GENERAL TERMS AND CONDITIONS OF SIGNATURIT PLATFORM

What will you find in this document?

SECTION I - GENERAL TERMS AND CONDITIONS FOR ONLINE CONTRACTING OF SIGNATURIT PLATFORM
SECTION I applies if you have contracted the services of the Signaturit online Platform through our website. SECTION I shall not apply if you have contracted the services through our commercial channel, in which case the General Terms and Conditions formalized with the Sales Order shall apply.

SECTION II - TERMS AND CONDITIONS OF USE OF SIGNATURIT PLATFORM SERVICES
SECTION II applies to all methods of contracting Signaturit Platform services: online or through our commercial channel.

SECTION III - STANDARD LEVEL SERVICE AGREEMENT
SECTION III applies to all contracts, regardless of whether they are formalized online or through the commercial channel, provided that the Client has not contracted a service level agreement (SLA) higher than the Standard.

Hereinafter, when we refer to these "General Conditions," it shall be understood that they include SECTIONS I (only in the case of online contracts), II and III.

_____

SECTION I. GENERAL TERMS AND CONDITIONS OF ONLINE CONTRACTS FOR THE SIGNATURIT PLATFORM

I.1. SCOPE AND PURPOSE

What is the purpose of these General Terms and Conditions?

This **SECTION I** regulates and details the General Conditions specifically applicable to the online contracting of Signaturit Platform Services and is supplemented by the **Terms and Conditions of Use** found in **SECTION II** of this document and **SECTION III** with the Service Level Agreement offered.

To whom do these General Terms and Conditions apply online?

These General Terms and Conditions apply to the relationship between the Provider, "Ivnosys Soluciones, S.L.U.," as the owner of the Signaturit Platform (acquired by virtue of universal subrogation following the merger by absorption of Signaturit Solutions, S.L.U. on December 1, 2025) and of this website, and its registered **Clients** and **Users**, from the moment services are contracted through the website www.signaturit.com (online contracting).

As stated in the Legal Notice and our Privacy Policy of the website, this website, the blog, and the domain associated with this page belong to the company listed below, which is up to date with its tax and fiscal obligations.

To contact the team, the User may do so using the following contact details:

➢ **IVNOSYS SOLUCIONES, S.L.U.** (hereinafter **'the Provider'**)
➢ **C.I.F.** B-98333362
➢ **Headquarters:** Calle Acceso Ademuz, 12, 1º 146950 Paterna (Valencia – Spain)
➢ **Email:** info@signaturit.com
➢ **Telephone:** (+34) 960 031 203

What services can be contracted?

The services made available to the Client and Users are the Provider's trusted services, such as: Simple Electronic Signature, Simple Electronic Signature with OTP, Electronic Signature with graph, Advanced Electronic Signature with graph and OTP authentication, Certified Electronic Delivery Service by email, Certified Electronic Delivery Service by SMS, and other services such as Electronic Identification by OCR, which are provided through the "**Signaturit Platform**" either through its Dashboard or through its API.

The Provider's solutions are offered in different modalities: **Business, Business Plus, and Enterprise**, with different characteristics and functionalities. The first two offer a **free trial** option for a period of 7 days; free trials are limited to one (1) user per domain with three (3) Advanced Electronic Signature, three (3) Simple Electronic Signature, three (3) Certified Electronic Delivery by email; three (3) OTP validation code sent by SMS, and three (3) templates.

Hereinafter, when we refer jointly to the website, blog, and/or trusted services, as well as the other services provided by Provider, we will refer to these as "**Signaturit Platform Services**."

Who can be a Client?

The services may be contracted by any natural person as a professional or self-employed person or legal entity within their field of business activity, subject to mandatory registration.

The use of the services must be carried out within the framework of the Client's activity with their own customers, collaborators, suppliers, or for their provision to third parties interested in the framework of commercial or professional transactions and communications that they maintain with them, and not for consumers within the framework of their domestic activity.

