, actions, proceedings, losses, damages, expenses and costs (including without limitation court costs and reasonable legal fees) arising from any founded and well-substantiated Third Party claim, suit, action or proceeding arising from the infringement of any European Intellectual Property

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rights by the Subscription Services and the Quasr Platform. In such a claim, Quasr may, in its sole discretion, (i) procure a license that will protect Customer against such claim without cost to Customer, or (ii) replace the Subscription Services and/or the Quasr Platform with non-infringing Subscription Services and/or Quasr Platform, or (iii) if it deems such remedies not practicable, Quasr may terminate the Subscription Services and/or the Quasr Platform and the Agreement without fault, provided that in case of such a termination, Customer will receive a pro-rata refund of the license fees prepaid for use of the Subscription Services and/or Quasr Platform not yet furnished as of the termination date. These are Customer's sole and exclusive remedies for infringement or claims alleging infringement.

10. LIMITATION OF LIABILITY

10.1 Nothing in this Agreement excludes the liability of either party:

a. for death or personal injury caused by the negligence of the other party; or

b. for fraud or fraudulent misrepresentation; or

c. any liability that cannot be excluded or limited by law.

10.2 Neither party shall be liable whether in tort, contract, misrepresentation, restitution or otherwise for any loss of profits, loss of business, depletion of goodwill and/or similar losses or loss or corruption of data or information, or pure economic loss, or for any special, indirect or consequential loss, costs, damages, charges or expenses however arising under this Agreement; and

10.3 Except for Customer's liability under the Indemnification section above (which will not be subject to any limit), neither party's maximum aggregate liability arising out of this Agreement or any related agreement will in any event exceed the greater of 25 Euro, or the fees paid to Quasr under the Order Forms giving rise to the claim during (i) if Customer is pre-paying for Subscription Services on a monthly basis, the one month period, or (ii) if Customer is pre-paying for Subscription Services on an annual basis the twelve month period, immediately preceding the aggrieved party's first assertion of any claim against the other, regardless of whether any action or claim is based in contract, misrepresentation, warranty, indemnity, negligence, strict liability or other tort or otherwise.

10.4 Quasr will not be liable for Quasr's failure to find, fix and monitor issues, any 'false positives' incorrectly identified by the Subscription Services as requiring consideration of a remediation; or for any damage or loss suffered as a result of a recommended remediation deployed. Nor shall Quasr have any responsibility for any damage caused by errors or omissions in any content or omissions in any information, instructions, or scripts provided by Customer in connection with the Subscription Services or any action taken by us at Customer's direction.

10.5 All other warranties, conditions, representations or other terms implied by statute or common law in relation to the Documentation and the Quasr Platform are excluded to the fullest extent permitted by law.

10.6 Each party agrees that these exclusions and limitations apply even if the remedies are insufficient to cover all of the losses or damages of such party, or fail of their essential purpose and that without these limitations the fees for the Subscription Services would be significantly higher. Neither party may commence any action or proceeding under this Agreement more than two (2) years after the occurrence of the applicable cause of action.

11. CLEAN DATA POLICY

Quasr will apply a "**Clean Data Policy**" for all its Customers:

11.1 *For inactive Tenants:* When Quasr receives no metrics during twelve (12) consecutive months on a Tenant, Quasr will notify Customer by email that if they want to keep the Tenant they must use the Tenant (e.g. at least login as admin). If Quasr still receives no metrics on that Tenant, after this notice period of one (1) month, Quasr has the right to delete that Tenant and all its resources (accounts, factors, etc.).

11.2 *For inactive accounts within a Tenant:* When Quasr receives no metrics during thirteen (13) consecutive months on an account, Quasr has the right to delete these accounts and all its resources (factors, consents, etc.).

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If Customer wants more flexibility on this Clean Data Policy, Customer will be advised to move over to an Enterprise Plan that has the optional product line item called "*Event Horizon"*.

12. WAIVER

No failure or delay by either party in exercising any right under this Agreement will constitute a waiver of that right.

13. ASSIGNMENT

Customer may not assign or transfer this Agreement or any rights or obligations hereunder without Quasr's prior written consent. Notwithstanding the foregoing, no consent is required for Customer to assign its rights and obligations under this Agreement to an Affiliate or to a successor in interest through merger, reorganization, consolidation, or acquisition, provided that Customer provides Quasr with notice of the assignment. Any attempted assignment, transfer, or other conveyance in violation of the foregoing shall be null and void. No assignment shall relieve the assigning party of any of its obligations hereunder. This Agreement shall be binding upon and shall inure to the benefit of the parties hereto and their respective successors and permitted assigns.

14. FORCE MAJEURE

Quasr shall have no liability to Customer under this Agreement if it is prevented from or delayed in performing its obligations under this Agreement, or from carrying on its business, by acts, events, omissions or accidents beyond its reasonable control, including, without limitation, strikes, lock-outs or other industrial disputes, epidemic, pandemic, failure of a utility service or transport or telecommunications network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or subcontractors.

15. DISCRIMINATORY PRACTICES

Neither party will adopt or pursue a policy or mission that promotes or results in discrimination in hiring, compensation, promotion, termination, retirement, training, programs, and/or services, based on race, color, sex, national origin, religion, age, disability, gender identity or expression, marital status, pregnancy, sexual orientation, political affiliation or union membership.

16. LEGAL NOTICES

For legal notices, please contact legal@quasr.io. A notice sent by email shall be deemed to have been received at the time of transmission.

17. CHANGES TO THE TERMS

Quasr may make changes to this Agreement from time to time. When such changes are made, Quasr will make the updated Agreement available on or through the Subscription Service. Please check this Agreement periodically for changes. Customer's continued use of the Subscription Service after such changes have been published shall constitute Customer's binding acceptance of such changes. Notwithstanding the foregoing, the resolution of any dispute that arises between Customer and Quasr will be governed by the Agreement in effect at the time such dispute arose.

If the changes affect the core of this Agreement, Quasr will inform Customer and Customer shall have ten (10) days to terminate the Agreement starting from the day that Quasr notifies Customer about these changes, in the event Customer does not agree with Quasr's changes. Customer's continued use of the Subscription Service after this ten (10)-day period shall constitute Customer's binding acceptance of such changes.

18. ENTITY AND LAW AND JURISDICTION

Customer is contracting with Quasr BV (a company registered in Belgium under company number 0779.655.316 whose registered office is at New Yorkkaai 93, Bus 502, 2000 Antwerpen, Belgium); (i) any dispute or claim arising out of or in connection with this Agreement shall be governed by and construed with the laws of Belgium; and (ii) the courts of Antwerp (Belgium) shall have exclusive jurisdiction to adjudicate any dispute arising out of or related to this Agreement.

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