

GENERAL TERMS AND CONDITIONS FOR THE INSTALLATION AND MAINTENANCE SERVICES OF SECURITY SYSTEMS AND ALARM CENTRE OPERATIONS

This CONTRACT is developed and specified through the clauses contained in the Specific Conditions, in these General Conditions and in the conditions set out in Annexes I to IV (Installation Project, Action Plan, Installation and Connection Certificate and SEPA CORE Mandate, respectively). All these conditions form an integral and inseparable part of this CONTRACT for all legal purposes (hereinafter, the CONTRACT). The invalidity of one of the conditions or Annexes does not invalidate the rest of the CONTRACT.

1. PURPOSE OF THE CONTRACT

To establish the terms and conditions under which VERISURE provides the INSTALLATION service, including security equipment, and the SECURITY SYSTEM MAINTENANCE and CONTROL CENTRE OPERATION services.

ALARM, all within the scope provided for in the terms of this CONTRACT and in accordance with sections f) and g) of Article 5.1 of Law 5/2014, of 4 April, on Private Security.

Likewise, the provision of the services described in the second condition is regulated, as chosen by the CLIENT.

This AGREEMENT is configured as a contract for the installation and maintenance services of a security system and its connection to an Alarm Receiving Centre (hereinafter, ARC), which generates obligations of means or activity, and not of results. Consequently, **VERISURE does not in any case guarantee the non-occurrence of robberies, thefts or other illegal acts, fires, floods and other incidents that cause personal or material damage to the CLIENT's premises and/or their belongings or furniture, as the security components installed are purely preventive or deterrent elements.**

The CLIENT acknowledges that **signing this CONTRACT implies the use of a series of electronic security measures for preventive and deterrent purposes which, in no way, guarantee that no illegal acts will be committed or replace the coverage provided by insurance.** Similarly, the CLIENT acknowledges having received all the information about the characteristics of the system, the responsibilities involved in contracting the subscribed services, and the consequences of improper or negligent use of the alarm system.

2. SCOPE OF THE SERVICES COVERED BY THE CONTRACT.

The subject matter of the CONTRACT includes, in all cases, the services included and described in sections A), B), C), D) and E). In addition, the CLIENT may contract other additional services described in sections F), G), H), I), J), K) and L), as well as any others agreed upon by the parties.

A) INSTALLATION SERVICE.

The installation service shall comply with the provisions of the applicable regulations on Private Security, including:

- The security study and security risk analysis of the property where the security system is to be installed in order to draw up the Installation Project to be delivered to the CLIENT.
VERISURE has designed the installation of an approved security system that complies with the minimum legal requirements (3 intrusion detection elements) and advises the CLIENT that the optimal system should have at least one detector for each room in the property, with the final decision on the installation being made by the CLIENT.
- The provision of the elements and components set out in the specific conditions of this CONTRACT.
- The execution, by an accredited technician, of all installation operations for said apparatus, equipment, devices or systems.
The CLIENT acknowledges that they have been duly informed that the geographical location of the place where the devices are installed and the activity and means carried out therein may limit the effectiveness of the system, specifically in terms of its transmission channels and the speed of signal transmission.
- The performance of checks and tests on the security system by the accredited technician to verify the correct functioning of each of the devices installed prior to their delivery to the CLIENT.
- Delivery of the corresponding Installation Certificate to the CLIENT.
- Delivery and explanation to the CUSTOMER of the User Manual with all the information about the installed devices.

Once the security system has been installed, the CLIENT will be able to:

1. Use the alarm in local mode, without the need for a connection to the Alarm Receiving Centre. This functionality allows:
 - i) Arm and disarm the system in total, partial or external mode.
 - ii) Activate the siren if any of the armed devices detect movement.
 - iii) Check and verify the air quality, humidity and temperature levels of the property.
2. View the interior of the property through the installed devices – photo detectors and/or cameras – subject to payment of the corresponding fee.

The CLIENT acknowledges that they have been duly informed of the different options in terms of equipment type, number of sensors and their locations, and has decided, based on the price they wish to pay for the

service, the features they wish to receive or the assets they wish to protect, the design of the systems, the number of sensors to be installed and their location.

Consequently, VERISURE shall not be liable, under any circumstances, for damage to unprotected locations, nor for administrative or any other type of penalties arising from an inappropriate choice by the CLIENT with regard to their security equipment.

B) SECURITY SYSTEM MAINTENANCE SERVICE AND ALARM CENTRE OPERATION.

B.1 MAINTENANCE SERVICE.

VERISURE shall provide a maintenance service that includes: (i) The replacement or repair of the security system or damaged components and the labour costs of technical personnel for carrying out such visits; (ii) remote testing of the operation of all components (technical check-up in accordance with current regulations); (iii) on-site preventive inspections.

The maintenance service shall comply with the provisions of the applicable regulations on private security.

The following actions are excluded from this maintenance service: (i) expansion, improvement or modification of the security system; (ii) technical assistance not due to defects or malfunctioning of the security system; (iii) technical assistance for components of the security system that have not been supplied by VERISURE; (iv) tampering or misuse by the CLIENT with regard to the security system that involves wilful misconduct or negligence in said action; (v) circumstances that give rise to prior breach by the CLIENT of their obligations; (vi) breakdowns and/or changes in service by the fixed or mobile telephone company and/or the electricity company that owns the network, as well as those caused by power surges, lightning and other cases of force majeure or unforeseeable circumstances. The work and travel expenses of the VERISURE technical service caused by any of the above circumstances will be invoiced in accordance with the current prices.

"Failure" shall be understood to mean damage that prevents the proper functioning of a security system from fulfilling its intended purpose.

A "technical incident" shall be understood to mean any incident that requires VERISURE to intervene, either in person or remotely, and which, under no circumstances, prevents the full operation of the CLIENT's security system.

VERISURE guarantees that it will take all possible technical measures to perform the maintenance service in accordance with applicable regulations. In the event of a technical problem or breakdown in the system

security, VERISURE will repair or, where appropriate, replace any security elements that are not functioning correctly. All faults will be repaired within the period stipulated by current private security regulations, counting from the moment the fault has been recorded and/or reliably notified to VERISURE.

B.2) ALARM CENTRE OPERATION SERVICE.

This service shall consist of:

- i) A connection service that includes access to a wireless automatic communication network between the security system installed at the CLIENT'S premises and the VERISURE servers for the correct reception and processing of alarm signals.

VERISURE shall not be liable for any service failures and/or disruptions that may occur with the various mobile phone operators on any of the network channels, Wi-Fi, ADSL, GSM (GPRS, SMS, CSD) and/or broadband.

- ii) A service for receiving and verifying alarm signals and, where appropriate, communicating confirmed alarms to the police and security forces in accordance with the procedures established in current regulations. Only alarm notifications confirmed by the verification procedures set out in the regulations will be communicated to the police and security forces.

In order to provide this service in the best possible way, any communications you may have with VERISURE and between VERISURE and the police and other competent bodies will be recorded for the purposes of complying with current regulations in this area.

Any costs that may be incurred by the intervention of the police or emergency services emergency services (fire brigade, medical services, etc.)"

C) PERSONAL VERIFICATION SERVICE

This service consists of the deployment of security personnel to respond to alarm signals registered at the ARC, through external verification of the protected property in order to identify signs of intrusion. Under no circumstances may security personnel enter the interior of the protected property. The decision to forward the alert to the Personal Verification Service shall be the sole responsibility of VERISURE.

Repeated interventions due to alarm triggers attributable to negligence or misuse of the system by the CLIENT or persons authorised by the CLIENT shall be considered when more than two occur within a period of 6 MONTHS.

Repeated interventions by the service described above will be billed according to the current rates established by VERISURE for this scenario.

Likewise, additional services requested by the customer that are not motivated by an alarm will be subject to the cost established by VERISURE for this case.

VERISURE shall not be liable for the consequences of an actual burglary if, upon external inspection of the property, security personnel do not detect any signs of intrusion.

In order for security personnel to access the external perimeter (within private property, such as residential developments, industrial estates, etc.) or plots of land, the CLIENT must provide VERISURE with the necessary means for such access.

This service cannot be provided in those areas of Spain where, due to their geographical location, security personnel are unable to travel.

Furthermore, this service will only be provided in cases where it is duly indicated in the Specific Conditions of this CONTRACT.

D)INHIBITION DETECTION SERVICE

This Service is not a system that prevents jamming but, through its connection to the ATN NETWORK (VERISURE's exclusive communications network), it is a Service capable of detecting the presence of jammers that prevent cellular and radio frequency (RF) communications between the alarm control panel and the detectors.

The ATN network will have 99% availability in the areas covered by said network.

For the purposes of this CONTRACT, an inhibition signal shall be understood to be any signal that prevents or hinders communications in a given frequency spectrum through intentional interference.

