

# Terms of Use

## Technopolis Service Portals

### 1 General

These Terms of Use ("Terms of Use") are applicable to (i) Access to Technopolis Online Services (defined below) (ii) Technopolis service portal at <https://technopolisglobal.com/service-portal>, and (iii) Technopolis Meeting service portal at <https://meeting.technopolis.fi>, (items (ii)–(iii) each individually referred to as "**Service Portal**"), and orders and sales transactions for services available at the Service Portal ("**Services**"). The Service Portal is owned and operated by Technopolis Ltd, Elekroniikkatie 8, 90590 Oulu, Finland, business identity code 2992763-5 or any entity belonging to the same group of companies ("**Technopolis**").

The use of this Service Portal requires that

- (a) The customer ("**Customer**") has concluded a separate written Lease and Service Agreement or separate Service Agreement with Technopolis regarding the use of either one or several Service Portals. Technopolis provides employees or representatives named by the Customer ("**Employee**") with personal user identification to Technopolis online services ("**User ID**") in order to identify them in the ICT services and Service Portals provided by Technopolis and in order for them to make service orders via the Service Portal. The Customer is responsible that the personal user identifications are granted only to such Employees who have the right to make binding orders on behalf of the Customer. Technopolis shall give notice to the contact person (approver) of the Customer on any new Employee(s), who has announced either itself or through another person as a user on the account of the Customer, and the Customer is liable to inform Technopolis without delay from Technopolis' notice that such user is not entitled to use the Service Portal and make orders on the account of the Customer. The Customer is solely responsible towards Technopolis for all orders made by using the personal user identifications provided to its Employees. The Customer shall be liable towards Technopolis that its Employees comply with these Terms of Use, or
- (b) Natural person or entrepreneur ("**Private Customer**") ordering services through the Service Portal agrees to comply with these terms of use.

The Customer, the Employees and Private Customer are hereinafter jointly referred to as the "**User**". For the sake of clarity, it is stated that Private Customer has more limited rights to use Services than Customer and Employees have. When separately agreed between Technopolis and Private Customer the Private Customer may extend his/her user rights for instance to customer invoicing and to cover employees working for him/her. By a Private Customer the Services are bought and paid by generally accepted credit card, unless the Private Customer makes an agreement with Technopolis on use of other means of payment.

User ID means the personal identity in Technopolis online services for Employees designated by the Customer, on the basis of which Technopolis recognizes the Employee, and it is used by the Employee in the Service Portals and when using the ICT Services provided to the Customer by Technopolis. The services are agreed upon separately. User ID allows to specify the extent of access rights per user, for example, to attribute a particular Employee to a part of the services ordered by Customer.

By entering and using the Service Portal the User accepts these Terms of Use. If the User does not accept these Terms of Use, the User cannot use the Service Portal.

### 2 Content and Rights

The copyright, trademarks and other proprietary rights to the Service Portal and its content are held by Technopolis (or third parties).

The Service Portal is provided for the purpose of purchasing Services for the Customer's or Private Customer's internal business use and is subject to the acceptance and compliance with these Terms of Use. The right of use is limited, non-exclusive, revocable, and non-transferable.

The purpose of the User ID is to identify User in the ICT services rendered by and internal data systems of Technopolis as well as Service Portals, The Customer is liable for having received consents from the Employees named by the Customer to save their personal data in connection to registering User ID. The Customer/User is deemed to have given the consent latest when using a Service Portal.

The User may not, without prior written consent of Technopolis, copy, store, transfer, distribute or otherwise publish the Service Portal, any part thereof or any content of the Service Portal in any other way than as specifically provided hereunder.

The User may browse and use the Service Portal and its content, download any possible applications into the Customer's or Private Customer's equipment and take 1–2 printouts of the Service Portal content solely for the internal business use of the Customer or Private Customer.

The User undertakes not to store, distribute, provide or in any other way publish in the Service Portal any unlawful or unethical material, nor to provoke or promote any such conduct.

