

## AGRAMKOW Software License Terms and Conditions

Version: November 13, 2025

### Art. 1 Scope of application

- (1) These License Terms and Conditions apply to the agreement entered into by and between us ("AGRAMKOW" or "Licensor") and the End User ("Licensee") concerning the use of standard AGRAMKOW software and programs from third-party producers (the "Software") (hereinafter referred to as "the Agreement").
- (2) Any license terms and conditions of the Licensee in departure from those mentioned herein shall not become part of the contractual content, even if we do not explicitly raise an objection or if we make delivery to the Licensee in full awareness of opposing or deviating terms and conditions without reservation.

### Art. 2 Deliverables and license rights

Unless otherwise agreed, Licensor shall make the Software available to the Licensee along with documentation in electronic form either embedded into the software, on data storage media or via download. The Licensee shall install and configure the Software itself. Licensor is under no obligation to provide any installation, training, support, maintenance, updates or upgrades. Such services may be contractually agreed on a separate basis.

- (1) The following rights of use are granted to the Licensee:
  - (a) Programs sourced from third-party producers

Programs from third-party producers are subject to the licensing terms and conditions of such producers. This also applies to open-source licenses if a software component is subject to an open-source license. Unless the obligation to provide license terms and conditions and other mandatory disclosures arises from the license in any event, we shall make terms and conditions of third-party producers available to the Licensee if requested by the latter.

- (b) AGRAMKOW Software

The Licensee receives the simple, irrevocable, non-transferable, unrestricted and non-exclusive license in terms of time to use the software and the relevant documentation from the time when made available. In this context, the respective license type comprises the following scope of use:

aa) In the case of hardware related licenses, the Licensee is entitled to install and use the software on the computer(s) for which Licensee received the license key.

bb) In the case of a user related license, the right of use is restricted to the number of full client concurrent users specified in the Agreement, i.e. the right of use may only be exercised by the maximum number of users specified at the same time.

cc) In the case of a named user license, only the persons listed by name in the Agreement shall be entitled to simultaneous use of the Software.

- (2) Any copyright notices and trademarks and other legal reservations, serial numbers or other features may not be deleted, altered, rendered illegible or suppressed and must always be assumed and included when making backup copies.
- (3) In particular, the license to use the Software does not extend to include the right to edit, translate, lease and lend or disseminate it, the right to playbacks (in public) and online availability to third parties outside the Licensee's organization; in addition, the license does not extend to include the right to copy the Software unless this is necessary for agreed purposes or for the creation of backup copies. The use of the Software in outsourcing, service bureau or application service provider (ASP) operation and the like is not permissible. The transfer of the rights of use to third parties is not permissible unless such third parties are business associates of the Licensee commissioned by the latter who need access to the Software in order to carry out their mandate and for operating purposes of the customer, with such use being exclusively confined to screen access and only in connection with the use by the Licensee.
- (4) The Software may be made available to third parties only in a uniform manner and against indication of such use being granted in writing. The Licensee must fully and finally abandon its use of the Software and also surrender all copies to the third party or destroy them. In addition, these Licensing Terms and Conditions must also be imposed on any such third party.
- (5) The Licensee is not entitled to delivery and use of the source code of the Software and the source code documentation. The Licensee is not allowed to decompile or disassemble the Software or to obtain or redevelop the source code in some other manner by reverse engineering.
- (6) The user is not allowed to use Demo License and Sandbox license version for running production, Demo area license can be used for running production in the agreed time period
- (7) The licensor is allowed to gather system information for improvement of software development. No customer specific information will be shared with the licensor

(a) Purpose of Data Collection

Licensor may collect and process certain system-related information, including but not limited to device specifications, operating system details, software version, performance metrics, error logs, and usage patterns. This information is collected solely for the purpose of enhancing the functionality, security, stability, and overall user experience of our software.

(b) Scope of Information Collected

The data collected may include:

- Device and hardware specifications
- Operating system type and version
- Application version and configuration
- Performance metrics and usage statistics
- Crash reports, error logs, and diagnostic information

(c) Legal Basis for Processing (GDPR Compliance)

For users located in the European Economic Area (EEA), the processing of such data is based on our legitimate interest (Article 6(1)(f) GDPR) to improve our software and ensure its proper functioning. Where required, we will request your explicit consent before collecting such information.

## (d) Data Minimization & Anonymization

Whenever possible, we will collect system information in an aggregated or anonymized form, ensuring that no personally identifiable information (PII) is collected unless strictly necessary.

## (e) Data Retention

System information will only be stored for as long as necessary to achieve the purposes described above. Afterward, the data will be securely deleted or anonymized.

## (f) Data Sharing

We do not sell, rent, or trade collected system information. Limited access may be granted to authorized third-party service providers strictly for diagnostic and analytical purposes, and such parties are bound by confidentiality obligations.