VERISURE generates a warning in its systems when it detects the presence of a frequency inhibitor that interferes with the frequency on which the security system transmits.

The warning in the VERISURE systems is issued through the ATN NETWORK and through a communication channel that uses an ultra-narrow band transmission system that transmits low-frequency pulses, resistant to alterations, jamming or blocking, by devices that block cellular communications and radio frequency (RF) communications between the alarm control panel and the detectors.

Such alerts must be verified by VERISURE using the technical and human verification resources at its disposal and in accordance with the protocol set out in current legislation.

VERISURE shall not be liable for any failure of this Service in the event that the property being protected is located in areas affected by signals emitted from jammers authorised by official institutions.

The Service cannot be provided in those areas of Spain where there is insufficient ATN network coverage.

E) MOBILE APPLICATION SERVICE

This service is an application owned by VERISURE for mobile phones and tablets, available in the main online mobile application stores. Once installed by the CLIENT, it allows them to manage their security system from their mobile device, enabling the CLIENT, among other things, to connect and disconnect the alarm, review notifications received, make photo requests, and make enquiries to VERISURE's customer service department. For more information, VERISURE provides the CUSTOMER with the website www.verisure.es, where they can consult all the functions offered by this service.

F) ZEROVISION SERVICE

It consists of the installation of a device integrated into the security system which, after being activated by VERISURE's accredited security operators, emits a cloud of non-toxic smoke that within seconds impairs the visibility of anyone remaining inside the room where the device is installed.

VERISURE states that the smoke generated by the device is completely harmless to human and/or animal health, **however, it may cause itching and irritation of the eyes and throat.**

The *Zerovision* device will only be activated by a security operator at the VERISURE ARC. If an intrusion signal is received by the VERISURE systems, the ARC will verify it using the technical means available and will activate the *Zerovision* device only in the following cases:

- If an alarm is confirmed by verification through the security team's imaging devices and, in addition, if there are confirmed signs of suspected criminal activity.
- If the CLIENT confirms a real incident through the security equipment's Talk-Listen Module.
- In the presence of people on the premises during a confirmed alarm, and the indication by the CLIENT or Contacts that no one should be on the premises.

If, after three alarm triggers from different areas are registered at the ARC, this being a confirmed alarm, and the CLIENT or Contacts indicate that no one should be in the facility.

Outside of the aforementioned circumstances, CRA will not activate the *Zerovision* device.

The chemical element in this device will be replaced periodically, as indicated by the manufacturer, in order to ensure maximum effectiveness, and in any case after activation by authorised VERISURE personnel.

The *Zerovision* device is installed for preventive and deterrent purposes and in no way prevents the commission of illegal acts in the establishment where it is installed.

To ensure the proper enjoyment of this service, the CLIENT must heed the following recommendations and warnings:

- VERISURE recommends installing the *Zerovision* device in spaces with windows or access points that allow ventilation.
- After activating the *Zerovision* device and once the risk situation has been stabilised, VERISURE recommends that the CLIENT ventilate the place where the device was activated, following the instructions of the F.C.S. and the emergency services, where applicable.

To ventilate the area, it is recommended that you access the location where the *Zerovision* device has been activated, protecting your eyes and respiratory tract, and do not remain or re-enter until the space has been completely ventilated.

If the property is not ventilated within a maximum of two hours after the *Zerovision* device has been activated, it may leave a slight residue or impregnate certain surfaces and materials with odour. VERISURE recommends cleaning the space where the device has been activated. Any residue it may leave behind can be easily removed with soap and water.

- **VERISURE warns that, while the device is emitting smoke, the CUSTOMER or any third party should not touch or stand in front of the device (at a distance of less than one metre) as this may cause burns.**
- **VERISURE warns that in order to activate the *Zerovision* device, the alarm system's communication system must not have been blocked or tampered with.**
- **After the *Zerovision* device has been activated, VERISURE smoke detectors will only emit an acoustic signal; they will not send an emergency signal to the VERISURE ARC.**

If you have any questions about how this device works, please contact VERISURE through Customer Service.

In the event of termination of the CONTRACT, if the CLIENT has the *Zerovision* service, they shall return the Chemical Module of the *Zerovision* device installed in the property to VERISURE, regardless of the cause.

G) PERSONAL VERIFICATION SERVICE WITH KEY CUSTODY

The complementary personal verification service with key custody is contracted for the verification of alarm activations through the intervention of security personnel authorised by VERISURE and solely to facilitate access to the property for the F.C.S. Under no circumstances may security personnel access the interior of the protected property without the presence of a member of the F.C.S. Security personnel will intervene in all cases, except when the alarm is proven to be false through technical verification procedures or through the contact persons designated by the owner in this document.

Repeated interventions shall be considered to be those generated by negligence or misuse of the system by the CLIENT or persons authorised by the CLIENT, when more than four occur within a period of six months. Repeated interventions of the service described above shall be invoiced according to the current rates established by VERISURE for this scenario.

Likewise, additional services requested by the customer that are not motivated by an alarm trigger will be subject to the cost established by VERISURE for this case.

In order for security personnel to facilitate access to the property for the F.C.S., the CLIENT must provide the keys to the property for safekeeping.

VERISURE shall not be liable in the event that the keys provided by the CLIENT are not those required to facilitate access or when the lock is not in optimal condition for opening.

"VERISURE shall not be liable for the consequences of an actual burglary if, during the security personnel's verification, no signs of intrusion are detected."

In matters not covered by this clause, the service shall be governed by the provisions of the Private Security legislation in force at any given time.

H) ELECTRONIC LOCK

The Electronic Lock consists of an electronic cylinder that will be installed on the main entrance door to the property where the security system is installed, replacing the manual cylinder.

The main function of this service is to allow access to the interior of the property by remote control via the "MY VERISURE" digital application, the External Control Panel, a call to the Alarm Receiving Centre (ARC) or via another VERISURE device with this functionality incorporated. In this way, the Electronic Lock allows the User to open and close the lock on the entrance door to the property "hands-free" and, at the same time, to disconnect and connect the security system, respectively.

The VERISURE electronic lock is a device that complements the security system and is linked to the Alarm Receiving Centre (ARC). Therefore, the ARC may open or close the electronic lock remotely when:

- An alarm signal is confirmed through the verification processes established in this contract, and the CLIENT authorises it, in order to give the police or emergency services access to the interior of the property.
- An SOS, robbery or coercion signal is received, and the CLIENT authorises it, in order to give the police or emergency services access to the interior of the property. - The

contract holder requests and authorises it via the security equipment's two-way audio module or by telephone call. The CLIENT shall be solely responsible for verifying the identity of the person outside the property prior to remotely opening the access door lock.

It is expressly noted that the electronic lock system does not affect the physical opening or closing mechanism of the door; for the device to function properly, the door must be correctly fitted into its frame. In fact, the electronic lock can also be opened and closed manually. To this end, at the time of installation, VERISURE will provide the CLIENT with the physical keys and a card with a personal and non-transferable security code, which is essential for making copies of the keys, with the CLIENT assuming the cost of such copies.

Therefore, to ensure proper use of the device, the CUSTOMER is advised to: (i) share access authorisations to the property only with trusted individuals and (ii) maintain the device in accordance with the user manual accompanying the contract; (iii) store and keep the security code card in a safe place.

If you have any questions about the operation of this device, please contact VERISURE through Customer Service.

I) POWER CUT SERVICE

The power failure service consists of informing the CUSTOMER that the Alarm Receiving Centre has received a signal indicating that the alarm system has not been receiving power for a minimum period of 15 minutes.

This service has a 30-minute delay between the moment the power supply is cut off and the moment this signal is transmitted by the security system; from that moment onwards, VERISURE will follow the established Action Plan. VERISURE accepts no responsibility if the power cut signal is not received at the Alarm Centre, except in the case of deficiencies in the system installed by VERISURE.

J) CONTROLLED CODE SERVICE

The Controlled Codes service allows you to identify which key fob has authorised the deactivation of the alarm system. To obtain this information, the customer will receive an email with the deactivations carried out using a controlled code, and a push notification in the app. In addition, this information will be available in the My Verisure app, in the Activity section.

K) VIDEO SURVEILLANCE SYSTEMS

The video surveillance service consists of the installation of one or more ARLO video surveillance cameras by an accredited VERISURE technician, both inside and outside the protected property, which will be integrated into the security system by connecting them to the Alarm Receiving Centre (ARC). For the ARLO cameras to function correctly, an

internet connection is required, via a router or WiFi connection, which will be provided by the customer.