The User undertakes not to store, distribute, send or otherwise provide in or through the Service Portal any material protected by copyright, trademark or other proprietary right without the right holder's permission.

The Service Portal may contain links to sites owned or maintained by third parties. Technopolis shall have no liability for the content of any such sites, or services or products offered therein. The User acknowledges that any individual applications or other materials included in the Service Portal may contain additional terms and conditions, such as end-user terms for computer software.

The User may not link or in any other way include the Service Portal or part of it to any other website without prior written permission of Technopolis.

Technopolis or any party co-operating with Technopolis shall have an unlimited right (but no obligation) to copy, modify, publish or convey any messages, service requests or other material relating to the use of the Service Portal ("**Material**") sent by the User to be published in the Service Portal or to be used in connection with rendering services through the service portal. By sending Material to Technopolis, the User has granted Technopolis and any party co-operating with Technopolis a right to use, copy, modify and publish Material sent to be published in or to be used for rendering services through the Service Portal for the purposes thereof, unless otherwise separately agreed in writing. For the sake of clarity, it is stated that Technopolis shall not be granted right of ownership to Material, and Technopolis shall not have access to the servers, software or internal network of the User.

### 3 Provision and use of the Service Portal

Technopolis has the right to provide the Service Portal as it deems appropriate. Technopolis reserves the right to make changes to the Service Portal, its availability, any equipment requirements needed for the use of the Service Portal and the Services portfolio supplied via the Service Portal without prior notice. If any such change necessitates changes to the operating environment or other devices of the User, the User shall make such changes at its own cost. Technopolis endeavours to notify of any possible material changes to the Service Portal on the Service Portal website. This notification requirement does not apply to any technical requirements, such as equipment or software updates.

Technopolis shall be entitled to interrupt the Service Portal where necessary for example due to the Service Portal, technical maintenance or update, or due to general data network installation or maintenance work, or if required by law, decree, governmental order or statement, or industry recommendation. Technopolis endeavours that such interruption is as short as possible and that only minimal inconvenience is caused. Technopolis has the right to terminate the Service Portal at its sole discretion. Technopolis endeavours to notify beforehand on the Service Portal website of any such interruption or termination.

The Service Portal may not be used in a manner that causes harm to Technopolis, other users or third parties. Technopolis shall be entitled to terminate or restrict User's access to the Service Portal without prior notice, if timely payments for Services purchased via the Service Portal are neglected, the User violates these Terms of Use, the User misuses the Service Portal or causes unusual overload to the Service Portal. Technopolis is entitled to prevent access to the Service Portal if it has reason to believe that the User is engaged in illegal activity or compromises other users' or Technopolis' data security or privacy.

Technopolis may use subcontractors to fulfil its obligations pertaining to the Service Portal and/or these Terms of Use.

### 4 Sales Terms and Prices

The Services included in the Service Portal have been defined in the Service Portal. The sale becomes binding on the (i) Customer when the Employee places the order via the Service Portal, or (ii) Private Customer when (s)he has approved general and service specific terms and conditions in connection with ordering the Service.

All sales of Services are subject to Technopolis' General Terms and Conditions of Sale valid at the time of placing the order as well as the Service specific Special Terms and Conditions or Lease and Service Agreements of the lease customers valid at the time of placing the order. The General and Specific Service specific Terms and Conditions valid from time to time are presented in the Service Portal. In case of discrepancies between the General Service specific Terms and Conditions and the applicable Special Service specific Terms and, the applicable Special Terms and Conditions of Sale shall prevail. In case of discrepancies between these Terms of Use and Technopolis' General and/or Special Service specific Terms and Conditions, Technopolis'

General and/or Special Service specific Terms and Conditions shall prevail. The Customer accepts the General Service specific Terms and Conditions and the Special Service specific Terms and Conditions as binding on the Customer by the Employee placing the order.

Prices in force from time to time are specified in the Service Portal in connection with each Service. The prices are net prices. Value added tax and other applicable taxes valid from time to time shall be added to the price.