## (g) Your Rights

Depending on your jurisdiction, you may have the right to:

- Request access to your data
- Request deletion or correction of your data
- Withdraw your consent at any time
- Object to certain types of processing

To exercise these rights, you can contact us at: [sales@agramkow.com](mailto:sales@agramkow.com)

## **Art. 3 Duties of cooperation, inspection and raising complaints**

- (1) The Licensee shall appropriately prepare its work environment for deployment of the Software, in particular by making competent employees, IT systems, data and telecommunications systems available.
- (2) Claims for defects presuppose that the Licensee duly meets its obligations of inspection and raise complaints as soon as possible. If the Licensee fails to notify Licensor without undue delay, the claims are void.

## **Art. 4 Entitlement to information / license audit**

The Licensee shall duly keep a track record of Software use, in particular of the authorized users and installation sites as well as the hardware and software environment, and shall provide Licensor with the relevant information upon request.

The Licensee hereby agrees to AGRAMKOW being entitled to commission own employees or independent third parties, each of whom is committed to secrecy, with the review (including a manual audit and/or electronic methods) of recordings, systems and plant & equipment of the Licensee for the purpose of confirming that the installation and use of the Software by the Licensee is in conformity with the provisions concerning valid licenses from AGRAMKOW. The Licensee shall make all records and information requested by AGRAMKOW available within 30 days following receipt of a corresponding request. AGRAMKOW shall assume the costs of such review unless the latter reveals a substantial contractual violation.

## **Art. 5 Claims by Licensee in the event of legal defects**

(1) Licensor undertake to make the Software (including the documentation) available free of any rights of third parties that would militate against the use of the Software in contractual conformity.

(2) In the event that third parties assert such rights, AGRAMKOW shall defend the Software against the rights asserted by third parties. The Licensee shall notify AGRAMKOW of the assertion of such rights by third parties without delay and confer all powers of attorney and authorizations on AGRAMKOW that are necessary to defend the Software against the rights asserted by third parties.

(3) In the event of any legal defects, AGRAMKOW shall be entitled, at its discretion,

- (a) to adopt suitable measures to remedy the rights of third parties impairing the contractually sound use of the Software or to prevent the assertion of such rights, or
- (b) to modify or replace the Software in such a manner as to prevent any rights of third parties no longer being violated if and to the extent that this does not impair the warranted functionality of the Software.

If AGRAMKOW does not succeed in accomplishing this within a reasonable period to be stipulated by the Licensee, then the latter shall be entitled to assert claims for defects according to the following para. 4 and pursuant to Art. 6 paras. 4 to 8.

(4) If the legal defect is based on the deficiency of a third- party program, the claims for defects shall initially be restricted to assignment of the claims for defects to which AGRAMKOW is entitled against the provider of the third-party program. AGRAMKOW shall make the information and records available that are necessary for the Licensee to assert the claims assigned against the producer of the third-party program. If a legal action by the Licensee against the producer of the third-party program likewise fails, then the Licensee shall directly be entitled to claims for defects against AGRAMKOW.

(5) Claims by the Licensee shall be ruled out if the Licensee is found to have violated copyright or, if such violation of copyright was caused by special parameters laid down by the Licensee, by an application not foreseeable by AGRAMKOW or by the fact that the Software was unilaterally modified by the Licensee and/or deployed together with software not supplied by AGRAMKOW or if the Software was used in contradiction with purpose or any instructions provided by Licensor

## **Art. 6 Claims by Licensee for material defects**

(1) AGRAMKOW is under an obligation to supply the Software (including the documentation) in its agreed condition. However, in the event that the Software is used by the Licensee in combination with third-party software, AGRAMKOW shall neither assume any liability for defects as regards the compatibility of such third-party software with AGRAMKOW's Software nor any liability if the defects are attributable to any use not in contractual conformity or based on incorrect operation of the Software by the Licensee. Moreover, AGRAMKOW shall assume no liability for defects in the event that the Licensee does not use the assumed system configuration, in particular with regard to infrastructure, hardware, operating system and database.

- (2) If the Software reflects reproducible material defects, then the Licensee can assert claims for defects against AGRAMKOW as set out in the following paragraphs. If the defect does not impair the Software's functionality substantially or not at all, to the exclusion of further claims for defects AGRAMKOW shall be entitled to remedy the defect by supplying a new version or an update within the scope of its version and update planning program. The same shall apply to defects of third-party programs if such defects do not substantially impair the functionality or not at all.
- (3) If the Software shows reproducible material defects, then the Licensee may, at its own discretion, opt for a subsequent remediation or the supply of a replacement.
- (4) If the Licensee sets AGRAMKOW a further grace period after failed remediation following the first request, or if two remediation attempts or the supply of a replacement should fail, then the Licensee may rescind the Agreement or appropriately reduce the remuneration.
- (5) AGRAMKOW may refuse specific subsequent performance until the Licensee has paid the agreed remuneration less a portion that corresponds to the economic significance of the defect in question.
- (6) Section 6 paras. 4 to 5 apply by analogy to reproducible material defects.
- (7) All claims regarding complaints must be lodged with a readily understandable description of error symptoms in writing and, if possible, accompanied by written records to be prepared, hardcopies or other documents that serve to illustrate the defects in question.
- (8) Claims by the Licensee on account of defects in the Software shall become statute barred one year after delivery or after the link was made available for download, unless we are strictly liable to an unlimited degree according to statutory regulations or the liability rules and regulations agreed by and between the parties.