For Verisure cameras, VERISURE provides the CUSTOMER with cloud storage services from Amazon Web Services, Inc. (hereinafter AWS) in accordance with the AWS CUSTOMER AGREEMENT Terms published at <http://aws.amazon.com/es/agreement/>. The CUSTOMER agrees to read and accept the conditions set out in the aforementioned link. For Arlo cameras, Arlo Technologies Int. Ltd. provides the CUSTOMER with cloud storage services through AWS.

VERISURE shall not be liable for the storage service provided by Amazon Web Services, Inc., nor for the storage service offered by Arlo Technologies Intl. Ltd.

ARLO cameras may have different functionalities depending on whether they are:

- I) INTERIOR CAMERAS: Allow two recording modes: continuous and event-based.
 - (a) Continuous Recording (CVR Plan): Feature available for video cameras installed in a business, consisting of continuous recording of images while the security system is disarmed.
 - (b) Event-based recording (Verisure Smart Plan): Feature available for video cameras installed in residential properties and in businesses when the security system is armed.
- II) OUTDOOR CAMERAS: Only allow event-based recording mode (Verisure Smart Plan). This feature is available for video cameras installed in residential properties and businesses, regardless of the status of the security system (armed or disarmed).

The images captured by both indoor and outdoor cameras will be classified as:

- (a) Comfort Images: Images captured by the normal operation of the camera, either in continuous recording or by events. The CUSTOMER may manage the ARLO cameras through My Verisure and the ARLO TECHNOLOGIES INTL. LTD mobile application, where they will have access to the images and audio recorded by them.

CVR Plan CUSTOMERS may choose, according to their needs, between different Image Storage Plans, which may be for three (3), seven (7), fourteen (14) or thirty (30) days after recording, with seven (7) days being the default. For their part, Smart Plan CUSTOMERS may choose, for their comfort images, between different Image Storage Plans of three (3), seven (7), fourteen (14) or thirty (30) days after capture, with the default being three (3) days.

The customer is informed that VERISURE is not responsible for the comfort image storage service provided by ARLO TECHNOLOGIES INTL. LTD.

(b) CRA images: Images captured as a result of an alarm being triggered. VERISURE will only have access to images from cameras located where intrusion devices have been activated by the alarm. However, in order to improve the verification of alarm incidents and the response to them, the CLIENT expressly authorises VERISURE to view, in accordance with the regulations, any camera installed and integrated into the security system, provided that a signal for Robbery, Coercion, SOS, Sabotage or Fire has been previously registered with the CRA.

In the event that, due to technical requirements, the CUSTOMER is required to handle the ARLO camera(s) in order to recharge the batteries, they must follow the installation and configuration instructions contained in the user manual and/or as indicated by VERISURE's technical service, and must subsequently locate and configure them in accordance with their original state. Otherwise, VERISURE shall not be liable if, during the verification of an alarm, it is not possible to carry out a correct image verification from the aforementioned device(s). Likewise, the CUSTOMER shall be liable to VERISURE in the event that any or all of the devices are placed or configured in such a way as to violate the privacy of third parties, in accordance with the guidelines established in this regard by the Spanish Data Protection Agency.

L) VERISURE GUARDIAN SERVICE

The Verisure Guardian Service consists of 24/7 remote assistance for Service users in the event of real medical incidents or accidents that may require the intervention of public emergency services.

The Service is available to customers through the "MY VERISURE" mobile application, owned by VERISURE, which must be correctly downloaded to a device with an IOS or ANDROID operating system.

Please note that if you have contracted the alarm service with VERISURE, this service does not replace the former. In the event of an attempted intrusion or robbery, the customer must use the VERISURE security system devices. Use of the Service does not entitle the VERISURE Receiving Centre to access your security system to verify by audio or images.

If an emergency signal is received through the Service, VERISURE will call the User on their mobile phone. If it is impossible to contact the User, VERISURE will access the microphone on their telephone and record a 10-second audio clip to verify the risk situation and will call the contact persons indicated in the Action Plan in order to gather the necessary information to carry out a correct assessment of the situation. Confirmation by the User or a contact person in the action plan of the existence of a real incident is necessary in order to notify the public emergency services.

The User fully authorises VERISURE to act on their behalf, whenever circumstances so require and VERISURE deems it appropriate, by mobilising the necessary public emergency services. The cost of such services, if any, shall always be borne by the User and paid directly by them to the person or entity that provided them.

3. PRICE, REVIEW, METHOD OF PAYMENT AND INVOICING

The price of the services covered by this CONTRACT shall be that determined in the Specific Conditions of this document for each service contracted, which includes the taxes that must be legally charged.

During the term of the CONTRACT, the initial price agreed for the services covered by it shall be subject to review on 1 January each year, in accordance with the upward variation experienced by the arithmetic mean of the published year-on-year CPI indices for the months of November to November immediately preceding (or the index replacing it) published by the National Institute of Statistics (or the body that replaces it). Annual price revisions shall be calculated with respect to the base price of the immediately preceding year. Annual revisions shall be calculated with respect to the Alarm Centre Operation service, but not with respect to the installation service already invoiced. This price revision clause is established as an essential condition of this CONTRACT, operating automatically, without the need for prior request or notification by the parties, unless this clause is modified.

Notwithstanding the foregoing, in consideration of the constant cost of investment in technological development caused by the regulatory requirements established by the Ministry of the Interior for better and more adequate collaboration and success of Private Security in crime prevention, greater protection of information security, and/or the continuous updating of the applications installed in the CLIENT's security system and/or the expansion of its functionalities and services provided to the CLIENT, as well as significant increases in operating costs and/or costs arising from regulatory changes, VERISURE reserves the right to update its price. In the event of disagreement with this price change, the CLIENT may terminate the CONTRACT by giving one month's prior notice from the receipt of the first invoice/bank receipt with the new rate.

The monthly fee agreed in the Specific Conditions of this CONTRACT has been calculated based on the number of devices contracted by the CLIENT and includes all the services described in sections A), B), C) and D) and E) of the previous clause.

This fee shall be payable in advance by direct debit, and the CLIENT is hereby notified of the direct debits that will be made by VERISURE. The installation service shall be paid for in accordance with the terms set out in the Specific Conditions of this CONTRACT.

The CLIENT expressly accepts the issuance of electronic invoices, which may be consulted by the CLIENT in their MYVERISURE APP. If the CLIENT wishes to receive paper invoices, they may request this throughout the term of the CONTRACT, and they will be sent by post to the address provided for this purpose.

The CUSTOMER is informed that, in the event that they make payment by credit or debit card and in order to protect the security of the transactions carried out

In our contracting system, VERISURE has subscribed to the financial transaction security system implemented by a specialised lender. When the CUSTOMER chooses to pay by

card, the entry of the card number and the information necessary for the transaction is secured by the specialised lender who accesses the data relating to the CUSTOMER's payment card. This data is transmitted with the appropriate security measures, as established by the specialised lender. VERISURE does not access or store the CUSTOMER's payment card details, retaining only information about the customer's payment to ensure compliance and follow-up.

The CUSTOMER undertakes to maintain the SEPA CORE direct debit mandate active from this moment until the end of this CONTRACT. The cancellation or annulment of this mandate without the signing of a new mandate to replace it will entitle VERISURE to immediately suspend the services covered by this CONTRACT, without prejudice to the exercise of any legal actions that may be applicable.

Failure by the CLIENT to pay any of the agreed amounts shall entitle VERISURE to immediately suspend the services covered by this CONTRACT, enabling VERISURE to include their details in creditworthiness files (in particular, in the ASNEF file, which is the responsibility of ASNEF-EQUIFAX, SERVICIOS DE INFORMACION SOBRE SOLVENCIA Y CREDITO, S.L. with Tax Identification Number B82064833), without prejudice to the exercise of the corresponding legal actions to claim the agreed and outstanding amounts.

4. OBLIGATIONS OF VERISURE

In addition to the terms and conditions set out in this CONTRACT, VERISURE is obliged to:

- a) Performing the installation service for the security system together with all devices, in accordance with Clause 2A of this contract and Private Security regulations.
- b) Perform the maintenance service for the security systems and their connection to the Alarm Centre in accordance with Private Security regulations.
- c) Repair any technical faults caused by the security system installed and maintain it in proper working order during the term of this CONTRACT, within the period stipulated by current legislation.
- d) Provide the CLIENT with the documentation required by Private Security regulations.
- e) Perform, bidirectionally or remotely, in accordance with regulations, all actions necessary to maintain the functionality provided for such security systems.
- f) Replace or repair the security system or damaged components at no cost to the CLIENT, under the terms and limitations of the Product Warranty regulated in the eighth general condition and, therefore, except in cases where such faults are caused by

tampering or misuse by the CLIENT or third parties with regard to the security system, implying the existence of wilful misconduct or negligence.

g) Where applicable, the activation of services linked to the video surveillance system or elements will occur through any detection element installed at the CLIENT'S premises. VERISURE will process the technical alarm signal and record the images and/or sounds received locally, in accordance with the applicable Private Security and Data Protection regulations.