Customer is solely responsible for all payments to be made to Technopolis for orders placed by the Employees.

Accepted payment methods are specified in the Service Portal. The User can pick the payment method to be used during the checkout process.

## 5 Disclaimer of Warranties, Limitation of liability

The Service Portal is provided on an "AS IS" basis without warranties of any kind. Technopolis does not warrant that the Service Portal is performed without interruption or without errors. Technopolis shall not be liable for the functionality and compatibility of the equipment or software used by the User. Technopolis endeavours to ensure that the Service Portal fulfils appropriate data security requirements but cannot be held liable for any damages caused by deficiency of or risks in data security, unless mandatory law provides for otherwise.

Technopolis does not make any warranties for the accuracy, completeness or reliability of the information or other material or the Service Portal itself, or for the content or other qualities of the Services provided in or through the Service Portal. The User assumes sole responsibility for the use it makes of the Service Portal and the content thereof to achieve its intended results.

The User shall be liable for obtaining and ensuring the functionality of the equipment, connections and software required for using the Service Portal, and that such equipment, connections and software do not cause nuisance, interruption or damage to Technopolis or other Internet users. The User shall be liable that the User does not violate other users', Technopolis or third parties' rights when using the

Service Portal. The User shall be liable for the data security of its computers, data system or other similar data equipment as well as for paying for the data communications costs occurred from using the Service Portal. The User acknowledges that Internet as an environment may cause defects in the operation of the Service Portal and data system, and that the data systems in general may cause data security risks.

The User shall be liable to Technopolis and other parties for all damages caused by actions contrary to these Terms of Use or the law.

Technopolis shall not be liable towards the User or as regards the User's property (including, inter alia, User's computer systems and other equipment and the data content therein) for any possible direct, indirect or unexpected damages to the extent allowed by applicable mandatory law. The limitation of liabilities contained in Technopolis' General Service Specific Terms and Conditions and the Special Service specific Terms and Conditions of Sale shall apply with respect to the sale of Services.

## 6 Collection and Processing of Personal Data

The User consents that the User's personal data collected in connection with registration of User ID or Service Portal and the use of the Service Portal is stored into Technopolis' personal data file as further specified in the Privacy Policy of the Service Portal. Technopolis undertakes to protect the privacy of the User and to use the personal data reliably and to comply with applicable law at any given time. Please see the Privacy Policy for further details on processing of personal data <https://technopolisglobal.com/privacy-policy/>The User may check and update the personal data of the User by sending an e-mail to [info@technopolis.fi](mailto:info@technopolis.fi).

## 7 Use of Cookies

In order to enhance the Service Portal, certain data may be transferred to the User's computer. Such data is commonly known as "cookies" and it is used in many websites. Cookies are data that is stored on the User's computer hard-drive or browser and not on the website of the Service Portal. Typically, cookies enable the collection of certain data of the computer, such as IP address, operating system, browser type and website addresses accessed by the user.

As cookies provide information on when and how Users are using the Service Portal, Technopolis is able to develop the Service Portal by using cookies. Unless the User does not wish to receive cookies or the User wishes to be notified before a cookie is stored into its computer, the User can adjust the browser settings accordingly. However, if cookies are not allowed, it may be possible that the User cannot use the Service Portal or parts thereof.

## 8 Amendment of Terms of Use

Technopolis reserves the right to amend these Terms of Use as needed. Technopolis will inform about changing these Terms of Use no later than 30 days before the change will become effective either by email or in the Service Portal. Users are advised to regularly check the Terms of Use applicable from time to time.

## 9 Applicable Law and Dispute Resolution

The applicable law to these Terms of Use shall be Finnish law. Any disputes deriving or relating to these Terms of Use shall primarily be settled amicably. If a settlement cannot be reached, the dispute shall be then settled at Oulu District Court as first instance.

## 10 Contact details

Technopolis Ltd

Business identity code: 2992763-5

Address: Elektriikkatie 8, 90590 Oulu, Finland

Contact: [info@technopolis.fi](mailto:info@technopolis.fi)