## **Art. 7 Liability**

- (1) Licensors shall be liable for losses of the Licensee without limitation, only in the following cases:
  - intent,
  - gross negligence,
  - culpable injury to life, limb and health and
  - defects that we deceitfully failed to disclose.
  - cases of strict statutory liability (e.g. claims for damages in accordance with the Product Liability Act) are limited to coverage by insurance drawn up by Licensors and is disclosed upon request.
- (2) Any damage caused by AGRAMKOW through simple negligence shall be compensated only if the violation of a major obligation is involved, the fulfillment of which only facilitates the due and proper execution of the Agreement in any case and that the Licensee is regularly allowed to rely on (cardinal obligations). In this case, AGRAMKOW's liability is additionally limited to the extent of damage that AGRAMKOW typically had to expect in view of the facts and circumstances known to AGRAMKOW at such point in time and the nature of the contractual arrangements made. Further the liability is limited to a total amount corresponding to payment from the Licensee from the previous 12 months and liability for any indirect losses such as but not limited to loss of goodwill, loss of operations, loss of customers and loss of profit is specifically excluded.
- (3) Whilst AGRAMKOW have taken reasonable steps to exercise its duty of care in our industry segment, software and other programming services cannot be provided absolutely free errors.

- (4) The Licensee shall carry out appropriate and regular data backups, particularly in the form of backups available at any time for data restoration purposes. Licensor shall be liable for the loss of data and its restoration only if such a loss would not have been avoidable by appropriate data backup measures being taken on the part of the Licensee. The Licensee shall bear the burden of proof for such data back- up measures being carried out on a regular basis. Liability for data loss or damage for which we are to blame is confined to the effort and expense that would have been necessary to restore the data from the data material backed up if the Licensee had done so.
- (5) Compensation for pecuniary loss is excluded by the general principles regarding bona fides, such as in cases of disproportionateness between the extent of the order value and the extent of loss or damage.
- (6) Any further liability – for whatever legal grounds – in particular, also for compensation for loss or damage that did not occur under this Agreement, shall be excluded.
- (7) We shall not be liable for the consequences of defects that do not give rise to any claims for defects pursuant to Art. 7 para. 1.
- (8) The above mentioned disclaimers and restrictions also apply in favor of the employees, representatives, management bodies and vicarious agents of AGRAMKOW as well as in favor of other third parties commissioned by AGRAMKOW for contractual performance.

## **Art. 8 Confidentiality and data protection**

- (1) The Licensor and Licensee undertake, with respect to confidential information exchanged within the scope of these license terms and conditions, to treat such confidential information in strict secrecy for an unlimited period and not to allow or arrange for such information to be used within their own organization, including all affiliates, subsidiaries, branches, consultants, employees and all similar persons, enterprises or other natural or legal persons or used by themselves or by third parties in any other conceivable manner. Confidential information is made accessible internally only to those employees who need it to perform their obligations and who, in turn, are committed to secrecy.

Within the scope of these license terms and conditions, confidential information shall in particular be deemed to be – for example, but not exhaustively – any software including the source code, any trade secret, any information and all data or other not publicly accessible or confidential information regarding products, processes, know-how, design, formulas, algorithms, drafts, developments, research, computer programs or parts thereof (including the source code), interfaces, databases as well as other works protected under copyright law or any other piece of information in connection with business activities of the parties and their employees, consultants, licensees or other persons associated with such party who are announced as part of this Agreement or disclosed in some other manner as confidentially designated in written, electronic, physically embodied or oral form.

- (2) The aforesaid duty of confidentiality shall not apply if and to the extent that the relevant information is proved to already have been in the public domain at the time of its dissemination, i.e. published or generally accessible or which became known after its transmission without any fault of the recipient or made known after its transmission to the recipient by a third party in a lawful manner without any restriction concerning confidentiality or use

## **Art. 9 Export control regulations**

- (1) Our performance under the Agreement as regards such software not covered by state export regulations is subject to the provision that we are issued with the necessary permits.
- (2) The Licensee is under an obligation to observe the relevant national and international statutory provisions concerning the control of (re)exports of the merchandise and services governed by this Agreement. In this regard, in particular the Licensee shall neither export or reexport nor forward or transfer the licensed item or components thereof
  - if authorized to do so according to this Agreement – without being in compliance with the statutory provisions applicable to this end from time to time.
- (3) If this is necessary to comply with the export control regulations, at AGRAMKOW's request the Licensee shall make all information available without delay on the recipient, whereabouts and purpose of use of the licensed item and its individual components.