5. CUSTOMER OBLIGATIONS

In addition to the terms and conditions set out in this CONTRACT, the CLIENT is obliged to:

a) The CLIENT must, in all cases, connect the alarm system whenever they wish to prevent unauthorised persons from accessing the premises and, in particular, whenever the premises are empty and unattended.

The CUSTOMER is responsible for proving that the alarm is connected. Therefore, contracting the service for all controlled codes will be a requirement in order to reliably prove that the alarm is connected. If the CUSTOMER has not contracted the aforementioned service, they are responsible for proving that the alarm is connected.

b) The CLIENT shall not tamper with the security systems and shall prevent them from being tampered with by persons other than those authorised by VERISURE.

c) The Customer must have the title certifying them as the legitimate owner of the property and shall allow VERISURE access to the location where the security system is installed for any inspection or maintenance, and especially if any incident occurs, in which case VERISURE is authorised to take photos of the state of the installation.

Likewise, the customer is obliged to provide truthful and accurate information about the property to be protected in order to allow VERISURE to correctly prepare the corresponding installation project.

Likewise, they shall facilitate the visible placement and maintenance of the deterrents and/or signs provided by VERISURE for the provision of the service, without, in any way, being able to use said deterrents and/or signs for any purpose other than said provision, their distribution and/or commercialisation being expressly prohibited, and being obliged to return them at the end of the CONTRACT, whatever the cause.

d) The customer shall notify VERISURE as soon as possible of:

- Any malfunction or incident detected in the security system;

- Any changes to the real estate or furnishings of the place where the security system is installed that may affect the correct reception of the sensors or mobile phone coverage;
- Any loss of connection and disconnection keys and/or remote controls;
- Prolonged absences from the protected residence, as well as any possible interruptions in the electricity or telephone supply, stating the approximate duration of the absence and the new address and contact telephone number for notification purposes, and in general, any eventuality that directly or indirectly affects or may affect the services covered by this CONTRACT;
- Any changes in contact persons or telephone numbers in case it is necessary to locate you;
- Water, electricity, gas, etc. connections in an appropriate manner to the VERISURE technical service.

VERISURE shall not be liable for any damage caused to the property and the CUSTOMER's security system as a result of not having provided the above information.

e) The CLIENT shall maintain the condition of the protected premises and the security system to ensure its safety and prevent false alarms. It is the CLIENT's responsibility to ensure at all times that the security system is operational and not exposed to improper use. The CLIENT is responsible for, and shall bear the cost of repair or replacement, where applicable, of any damage caused to the system due to its improper use.

f) It shall maintain the confidentiality of all information provided to VERISURE in relation to the execution of this CONTRACT (such as codes, keywords, installation telephone numbers, contact persons, etc.), assuming responsibility for the disclosure and quality of such information.

g) They shall pay the price and amounts agreed in the Specific Conditions of this CONTRACT.

Failure to pay three of the instalments agreed for the installation service shall entitle VERISURE to declare them due in advance and claim payment of

all outstanding amounts. This payment may be made in full or offset, in the corresponding part, by returning the installed security system, provided that its dismantling and removal is carried out by qualified VERISURE personnel.

In the event of failure to comply with the obligation to pay the maintenance and operation fees for alarm centres, VERISURE may contact the CLIENT to demand that the CLIENT pay the fees that are already overdue or currently due. The CLIENT shall have one month from the date of said demand to proceed with the payment of the fees due. In the event of non-payment, VERISURE shall be entitled to (i) suspend the contracted services or (ii)

terminate the CONTRACT. None of the above shall prevent, prejudice or affect VERISURE's right to take legal action to claim payment of the amounts owed.

h) VERISURE shall be provided with a fixed telephone line or broadband connection and a stable and permanent 220AC power supply, with the CUSTOMER being responsible for the cost of said line and electricity.

i) The CLIENT declares that they are familiar with the ten commandments on which VERISURE's Fiscal Policy is based, which are published on the VERISURE website <https://www.verisure.es/decalogo-cumplimientopolitica-fiscal>, and undertakes, on their own behalf and on behalf of all personnel working under their authority, including subcontractors, to comply with them at all times.

6. TERM OF THE CONTRACT.

This CONTRACT shall have an **initial term of TWO (2) YEARS**, calculated from the date established in the Specific Conditions or, failing that, from the date of installation of the security system, with the end date being understood to be the last day of the corresponding month. Notwithstanding the foregoing, the service provision CONTRACT shall be tacitly extended for annual periods, unless either party notifies the other in writing of its desire to terminate it thirty days prior to the expiry date (of the initial term or any of the annual extensions). In any case, if the CLIENT wishes to terminate the initial term or any of the extensions of this contract, they must request this in writing and send documentation proving their identity.

In the event of upgrading the alarm system to the Verisure model, the initial term of the CONTRACT shall be ONE year from the date stated in the Specific Conditions or, failing that, from the date of installation of the security system, with the end date being understood to be the last day of the corresponding month. Notwithstanding the foregoing, the service CONTRACT shall be tacitly extended for annual periods, unless either party notifies the other in writing of its desire to terminate the CONTRACT thirty days prior to the date of its expiry.

expiry (of the initial term or any of the annual extensions).

If the security system has been installed under an agreement with Wivai Selectplace S.A., the duration of the CONTRACT shall be that included in the corresponding offer.

In the event of a transfer of the security system or a change of ownership requested by the original customer, the initial term of the CONTRACT shall be counted from the date of installation of the security system at the initial address.

The terms referred to in this clause may be reduced if, during the course of the same, the CLIENT expresses their wish to terminate the contract in writing and sends documentation proving their identity, thirty days before the date on which they wish the contracted services to effectively cease. All of this is without prejudice to the

consequences that may arise in each case for the CUSTOMER (for example, if the CUSTOMER has benefited from conditions subject to a minimum contract period).

7. MINIMUM CONTRACT TERM

In the event that THE CUSTOMER benefits from a "Customer Acquisition Promotion", whether or not linked to a specific pricing plan and/or the application of certain discounts, THE CUSTOMER undertakes to remain registered in this CONTRACT for the period of duration set out in the previous condition.

If the CUSTOMER cancels the CONTRACT early, for any reason, they must pay VERISURE the amount corresponding to the "Sign-up Promotion" stipulated in the Specific Conditions, calculated based on the time remaining until the end of the initial term of the CONTRACT.

8. GUARANTEE

The warranty period for the security system purchased from VERISURE and its installation is three years from the date of installation of the security system. This warranty covers: (i) any manufacturing defect in the security system that affects its proper functioning; (ii) any defect in the installation that affects the proper functioning of the system; and (iii) any software defect that prevents the proper functioning of the system or when it does not conform to the characteristics described in the offer. The warranty is limited to: (i) the repair or, if necessary, replacement of the security system; (ii) repair of the installation due to defects in execution; and (iii) maintenance or updating of the software.

This warranty does not cover: (i) defects caused by natural wear and tear of the components and the security system; (ii) incidents resulting from improper or negligent use or handling of the installation, software or other components by the CLIENT or

third parties, not authorised by VERISURE, or incorrect modifications or repairs and/or maintenance, abuse of the security system, accidents, etc., that the CLIENT, or third parties on their behalf or any other third party, carry out on the software or security system without the express consent of VERISURE; (iii) incidents caused by external factors or factors beyond the control of VERISURE, such as power surges, lightning and other atmospheric phenomena, theft, vandalism, fire or any other cause unrelated to the normal use of the security system; (iv) security elements acquired by the CLIENT prior to the signing of this CONTRACT and connected to the security system installed by VERISURE or by third parties.

With regard to security elements replaced or repaired under this warranty, the warranty period shall be that established in current legislation, counted from the date of their corresponding replacement or repair.

The CUSTOMER undertakes to notify VERISURE in a reliable manner, as soon as they become aware of it, of the appearance of any fault or defect covered by this Warranty,

with a sufficient description of the fault or defect detected. If the incident cannot be resolved through the instructions given by the CLIENT to VERISURE, the latter shall remedy the fault or defect detected in accordance with the terms and conditions set out in the section entitled "Maintenance Service" in the second general condition.

9. VERISURE'S RETENTION OF TITLE AND RIGHT TO TRANSFER OWNERSHIP OF THE SECURITY SYSTEM TO THE CUSTOMER

Due to rapid technological advances rendering control and communication systems obsolete, VERISURE will retain ownership of the installed security system in order to update its software and components, with the sole purpose of providing the most advanced security services. In the event of bankruptcy, seizure or any other impediment, the CLIENT shall hand over the components of the security system to VERISURE, stating before the competent judicial authority that said assets are not their property and immediately notifying VERISURE of these circumstances, so that the latter may exercise its rights as owner of the materials, with the CLIENT also undertaking to pay the costs and expenses incurred by said situation.