If the User registers as a natural person, it will be assumed that they are doing so within the scope of their commercial, business, trade, or professional activity. As of **version v.2.0** of these General Terms and Conditions, does not allow the contracting of services by "consumers" within the meaning of Royal Legislative Decree 1/2007, of November 16, which approves the Consolidated Text of the General Law for the Protection of Consumers and Users and other complementary laws.

When do these General Terms and Conditions apply?

The contracting of any of the Signaturit Platform Services implies the prior and express acceptance of these General Conditions at the appropriate time, which will be indicated to you.

These General Terms and Conditions shall apply to all contracts formalized from the "Contract Start Date" formalized through the acceptance of the terms and conditions in accordance with the procedure described in point I.2.1.2 (online contracting).

In the case of online contracting of the services offered through this website, it is also subject to the provisions of other applicable legal policies, such as the [Legal Notice](), the [Privacy Policy of the website]() from which you are formalizing the purchase, the [Signaturit Platform Privacy Policy](), and the [Cookies Policy]() for access to web content. However, in the event of a conflict between them, these General Terms and Conditions shall always prevail over the other contractual documents.

In the case of contracts entered into prior to the entry into force of this version of the Terms and Conditions, previous versions can be consulted in the **'Previous versions'** section on the [website of the Provider, Ivnosys Soluciones]().

I.2. OPERATION OF ONLINE CONTRACTING SERVICES

I.2.1. Reading and acceptance of the General Terms and Conditions

I.2.1.1. User registration

Before proceeding to contract the Provider's services online, the User must register as a registered User or Client and provide their billing information (when the services are paid) and other information necessary to provide the requested service or consultation, always in accordance with the principles of relevance and proportionality and other obligations established both in the Privacy Policy and in Regulation (EU) 2016/679

of the European Parliament and of the Council of April 27, 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, or Organic Law 3/2018 of December 5 on Data Protection and Guarantee of Digital Rights and other regulations that develop or modify them, in order to be able to process the service correctly and/or keep you informed about the services or any other aspect related to them that may be of interest to you.

The User may initially register using their first and last names and a corporate email account (generic accounts such as Gmail, Hotmail, etc. are not accepted), without prejudice to the fact that, after this step, they must provide other data through the platform. For example, to sign up for a Business, Business Plus, or Enterprise account, you will also need to fill in the "Company," "Position," and "Phone" fields. Don't worry, the platform itself will indicate the fields that are required (see recommendations in section I.2.1.3).

I.2.1.2. Acceptance of the General Terms and Conditions

In accordance with the provisions of Article 23 of Spanish Law 34/2002, of July 11, on Information Society Services and Electronic Commerce, confirmation of the contracting of services will be made by activating the button "*I accept the General Terms and Conditions the Privacy Policy.*" This button will appear once the User has selected the services in which they are interested and before they proceed to payment or confirm their intention to contract.

This will allow the User to download, read and verify the General Conditions and the Privacy Policy, and, where appropriate, accept each and every one of them before continuing with the contracting of the services and without prejudice to the possibility that modifications to the clauses on conditions that may arise subsequently may be applicable.

From the moment the General Conditions are accepted, the User acquires the status of Client, if they did not already have it, either because they had previously registered or because they had already contracted any of the services of the Provider and had not requested permanent cancellation.

However, any service offered subsequently by the Provider that was not initially contracted by the User must be contracted again by the User as a Client, who must validate and accept the terms and conditions applicable to that service at all times.

If you wish to read the General Terms and Conditions in more detail, they are always available on the Provider website.

Once these General Terms and Conditions have been expressly accepted and the required services have been contracted, the Provider will send the User a confirmation email, attaching a hyperlink to this General Terms and Conditions policy.

If the User so authorizes, the Provider may also send them, where appropriate, any offers, promotions, or information that may be of interest to them, as well as manage any other information that may be necessary, when so authorized.

I.2.1.3. Recommendations and considerations to take into account

Users are advised of the importance of reviewing and filling in all the required fields when contracting or registering as a User of our services. This will enable them to benefit from discounts, promotions, and other applicable benefits when additional information is required for this purpose.