VERISURE shall, however, have the power to transfer ownership of the installed security system to the CLIENT. The CLIENT shall acquire full ownership of the security system when the following circumstances, which shall be cumulative requirements, are met:

- (a) All services covered by the CONTRACT have been completed, including the maintenance and operation of Alarm Centres; and
- (b) That the CLIENT has paid in full the agreed price for the security system and for the security system installation service, as well as any taxes or expenses that may apply at the time of invoicing; and
- (c) That the CLIENT has reliably requested VERISURE to transfer ownership of the security system.

The mere fact that the CUSTOMER requests the transfer of ownership does not determine VERISURE's obligation to proceed with the aforementioned transfer, except in those cases where the three cumulative requirements above are met.

10. VERISURE'S LIABILITY

VERISURE shall be exempt from all liability when the failure of the installed security system, especially the absence of a signal, has occurred as a result of the unavoidable actions of a third party or as a result of the negligent actions of the customer themselves.

VERISURE shall not be liable for any tampering, sabotage or any other act against the security system by third parties, whether physical or through the use of mechanisms capable of neutralising them, which, as a result, prevent the security system from fulfilling its purpose.

Manipulation, sabotage or any other act shall be deemed to have occurred when technical tests and the alarm's operating history prove that the security system was functioning correctly prior to the manipulation, sabotage or any other act.

VERISURE shall not be liable for any improper use by the CLIENT that does not comply with the conditions set out in the CONTRACT, regulations, morality, public order or good customs.

VERISURE shall not be liable for any damage caused when, according to the information provided by the CLIENT for the preparation of the Installation Project, such damage was unforeseeable (in accordance with the provisions of Article 1.107 of the Civil Code) or when such damage affects elements whose existence is unknown to VERISURE because the CLIENT has not notified it.

Damages to the CLIENT's person or property shall only be compensable if they have been caused directly by gross negligence or wilful misconduct on the part of VERISURE.

VERISURE shall not be liable for any indirect and/or consequential damages, including loss of profits and loss of production.

Notwithstanding the foregoing, **VERISURE shall not be liable for any damage caused by the CLIENT's failure to follow the warnings and recommendations contained in these general conditions regarding the devices installed and, in particular:**

- **In relation to the Zerovision Service** described in clause 2.F, the following exemptions from liability shall apply:
- VERISURE shall be held harmless in the event that the CLIENT or any third party suffers any damage to their person or property as a result of failure to follow the recommendations set out in clause 2.F.
- VERISURE shall not be liable for any expenses related to cleaning the property and its contents incurred by the CLIENT or their insurance company as a result of the *Zerovision* device being triggered.
- In the event of activation of the *Zerovision* device, VERISURE shall not be liable for the operation of any fire smoke detector not belonging to VERISURE. VERISURE shall not be liable for the activation of fire protection systems not belonging to VERISURE.
- VERISURE shall not be liable for the payment of costs incurred by the possible mobilisation of public emergency services as a result of calls from third parties originating from the activation of the device.

In the event that the CUSTOMER confirms an intrusion and VERISURE proceeds to activate the *Zerovision* device, VERISURE shall not be liable for any damage suffered by the CUSTOMER, or any third party, to their person or property.

In relation to the electronic lock service described in clause 2.H, in addition to the aforementioned liability exemption clauses, the following shall also apply:

- VERISURE shall not be liable for any personal injury or property damage that may be suffered by the CLIENT or third parties as a result of the remote opening or closing of the electronic lock due to: (i) a request by the Client or User(s) of the installation; (ii) the CRA in cases of confirmed alarm, SOS, robbery or coercion; (iii) a malfunction of the devices (either the electronic cylinder or the External Control Panel) caused by their improper use or handling.
- VERISURE shall not be liable for any personal injury or damage to property that may be suffered by the CUSTOMER or third parties as a result of the inability to remotely open or close the lock.

of the electronic lock for reasons beyond the control of VERISURE; including, but not limited to, the door not being properly fitted in its frame, possible connection errors with the network installation, battery depletion, improper handling of the devices (cylinder or External Control Panel by personnel not authorised by VERISURE, etc.

- Under no circumstances shall VERISURE be responsible for the physical opening or closing of the door on which the electronic lock is installed. Consequently, VERISURE shall not be liable for any personal injury and/or property damage that may be suffered by the CUSTOMER or third parties as a result of the door not being correctly fitted into the frame.
- Furthermore, VERISURE shall not be liable for the loss of physical keys and/or the security code card used to make copies of them, nor shall it bear any costs associated with such loss.

In relation to the Verisure Guardian Service described in clause 2.L, in addition to the aforementioned liability exemption clauses, the following shall apply:

- VERISURE shall not be liable in the event that the Service cannot be provided (i) as a result of the User not having correctly downloaded the "MY VERISURE" App onto a device with an IOS or ANDROID operating system; (ii) due to a power failure and/or mobile communication network outage; (iii) as a result of unavoidable action by a third party or as a result of negligent action by the User and/or the Owner; (iv) due to force majeure.
- VERISURE shall not be liable for any damages arising from the delay or failure to act on the part of the emergency services, insofar as such action is completely unrelated to the provision of the service.
- VERISURE shall not be liable for any damages arising from the unauthorised use of the Service by third parties.

- VERISURE shall not be liable for any damages that may arise as a result of erroneous or false information provided by the Customer, User and/or Third Parties during the contracting process and/or during the provision of the service.
- Likewise, VERISURE shall not be liable for any damages arising from errors in the information when these are due to failures in telecommunications systems, computer equipment, etc., used at any time by the Customer and/or Users.

11. CUSTOMER ACCEPTANCE OF THE LEVEL OF PROTECTION AND SPECIFIC EXEMPTION FOR VERISURE

Works of art, cash, jewellery and similar items are excluded from the scope of protection of the contracted security system. Consequently, **THE CUSTOMER exempts VERISURE from liability for damages arising from the theft of such items.**

12. LIMITATION OF VERISURE'S LIABILITY

In any case, VERISURE's maximum liability shall be limited to a maximum of three times the price of the annual maintenance and connection services paid by the CLIENT.

When the service provision is less than one year, VERISURE's maximum liability shall be limited to the amount of the fees paid by the CLIENT during that period.

13. PROTECTION OF PERSONAL DATA

13.1. Who is responsible for processing your data?

The data controller responsible for processing your personal data is VERISURE, with Tax ID No. A-26106013, and registered office at Calle Priégola No. 2, Postal Code 28224, Pozuelo de Alarcón (Madrid), Spain. The CUSTOMER may contact the Data Protection Officer at , , , , , , , , or by email at dpo@verisure.es.

13.2. How did we obtain your data?

By signing the contract and, subsequently, during the provision of services, as well as those generated by any means of contact (telephone conversations, chat, forms, instant messaging applications, email or post). The CLIENT guarantees that all documents and data provided are their property or that they are authorised and entitled to transfer them to VERISURE.

13.3. What type of data do we process?

The personal data processed by VERISURE may fall into one of the following categories:

- Data collected from the CLIENT: all data provided to complete the contract, or provided during the course of the contractual relationship:
 - Identification/contact details: name and surname(s), ID number/foreign national ID number, full postal address, telephone number, email address, signature, image and voice.
 - Personal characteristics: date of birth, gender, nationality, marital status, profession.
 - Economic and financial: account number, bank card number, income.
 - Housing information: type of housing, intended use of the housing, location of the housing (latitude/longitude) and of the devices installed in the housing.
 - Online identifiers provided by devices, tools or protocols: IP addresses related to the connection of installed devices or other similar identifiers.
 - Information that could infer health data when the CUSTOMER voluntarily communicates it to VERISURE during the course and management of an emergency event or incident that may affect health. This information will be stored securely and processed for the purpose of responding to the event or emergency, providing assistance to the CUSTOMER, and under no circumstances will it be processed by VERISURE for other purposes. Likewise, this information may be shared with the emergency services in order to manage the incident reported by the CUSTOMER for the purposes of providing rapid and better care.

- Data that may be generated in the course of the contractual relationship, as well as in the development of products and services:
 - Financial information: risk level (scoring), billing status and credit history for the Service and other products purchased.
 - Transaction of goods and services: goods and services received and financial transactions.
 - Geolocation/location, for the proper provision of services where this data is necessary and always in accordance with data protection regulations. The CUSTOMER will be informed in advance if VERISURE processes this information.
 - Biometric data, for the proper provision of services where this data is necessary.
 - Information related to the alarm system and installed devices: images/sound that may be captured by the devices in the event of an alarm being triggered or other information related to the use of the alarm system.