Users are expressly informed that, if they detect any problem with their contact details, billing, application of discounts, or any other situation that could affect their User profile or the contracting of services, they should contact the Provider's team via email at info@signaturit.com or billing@signaturit.com

Likewise, informs you that, for legal reasons, the Provider archives the electronic documents in which the contracting of these services is formalized, that is, the validation by means of a "click" by the Clients when the User contracts the services offered.

Inform the User that, in the event of an error in the submission of their data, they may modify it in their User profile within the Signaturit platform itself.

I.2.2. Requirements for contracting:

I.2.2.1. Legal age

In order to be a User and/or Client of the Provider and contract the services, the User must be at least of legal age.

Spain establishes the age of majority for contracting as 18 years of age, which is why any service contracted through the Provider by minors will not be considered valid.

In this regard, if it is detected at any time that a minor has contracted any of the services offered by the Provider, the service will be automatically cancelled and refunded, or the price paid will be refunded, as applicable.

Please, if you detect or become aware of the contracting of any of the services offered on this website by a minor, please report it to the following address: info@signaturit.com with as many details as possible and as soon as possible.

If you are acting on behalf of a company or representing a legal entity, you expressly acknowledge that you have the relevant authorizations and/or powers to contract our services, and you accept responsibility for any consequences that may arise from failure to comply with this.

I.2.2.2. Professional or business use

In accordance with point I.1 on Who can be a Client?, it will be assumed that the contracting of services by individuals is for use in their professional or business sphere, or by legal entities in their sphere of business activity.

I.2.2.3. Requirements and/or formal declarations

By purchasing the services, the User and/or Client declares:

- That they are of legal age and have the capacity to enter into contracts.
- That they are a professional or self-employed natural person or a representative of a legal entity in their field of business activity.
- That they have read, understood, and accept these General Terms and Conditions and other regulations applicable to contracting with the Provider.

I.3. PRICE OF SERVICES

I.3.1. Price and services

The price for the contracted services (user licenses and credits) will be communicated to you during the contracting process and, once confirmed, will receive an email confirming the contract, with a hyperlink to these Terms and Conditions attached.

The services offered by the Provider are provided through credits, which are used up with each delivery request made by the Client.

Credits not used during the term of the contract will expire at the end of the contract. In turn, in the event of renewal for a volume less than that of the previous period, the unit price of each request may not be the same as in the previous period.

If a discount is included, it will apply exclusively to the initial term of the contract and will be eliminated in its entirety upon the first renewal and subsequent renewals, unless a new promotion is applicable.

I.3.2. Applicable taxes

All prices offered are final prices; however, they may vary depending on the offers and/or discounts associated with each service on a one-off basis. Where applicable, the User will be duly informed of any price changes that may occur, always prior to contracting.

Unless a different amount is specified at the time of contracting, the total price for each of the service modalities contracted may vary depending on the VAT applicable to the purchaser, the purchaser being understood to be the natural or legal person who acquires or contracts any of the services through Signaturit.

In accordance with Spanish Law 28/2014, of November 27, which amends, among others, Law 37/1992, of December 28, on Value Added Tax, and by virtue of the provisions of the location rules introduced in Directive 2006/112/EC by Directive 2008/8/EC of February 12, 2008, the domicile or habitual residence of the recipient of the electronic services will be taken into account.

The Provider informs the Client that at all times and prior to contracting the service, they will be informed through our platform of the amount corresponding to said VAT, where applicable, and that this will be reflected in the contract summary and/or specific conditions that will be sent to them.

I.3.3. Interest on late payment

In the event of a delay in the payment of the amounts owed by the Client beyond the stipulated period, this will result in default, without the need for a written request from the Provider, and will oblige the Client to pay (i) the interest on arrears accrued from the moment the amount should have been paid until the effective date of payment, in accordance with Spanish Law 3/2004 of December 29, which establishes measures to combat late payment in commercial transactions, (ii) to pay a fixed amount of 40 euros per invoice due, and (iii) to pay any expenses or fees incurred by the Provider for returning receipts, without prejudice to any other action that the Provider may take against the Client in this regard, such as suspending the Services until the outstanding payments have been settled.

I.3.4. Updates and changes in price

Prices will be updated on the occasion of the annual renewal or at the end of 12 months in the case of monthly contracts, in accordance with the variation in the General National Consumer Price Index (the Spanish general IPC). For the first update, the reference month will be the last index published on the date of conclusion or renewal of the contract. Subsequent updates will be made on the previously updated price. The updated price will be included in the invoice with an indication of the percentage change applied and will be payable by the CLIENT upon notification.

Likewise, the Provider reserves the right to modify the prices of the Services subscribed to each time the Contract is renewed. The Provider shall notify the Client in writing with SIXTY (60) days' notice prior to the anniversary date. If the Client does not agree with the new rates, they must notify the Provider within the indicated period to avoid tacit renewal of the Contract, which will expire on the Contract End Date, unless the Parties have agreed to new conditions. Once the SIXTY (60) day notice period has elapsed without any notification from the Client, the new rates shall be deemed to have been accepted. If the Provider does not communicate a change in prices upon renewal of the Contract, the same prices as those applied in the previous period plus the CPI update shall be maintained.

I.4. CONTRACT PROCEDURE

I.4.1. Prior registration

In order to access the services offered by the Provider, the User must register on the website by creating a User account. To do so, they must freely and voluntarily provide the personal data requested. To register, simply enter an email address and password and follow the instructions in Section II Terms and Conditions of Use.

For registration without a trial period, it will be sufficient to provide an email address (generic accounts such as Gmail, Hotmail, etc. are not accepted) and a password, in addition to following the instructions set out in Section II of the Terms and Conditions of Use.

For registration with a trial period, the User must additionally complete the registration confirmation trough OTP authentication sent by SMS to the User's mobile phone.

I.4.2. Procedures or next steps

The general steps that the User must follow in order to formalize the online contract and begin to enjoy our services are as follows:

1. User registration on the platform and receipt of a welcome email.
2. Selection of the contracted services through the platform itself.
3. Viewing on screen of the summary of the contracted services and associated prices, followed, where applicable, by a breakdown of applicable taxes. Subsequent referral to these General Terms and Conditions, as well as to the specific terms and conditions, where applicable.
4. Express acceptance of the contract by the Client.
5. Sending of an email including a summary of the contract, with a hyperlink to this General Terms and Conditions policy attached.
6. In the case of a Business or Business Plus service or plan, the Client may enjoy a 7-day free trial.

The Provider reserves the right to modify the contracting process and the procedures for starting up the service at any time, giving prior notice to the Client of any changes.

I.4.3. Choice of service and payment method

If the Client has opted for paid services, once the User account has been created, they are informed that, in accordance with the requirements of Article 27 of Spanish Law 34/2002 on Information Society Services and Electronic Commerce, the contracting procedure will follow these steps:

The Client will choose the rate that best suits their needs and, to do so, may choose one of the standard rates offered by the Provider through its website or contact info@signaturit.com or call (+34) 960 031 203, where we will do our best to offer the rate that best suits the service required.

The Client must pay the amount corresponding to their order to by:

- **Credit card**: by entering their details in the virtual POS terminal shown on the website. By choosing this payment method, the Client confirms that they are the holder of the card used or are authorized to carry out the transaction. Card payments are subject to the provisions of Law 16/2009, of November 13, on payment services, especially with regard to payment orders and the conditions for their revocation.

Procedure:

- When placing an order and/or accepting a purchase by bank card, you must provide your credit or debit card details, the expiry date, the CVV2/CVC2 (the three (3) security digits on the back of the card), as well as the name of the cardholder.
- The Client will be redirected to the official Adyen website to enter the payment method and the necessary payment details.