- Browsing data: data obtained from your browsing on our websites or mobile applications and your browsing on them: browsing history (pages visited and

clicks on content), device ID, advertising ID, IP address), if you have accepted the use of cookies and similar technologies on your browsing devices.

- **Third-party personal data (“Action Plan”):** for the provision of the service and in compliance with private security regulations, the CLIENT may provide personal data of third parties (name and surname, telephone number and, in some cases, type of personal or family relationship). These third parties are contact persons designated by the CLIENT to be able to contact them and inform them about events related to the Service (e.g. alarm triggers, satisfaction surveys associated with the management of events). The CLIENT is responsible for informing these third parties about: (i) the purposes of such processing, (ii) that VERISURE may contact them to inform them that they are part of the "action plan" and the reasons why they may be contacted, and (iii) that third parties who do not wish to be part of the "action plan" may object or exercise other data protection rights by contacting VERISURE in accordance with the provisions of this clause. In this case, in accordance with the applicable private security regulations, the CLIENT must designate other contact persons.

13.4. For what purpose do we process data and under what legal basis?

VERISURE informs you that your personal data is processed for the following purposes:

- 1. Management of your request for a quote for the Service.** When you express your interest in our products and services, VERISURE will begin to collect the personal data necessary to carry out the appropriate procedures so that you can become a VERISURE customer. The legal basis for this processing is the existence of a pre-contractual relationship.
- 2. Contractual relationship management.** Development, control and maintenance of the contractual relationship and for the performance and management of the operations contracted with VERISURE, managing the paper signature or even through electronic signature platforms, including the issuance of electronic signature certificates, contact, billing, collection and debt management, customer service (including the possibility of recording telephone calls), complaint management, carrying out the necessary procedures for the proper provision of the contracted services, as well as sending non-commercial information related to the contract (such as notices of battery replacement or technical service incidents) through any means

(including electronic means and/or instant messaging applications) sending non-commercial information related to the contract, managing complaints, and carrying out any procedures necessary for the proper provision of the services contracted by the CUSTOMER. Processing necessary to maintain the contractual relationship that VERISURE has with the CUSTOMER.

- 3. Deferral of payment.** In the event of deferral of payment for security equipment, VERISURE may communicate the personal data collected

in the document "Deferral Data" to those financial institutions or financial establishments to which VERISURE may assign, at any time, credit rights arising from this CONTRACT, even prior to the effective assignment of the aforementioned credit rights, in order to allow the aforementioned assignee entities to carry out, either directly or through any company belonging to the business group to which they belong, a risk analysis, including the examination of the information and data contained in their own files. This processing is necessary to maintain the contractual relationship that VERISURE has with the CLIENT.

- 4. Compliance with accounting, legal, tax and administrative obligations.** Processing necessary for VERISURE to comply with legal obligations that may arise from the contractual relationship with the CLIENT, such as responding to official administrative complaints or requests from law enforcement agencies.
- 5. Due diligence processes.** To carry out the due diligence processes implemented by VERISURE, such as risk analyses necessary to carry out pre-contractual actions and to be able to make you a better offer. This processing may involve consulting your personal data in external credit information systems prior to contracting. Processing necessary for the satisfaction of the legitimate interests of VERISURE, to prevent fraudulent actions and risks in contracting.
- 6. Conducting customer surveys.** In order to measure the quality of communications, VERISURE procedures, customer service, and the products and/or services purchased, VERISURE will conduct satisfaction and quality surveys among its customers. The CUSTOMER may object to receiving this type of survey from VERISURE. Processing necessary for the satisfaction of VERISURE's legitimate interest. We inform you that VERISURE's predominant interest in carrying out this data processing is to improve customer service procedures and update the catalogue of products, processes and services, which allows VERISURE to continue its economic activity and grow within its sector.
- 7. Anonymisation/pseudonymisation processes for statistical purposes.** Processing information by applying data anonymisation or pseudonymisation techniques for statistical purposes in order to draw conclusions at an aggregate level. Processing necessary for the legitimate interests of VERISURE to better understand its customers in order to take global action regarding its catalogue of products and services.
- 8. Segmentation and profiling actions.** VERISURE may segment its customers or create basic or non-complex profiles using the information provided by the CUSTOMER or other information that may be generated during the provision of the service, such as certain circumstances related to their contract or use of the service. The purpose of this processing is the legitimate interest of VERISURE in estimating the preferences of its customers and personalising or improving the commercial and informational actions it directs at them,

while respecting their privacy expectations in all cases. The CUSTOMER may object to being part of these segmentations.

9. Sending commercial communications about similar and/or dissimilar products and/or services offered by VERISURE, either general or tailored to the CUSTOMER's profile. Sending, by any means, including electronic means, commercial information about VERISURE products and services, whether similar or dissimilar to those already contracted by the CUSTOMER. This processing will only be carried out if the CUSTOMER consents to this purpose, and may object to such processing at any time.

10. Processing of your data in digital environments. VERISURE will carry out Digital Marketing actions if the CUSTOMER has previously given their consent for us to present them with personalised commercial communications through digital environments (such as Google, Meta or TikTok) of which they are a user. To do this, we will communicate your contact details (telephone number, email address and device identifier) to these companies so that they can identify you as a user of their services and, where appropriate, show you our advertising in accordance with the conditions that the CLIENT has accepted with these companies. These communications will be tailored to your profile so that they may be of interest to you, taking into account certain circumstances of your installation and contract (e.g. fee, characteristics of the property and additional services contracted). The CUSTOMER may revoke their consent at any time. If the CUSTOMER does not consent to the processing of their personal data for the above purpose, for the sole purpose of not receiving advertising from VERISURE in third-party digital environments when using them as a user, VERISURE will communicate their contact details to these companies based on our legitimate interest. In both cases, VERISURE will share your data in encrypted form using "hash". If the CUSTOMER is not a user of these digital environments, this information will be automatically deleted and will not be processed or stored by these companies. If the CUSTOMER is a user, the terms of use and privacy policy that the CUSTOMER has accepted with them will also apply.

11. Processing of your data once the contractual relationship with VERISURE has ended, so that VERISURE can send you communications, both by ordinary and electronic means, for the purpose of offering you services or promotions for products and/or services similar to those you had contracted with VERISURE, provided that your consent has been obtained. This processing will only be carried out if the CUSTOMER consents to this purpose. The CUSTOMER may exercise their right to object at any time.

12. Prevention of fraud or non-payment. Your personal data may be processed by VERISURE for the detection, investigation and prevention of fraud. In the event of non-payment, VERISURE may report the CUSTOMER's data to credit information files (in particular, the ASNEF file, which is the responsibility of ASNEF-EQUIFAX, SERVICIOS DE INFORMACIÓN SOBRE SOLVENCIA Y CRÉDITO, S.L. with Tax Identification Number

no. B82064833). This processing is necessary to satisfy the legitimate interests of VERISURE in the event of non-payment and provided that the requirements established in current data protection regulations are met.

13. Processing of biometric data (e.g. voice recognition systems, fingerprint recognition). VERISURE will process this data solely for the purpose of providing services or developing functionalities based on this type of data. This processing will only be carried out if the CUSTOMER gives their prior consent for this purpose. VERISURE will inform the CUSTOMER of which services include this functionality.

14. Processing your personal data collected and that derived from the use and provision of the Service on an individualised or anonymised and/or aggregated basis, and based on our legitimate interest, for the purpose of verifying that the service is being provided correctly or resolving any technical incidents, creating propensity models based on the use of the service, as well as making decisions aimed at improving the products and services offered by the company.

15. Recording of calls made or received by VERISURE through the customer service telephone line, in order to monitor the quality of such calls. In this regard, VERISURE informs that calls between the CUSTOMER, the persons involved in the action plan and VERISURE may be recorded for security reasons, to measure the quality of the service and to carry out statistical and content analysis of the calls in order to understand the reasons for the calls and thus manage any incidents arising from them, such processing being necessary for the satisfaction of the legitimate interests of VERISURE.

16. To communicate your personal data to entities within the Group to which VERISURE belongs, for internal administrative purposes and for security reasons. To unify synergies and statistics.

These entities are listed at <https://www.verisure.es/empresa/historia>. We inform you that VERISURE's predominant legitimate interest in carrying out this data processing is to improve internal procedures within the Group and update the catalogue of products, processes and services, which allows VERISURE to continue its economic activity and grow within its sector.

13.5. How can you object to the processing of your data?

The aforementioned personal data processing activities, covered by legitimate interest, do not constitute an impediment to the normal exercise of your rights and freedoms, and are considered standard practice within the sector. We therefore understand that carrying out this processing does not violate your rights and freedoms, nor your expectations as a CUSTOMER. VERISURE undertakes to use the least harmful means to carry out these data processing activities.