Please note that the technical and security measures appropriate for this type of service have been adopted. Specifically, the Provider uses the services of the "Adyen" payment platform, having implemented the appropriate level of PCI DSS (security for the transmission, processing, or storage of card data/payment details) for the type of financial transaction requested, tes direct payment without communicating financial data over the Internet, automatically encrypting confidential data with the help of the best technologies available on the market.

I.4.4. Billing

Once payment has been made, the corresponding invoice or sales receipt will be issued, containing the information corresponding to the license or service that the Client has contracted. Whether the purchase is

made by an end user or a company, in both cases, the breakdown corresponding to Value Added Tax will be included, if applicable.

I.4.5. Modification from one service to another

The User is informed that, once registered and at any time from their Signaturit Platform Control Panel, they may opt for any of our other services. In this case, they will receive an email with the new applicable conditions so that they can have detailed information about the new service contracted.

I.5. DURATION OF THE SERVICE – RENEWAL

The initial duration of the service will always be for the term selected on our platform (one month or one year), beginning on the date of subscription to the Services ("Contract Start Date") and will also be paid according to the chosen duration (annually or monthly).

At the end of the term ("Contract End Date"), the contract will be automatically renewed for the same period as the initial duration, unless either party expressly communicates in writing, SIXTY (60) days prior to the expiration of the contract for annual contracts and THIRTY (30) days for monthly contracts, their desire not to continue with the contract.

Please note that, with automatic renewals, the credits contracted will be renewed in the same amount as the previous period unless the Client/User has requested a higher or lower volume, and that unused credits cannot be carried over from one period to another.

If the Client decides to terminate the service contract without just cause and before its expiration, the Provider will retain the amounts already paid by the Client up to that point as a penalty, and the Client's request for early termination will not release them from any other payments due under the contractual commitments acquired.

I.6. CONDITIONS OF DELIVERY OF SERVICES

I.6.1. General aspects

The service is delivered by the Provider's team to Clients via the email address provided by the User when registering on the Website and contracting the services.

Thus, once the service has been requested and following the steps and instructions that will be displayed on the platform, the User will receive an email confirming the contracted service, after which they will be able to start using the platform.

I.6.2. Problems with document delivery

If the User encounters an error or any other problem with the application, please contact the Provider's Support team by creating a ticket using the following form: https://help.signaturit.com/hc/en-us/requests/new so that they can advise you appropriately or, where applicable, resolve the incident that may have occurred.

I.7. RETURNS AND/OR WITHDRAWAL – TRIAL PERIOD

I.7.1. General aspects

As a general rule, it will not be possible to return the services or exercise the right of withdrawal within the meaning of Spanish Royal Legislative Decree 1/2007, of November 16, approving the revised text of the General Law for the Protection of Consumers and Users and other complementary laws, insofar as the services are aimed at professionals, self-employed persons, and companies, except in the cases referred to in point 7.2 "Trial period" below.

The User undertakes to check that they have received all the documentation detailed herein once the service has been contracted. If you have any questions, please contact the Provider's team using the various means at your disposal.

If, following any type of failure in the provision of services, the Client wishes to request the termination of this contract, they are requested to contact the Provider by opening a ticket via https://help.signaturit.com/hc/en-us/requests/new in order to provide them with the best possible solution.

I.7.2. Trial period

The Provider offers a free trial period for the Business and Business Plus solutions of 7 calendar days, so that after this period, the User created will still have the option to access their account and review previous submissions for ONE (1) month but will no longer be able to make new ones.

If the Client does not wish to continue using the services, there is no obligation to pay any amount as long as the service has not been contracted, and the use of the Signaturit Platform during this trial period will not give rise to any compensation or financial refund, based on the fact that there will have been no consideration between the parties at this time.

There is a possibility that the Client may receive a communication from the sales team to review together whether they are interested in contracting the service, but this does not imply any commitment for the parties.

Obviously, the above does not exclude the possibility that, if the user so wishes, they may contact the Provider to exercise their right to delete, access, rectify, or oppose their personal data by emailing dpo@signaturit.com and the Privacy Policy of Signaturit Platform.