If the CLIENT wishes to learn more about the balance between VERISURE's legitimate interests and their rights, or wishes to object to the processing of their data, they may do so by sending an email to todpo@verisure.es.

13.6. Who do we share your data with?

In general, your data will not be disclosed to third parties, except (i) in the event of an alarm being triggered, the CUSTOMER's identifying data and any images and/or sounds captured may be transmitted to the competent police or judicial authority, if they so require or when such an obligation is established in the applicable legislation; and (ii) to competent authorities and bodies, courts, tribunals or any other third parties entitled under applicable regulations.

Furthermore, no international transfers of your data are planned. Otherwise, if your personal data were to be transferred internationally as a result of the relationship with VERISURE, such international transfer would be carried out in accordance with the applicable personal data protection regulations and, in particular, sufficient guarantees would be adopted to ensure that the providers offer a level of protection comparable to that required in the European Union.

Finally, we inform you that, for the proper execution of its services, VERISURE has a network of suppliers (including, but not limited to, maintenance and installation companies, as well as other companies operating in the following sectors: technology, legal advice, marketing, multidisciplinary professional services, IT services, contact centres, etc.), who act as data processors, always under our express instructions and without at any time being able to use such data for their own purposes and/or unauthorised purposes.

13.7. How long will we keep your data?

Personal data will be retained until the CLIENT revokes their consent or until the purpose for which it was collected has been fulfilled. Subsequently, VERISURE will retain the personal data, duly blocked, for the limitation period of any actions that may arise from the relationship with the CLIENT. In any case, we inform you that VERISURE has established internal policies for

data purging policies in place to control the retention periods for personal data in its possession.

13.8. What are your rights?

Data protection regulations grant you a series of rights relating to your personal data that you may exercise during the processing of such data. These rights are those of access, rectification, portability, limitation of processing, erasure and objection.

In addition, the CLIENT has the right to lodge a complaint with the supervisory authority. In Spain, this entity is the Spanish Data Protection Agency.

These rights may be exercised directly or through a duly identified legal representative by post or email, using the contact details indicated at the beginning of this clause. The request must be made with the necessary documentation to enable VERISURE to process it.

13.9. How will VERISURE maintain the confidentiality of the CLIENT's personal data?

VERISURE will maintain the confidentiality of the CLIENT's personal data obtained in connection with the provision of the Service and undertakes to implement the appropriate technological measures to ensure the security of its clients' personal data.

13.10 How do we process the images and/or sounds obtained through the security system when the equipment incorporates video and/or photo detection systems?

13.10.1. When verifying an alarm triggered by VERISURE, VERISURE will record images and/or sounds at its ARC through the capture and recording carried out by security devices with this capability installed in the locations protected by the CLIENT (both indoors and outdoors), in accordance with Private Security Regulations, i.e. verifying the alarms received by all technical means at its disposal and, once such verification has been completed, if appropriate, transmitting the images and/or sounds obtained as a result of the alarm to the competent police or judicial authority, if they so require or when such an obligation is established in legislation. The images and/or sounds to be processed shall consist of the images corresponding to the alarm trigger, as well as images from before and after the alarm, so that verification can be carried out in the best possible way. In accordance with current regulations on private security, VERISURE may only access the images recorded by the installed cameras if an alarm has been triggered by the installed security system, and may only view the images from the cameras where the intrusion devices have been activated.

Likewise, and also in accordance with the provisions of the Private Security Regulations, whether the system is armed (in any of its types) or disarmed, and provided that at least one alarm for Intrusion, Robbery, COERCION, SOS, Sabotage or Fire is previously registered with the CRA, the owner of this security service, with the aim of improving the verification of alarm incidents and the response to them, gives their express consent to VERISURE to view the images and/or listen to the sounds captured by any device or camera (whether image or video sequence) installed and integrated into the property's security system.

VERISURE assumes responsibility for the processing of data obtained from image recording systems for the verification of alarm triggers. By virtue of this, the capture, reproduction and processing of images and/or sounds generated as a result of alarm triggers through the VERISURE ARC will not be considered an unlawful interference with the right to honour, personal privacy and one's own image, but will be done in order to provide the contracted service and verify a possible intrusion.

The CLIENT may access information about any incident or recording made as a result of an alarm trigger by sending a written request, which must include the identity of the contract holder accompanied by a photocopy of their ID card, CIF, NIE or valid passport, as well as the date, time and place where the recording presumably took place, or by accessing the VERISURE "MY VERISURE" app. The CLIENT shall be responsible for the use of such information.

VERISURE will safeguard the recordings obtained as a result of the alarm triggers generated by the installed security system and will comply with its obligations regarding storage, deactivation and destruction as stipulated in the security regulations, as well as the data protection regulations in force at any given time.

13.10.2 Outside the scope of alarm verification.

The collection and recording of images and/or sounds by the CLIENT themselves in a domestic, residential, family or similar setting will not be subject to data protection regulations.

The CLIENT may voluntarily deactivate the sound recording function of the alarm devices if they deem it appropriate in order to comply with their obligations under data protection regulations. However, if the CLIENT keeps this function of the devices deactivated when connecting the alarm, this technical means of verification cannot be taken into account by VERISURE in the event of an alarm being triggered.

Notwithstanding the foregoing, if the CLIENT, through the use of images and/or sounds obtained, exceeds this scope (e.g. outdoor cameras), they must take into account the obligations and considerations that may arise in this regard as the data controller, in accordance with the provisions of the applicable regulations. These obligations and considerations are set out on the website of the Spanish Data Protection Agency (www.aepd.es), as well as

on the VERISURE website itself in the customer area. The CUSTOMER shall be liable to VERISURE for any damages it may suffer as a result of any misuse by the CUSTOMER of the images and/or sounds collected through the devices installed in their home when the alarm system is not connected.

13.11. Access to Information based on Regulation 2023/2854 (Data Act)

VERISURE, in its capacity as Data Controller, undertakes to make available to the CUSTOMER, when requested through the authorised channels, the information generated by the connected products and digital services contracted (nature, volume, frequency of collection), during the 30 days prior to the request made by the CLIENT or authorised third party, together with the metadata necessary for its interpretation, in a structured format and in a secure manner. The CLIENT may request the information through the following link: <https://www.verisure.es/data-act>

The CLIENT or a duly authorised third party acting on their behalf may request access to or sharing of such data with third parties, provided that these are not entities considered to be "gatekeepers" under Regulation (EU) 2022/1925, and must expressly indicate whether they wish to share sensitive data such as images, voice or video, by sending a communication to the email address acceso_datos@verisure.es

VERISURE shall retain industrial and intellectual property rights over the information shared, and THE CLIENT undertakes to treat this information as strictly confidential, preventing unauthorised access to it and applying appropriate technical and organisational

measures to ensure its protection. The CLIENT shall refrain from using the information to develop products that may compete with VERISURE's competitors, from accessing it without authorisation or from infringing any regulations resulting from VERISURE. VERISURE may modify the technical conditions of access to the data for justified reasons, giving reasonable prior notice.

14. RIGHT OF WITHDRAWAL

The CLIENT has the right to withdraw from this CONTRACT within 14 calendar days of its conclusion without the need for justification.

To exercise the right of withdrawal, the CUSTOMER must notify VERISURE of their decision to withdraw from the contract by means of an unequivocal statement sent by post to the following address: "C/Priégola nº 2, 28224, Pozuelo de Alarcón, Madrid", by fax to the number: 912 114 981 or by email to the address: verisure@verisure.es. To prepare the letter, the CUSTOMER will have at their disposal the withdrawal form template at the website https://www.verisure.es/alarmas/legal/Modelo_desistimiento_alarma.pdf for download, completion and submission by any of the means mentioned above. In order to comply with the deadline for exercising the right of withdrawal, it shall be sufficient for the communication relating to the exercise of this right to be sent before the expiry of the corresponding period.

In the event of withdrawal by the CUSTOMER, VERISURE will refund the amount paid to date by the CUSTOMER. VERISURE may withhold the refund until the CUSTOMER returns all the products included in the installation service or, where applicable, allow authorised VERISURE personnel access to the CUSTOMER's premises for the purpose of dismantling and removing the products. The collection of the installed products will be carried out at the expense of VERISURE, with the CLIENT being solely responsible for any reduction in the value of the goods resulting from handling other than that necessary to establish the nature, characteristics and functioning of the goods.

The CLIENT shall be obliged to pay the amount proportional to the part of the service already provided at the time of notification of withdrawal, in relation to the total object of the CONTRACT.

15. TERMINATION OF THE CONTRACT

Either party may terminate this CONTRACT, by means of certified notification, for the reasons established by law, and the CLIENT must provide sufficient proof of their identity as the holder of the CONTRACT. When the CLIENT wishes to request the termination of the contract voluntarily, without any cause, they shall comply with the provisions of Clause 6 of this contract.

Without prejudice to any other breaches by the CLIENT that could lead to the termination of the CONTRACT by VERISURE in accordance with the provisions of this clause, the following cases shall be considered sufficient grounds for VERISURE to terminate the CONTRACT, when:

- a) The CLIENT fails to meet its payment commitments, under the terms and conditions agreed in this contract. Any delay in payments due under this contract shall accrue annual interest equivalent to the Euribor, or equivalent index replacing it, plus two (2) points for the entire period until actual payment. Delay in payment of the CONTRACT price shall result in the suspension of the contracted services, in addition to the right to terminate the CONTRACT, without prejudice to VERISURE's right to claim the amounts owed in court.
- b) If the CLIENT makes alterations to the security system and/or the location being protected in such a way that these changes affect the effectiveness or reliability of the security systems installed.
- c) If the CLIENT refuses to incorporate into their security system the modifications or technical recommendations made by VERISURE to ensure proper connection to the VERISURE Monitoring Centre.
- d) If the CLIENT, while using the security system, causes damage and/or harm to third parties.
- e) In the event of a change in the circumstances or conditions optimal for the proper provision of the service by VERISURE.
- f) In the event that the client fails to comply with the obligations of clause 5 of this CONTRACT or engages in conduct that prevents the proper provision of the service and the execution of the contract under the agreed terms.

In the event of termination of the CONTRACT due to any of the aforementioned breaches by the CLIENT, the latter shall pay VERISURE: (i) the price of the services already performed or in progress on the date of receipt of the notice of termination and, where applicable, the price of the installation service; (ii) all duly proven damages suffered by VERISURE and arising from the breach or termination.

Likewise, the termination of the CONTRACT for any reason shall entitle VERISURE to require the CLIENT to remove all external signs or deterrents.

Under no circumstances shall the termination of the CONTRACT exempt the CUSTOMER from their payment obligations to VERISURE for any reason, or from the Condition of Permanence.

16. MODIFICATIONS

Due to the fact that the services described in this CONTRACT are subject to special regulatory provisions and in order to adapt them to constant technological developments in the field of security, these conditions may be modified in order to continue to fulfil the purpose for which the Services were contracted.

In the event of any modifications to the CONTRACT, VERISURE shall notify the CLIENT in writing via any of the following means: SMS, email, post, website, etc., with 30 days' notice prior to the modifications coming into effect. The CLIENT may consult these modifications on the website www.verisure.es. The CLIENT may terminate the CONTRACT in the event of disagreement with such modifications by notifying VERISURE in writing of their decision to terminate before the modifications come into effect. Continued use of the service by the CLIENT after the indicated period shall be considered acceptance of the new terms and conditions of the CONTRACT.

If changes are made to the security system or substantial modifications are made to it, both parties agree to draw up or accept a new CONTRACT, with consent being given electronically, for which purpose the address of VERISURE shall be that provided by VERISURE and that of the CLIENT shall be that set out in ANNEX II ("ACTION PLAN. CONDITIONS OF THE

ALARM RECEPTION CENTRE OPERATION SERVICE") of the present CONTRACT for the purpose of communications with VERISURE.

17. ASSIGNMENT OF RIGHTS AND OBLIGATIONS

The CLIENT may not assign their position under the CONTRACT without obtaining the prior written consent of VERISURE.

By signing the CONTRACT, the CLIENT authorises VERISURE to assign all or part of the rights and obligations it holds under the CONTRACT, in particular the credit rights acquired under it, provided that the guarantees granted to the CLIENT are not diminished and that such assignment is communicated to the CLIENT in writing.

18. REFERENCES AND SPECIFIC FEATURES OF THE PRIVATE SECURITY REGULATIONS IN RELATION TO THE CONTRACTED SERVICES

The CLIENT is informed of its obligation to keep all documentation provided by VERISURE by virtue of the signing of this CONTRACT and to have it available for inspection by both VERISURE and the F.C.S., if requested during the latter's inspection and control functions.

In order to comply with the duty of collaboration between security companies and the F.C.S., the CLIENT is hereby informed that any data contained in this CONTRACT, as well as any images and/or sounds obtained in the course of providing the security service contracted, may be provided without their prior consent to the F.C.S. and to the competent judicial authorities when required in the cases provided for in the relevant legislation.

The CLIENT is hereby informed that, by signing this CONTRACT, they are subject to the provisions of existing regulations on private security, specifically the obligations and responsibilities they have acquired after signing a security services contract, in particular

the obligation to use the security system diligently, thereby avoiding any unjustified intervention by the security forces.

CERTIFICATE OF INSTALLATION AND CONNECTION OF THE SECURITY SYSTEM.

Once the security system has been installed and connected to the Alarm Centre, VERISURE will provide the CLIENT with the Installation and Connection Certificate referred to in the Private Security Regulations, declaring that it has carried out the necessary checks on the security system described in the Installation Project, all of which have been positive, thereby ensuring that the preventive and protective purposes for which it was installed are fulfilled.

COMMUNICATION OF SECURITY SERVICES CONTRACT

VERISURE shall notify the Ministry of the Interior of this security services CONTRACT in the manner and form determined by current private security regulations.

APPROVAL OF THE INSTALLED SECURITY SYSTEM

For the purposes of private security regulations, a security system shall be understood to mean the set of electronic devices or equipment against theft and intrusion or for the protection of persons and property, the activation of which is likely to result in police intervention.

The CLIENT is hereby informed that the security system has been connected to the VERISURE Alarm Centre in accordance with the service and conditions subscribed to by the CLIENT in this CONTRACT, and has the following characteristics:

- a) It has a sufficient number of protection elements that allow the centre to differentiate between signals produced by an intrusion or attack and those originating from other causes.
- b) It has technology that allows the alarm centre to access the systems connected to it in both directions.

19. CONTRACTUAL PERFECTION

A) The Parties agree to the perfection of this CONTRACT electronically with the assistance of a trusted third party in accordance with the provisions of Law 6/2020, of 11 November, regulating certain aspects of trusted electronic services. The CLIENT agrees to receive the contract in electronic format.

The trusted third party generates and keeps proof of both the prior delivery of the pre-contractual information and the declaration of intent of the person who agrees to accept the conditions set by VERISURE. After formalisation, the trusted third party will send the parties involved a certificate attesting to the meeting of minds. Any of them may exhibit or provide the certificate for the purpose of proving the existence and content of the contract.

The trusted third party will deliver a copy of the contract to the customer by email or, failing that, by post.

For all of the above, VERISURE guarantees compliance with its obligations regarding the protection of personal data.

B) For the provision of the other private security services that VERISURE provides within the scope of the second stipulation, the parties shall use a digitalised signature collection system provided by VERISURE. For these purposes, the parties agree that the digitalised signature is valid proof of the execution of this CONTRACT.

VERISURE guarantees that the CLIENT's digital signature will be processed for the stated purpose of certifying the existence and execution of the contractual relationship and will not be used for any other purpose.

The CLIENT consents to the use of the digital signature collection system and hereby irrevocably authorises the signing of this contract.

any document relating to the provision of the services covered by this CONTRACT, to the natural person with the capacity to act who receives VERISURE personnel at the location to be protected, who, after verifying that the checks and tests carried out on the security system have been satisfactorily resolved, must sign in the digitised signature collection system. The CLIENT acknowledges having been informed that opposition to the use of this means of proof implies the impossibility of entering into and/or executing this CONTRACT.

20. NOTIFICATIONS

In the event that, as a result of the execution and/or performance of this AGREEMENT, it is necessary to notify the Parties of any circumstances, the Parties agree that such notifications shall be made either by post or by email to the postal or email addresses and telephone numbers listed below:

On behalf of the CLIENT:

The details provided in the Specific Conditions of the CONTRACT.

The telephone numbers and email address included in ANNEX II: ("ACTION PLAN"). ACTION).

On behalf of VERISURE:

The information provided in the Specific Terms and Conditions of the CONTRACT. The email address verisure@verisure.es.

The addressdpo@verisure.es is solely for the exercise of rights related to data protection.

If either party changes their postal or email address or mobile phone number during the term of this AGREEMENT, they shall be obliged to notify the other party of the new addresses and/or mobile phone number, and the party in breach shall be liable for any legal consequences arising from such breach.

21. APPLICABLE LEGISLATION AND SUBMISSION.

For any dispute that may arise in connection with this CONTRACT, both parties agree to submit to Spanish common law and the Private Security regulations in force in Spain.

In the event of any type of conflict or dispute, the Parties shall submit to the provisions of Spanish law applicable at any given time. If the client is considered a Consumer, the judge of the consumer's domicile shall have jurisdiction.