I.8. LIMITATION OF LIABILITY

As detailed in SECTION II, the Provider shall be responsible for the operation and continuity of the Service with the appropriate levels of quality, including the individual and operational functioning of all the elements used to provide the Service, except in cases where any of the circumstances or factors that allow its liability to be limited (limitation of liability clause) intervene.

In the event that the Provider's liability is maintained, for any reason and regardless of the legal basis invoked or retained, the amount of all combined and accumulated damages shall be limited to the amount, excluding taxes, paid by the Client for the Services in question during the TWELVE (12) months prior to the event giving rise to the damage.

This limit shall not apply in cases of wilful misconduct, negligence, or gross negligence on the part of the Provider, or in matters where the Provider is considered legally liable to third parties (labor obligations, tax obligations, etc.).

I.9. PROCESSING OF PERSONAL DATA

1.9.1. Data of the Customer subscribing to online services

In accordance with the provisions of European Regulation 2016/679 of the European Parliament and of the Council of April 27, 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC, Spanish Organic Law 3/2018 of December 5 on the Protection of Personal Data and Guarantee of Digital Rights, and other associated regulations that develop it, the Provider undertakes to make good use of them, adopting for this purpose technical, organizational, and procedural measures that, as far as possible, guarantee the security and proper use of the data processed.

The Customer is informed that the personal data contained in the online service contract form and those provided during the business relationship will be processed by the Provider for the purpose of managing the contractual relationship, including the communication of such data to other companies in the Signaturit Group (included in the Legal Notice) for the purpose of centralizing administrative and IT processes.

Additionally the data may be transferred to the banks necessary to carry out such management and to the public administration in the cases provided for by law, and in any case where required by law or by the

competent authorities. Similarly, data may be transferred to Data Processors for the provision of ancillary services to Signaturit Group. No international transfers are anticipated.

Therefore, the basis that legitimizes the processing of the data is the execution of this contract.

The following personal data will be kept for the periods provided for by the laws applicable to each of the Parties.

Purpose	Personal Data Processed	Legal Basis	Retention Period
Personal Data processed during the contractual relationship	First and last names, ID number (only for freelance natural person for invoice propose) Corporate email address Telephone number Bank details	Execution of the contract	The time necessary for the maintenance of the contractual relationship.
Personal data processed for commercial purposes	First and Last Names Corporate email address Telephone number	Legitimate Interest	One year from the end of the contractual relationship.

Your personal data will be retained for the duration of the contractual relationship and duly blocked for the periods stipulated by the laws applicable to each of the Parties.

The rights of access, rectification, erasure, objection, portability, and restriction of data processing may be exercised by contacting dpo@signaturit.com .

Both Parties have the right to lodge a complaint with the Spanish Data Protection Agency (AEPD) if they consider that their rights have been infringed.

1.9.2. Processing of personal data of the Service

To this end, in relation to the personal data provided by the Client (registered Users and Recipients), the Provider (as Data Processor) and the Customer (as Data Controller) sign the mandatory Data Processing Agreement (DPA) contract, which is attached to this Contract and shall be considered an integral part thereof.

I.10. APPLICABLE LANGUAGE

In the event of any discrepancy between the text of these General Conditions and any translation thereof, the Spanish version shall prevail in all cases, as the service provider, the Provider, is located in Spain. In the event of any discrepancy between the Spanish version of the General Conditions and any translations thereof, the Spanish version shall prevail.

I.11. COMMUNICATIONS - MODIFICATIONS TO THESE CONDITIONS

For communications and notices relating to the Services and these General Terms and Conditions, the Parties accept as valid means of communication, without distinction, postal mail, electronic means, including email, notifications through applications, or text messages with links to information and news published on our website.

The terms and conditions that were published and of which the Client was informed at the time of contracting each service shall apply to the Client.

However, the Provider may make changes and/or modifications to these General Terms and Conditions when it deems it appropriate and/or necessary and in accordance with market conditions or legal requirements and/or regulatory changes that may be applicable. Updates and/or modifications will be duly communicated and notified to Users, thus guaranteeing the principles of publicity and transparency and the rights of Clients and/or Users.

In the event of a notification with changes that directly affect the rights and obligations of the Client or users of the Services, the Client must communicate their disagreement within FIFTEEN (15) days of receiving the notification (or the period established for specific changes), which will trigger the non-renewal of the fixed-term Contract (automatic renewal will not apply). Otherwise, the changes will be considered accepted.

It is the Client's responsibility to update their contact information.

I.12. NULLITY OF CLAUSES

If any clause of these General Conditions is declared null and void, the other clauses shall remain in force and shall be interpreted taking into account the will of the parties and the purpose of the clauses, with the disputed clause being deemed not to have been included. The Provider may choose not to exercise any of the rights and powers conferred in this document, which shall in no case imply a waiver of such rights and powers, unless expressly acknowledged by the Provider.

I.13. APPLICABLE LAW AND JURISDICTION

These General Conditions are governed by Spanish law. To determine the place of performance of the service contract to which these General Conditions are subject, the provisions of the second paragraph of Article 29 of Spanish Law 34/2002, of July 11, on Information Society Services and Electronic Commerce, shall apply.

Thus, in the event of any conflict or discrepancy in the interpretation or application of these contractual conditions, if the User or end Client is a professional, self-employed person, or legal entity, the competent Courts and Tribunals shall be those corresponding to the city of the Provider (Valencia).

I.14. SUBJECT TO OTHER LEGAL POLICIES AND CONDITIONS

These General Conditions are supplemented by the other legal policies established on the website for online contracting, such as the Legal Notice, the website's Privacy Policy, and the Cookies Policy, and by any other that may need to be added or supplemented, in accordance with the provisions of SECTION II and with the legislation in force at any given time.

_____

SECTION II - TERMS AND CONDITIONS OF USE OF THE SIGNATURIT PLATFORM SERVICES

This SECTION II regulates the conditions of use by the Client, User, and interested parties of the trust services provided through the Signaturit Platform, whether the contract is made through the website or through the commercial channel.

The access to and use of the Signaturit Platform by any natural or legal person for professional or business purposes (hereinafter, the "User") implies full and unreserved acceptance of these Terms and Conditions of Use.

II.1. DESCRIPTION OF SERVICES

The Signaturit Platform allows the creation of electronic signatures and certified electronic deliveries -both of which are Trust Services within the meaning of Regulation (EU) 910/2014 eIDAS and Spanish Law 6/2020 on Electronic Trust Services-, as well as sending flows or circuits for the collection of such electronic signatures or deliveries, accompanied by a multitude of functionalities that meet the operational and legal requirements of electronic transactions.

The service is provided under the SaaS (Software as a Service) model, accessible via the Internet through user authentication, and can be used via the Dashboard or API integration.

The Trust Services offered through the Signaturit Platform are different and must be chosen by the Client according to the type of document to be signed, the formal requirements of the sectoral or national regulations applicable to the Client or the transaction.

7-day free trials are limited to one (1) user per domain with three (3) Advanced Electronic Signature, three (3) Simple Electronic Signature, three (3) Certified Electronic Delivery by email; three (3) OTP validation code sent by SMS, and three (3) templates.

The range of services offered by the Signaturit Platform are as follows:

- **Simple electronic signature**. Standard electronic signature required by most online transactions (terms of use, privacy policy, etc.) to formalize the signer's expression of will by means of acceptance via a "checkbox." Its legal validity is recognized and has the legal effectiveness equivalent to a principle of proof, since there is evidence that allows the acceptance to be linked to a specific person identified by their name, email address, IP address, and geolocation.

- **Simple electronic signature reinforced with OTP**. Standard electronic signature reinforced with an additional authentication factor from the signer by sending an OTP code via SMS. The signer's personal mobile phone number is required in addition to their email address, thus reinforcing the evidence regarding the signer's identification and their connection to the signature. In countries where the issuance of SIM cards requires the identification of the holder, the refutation of the signature will be compromised if it is verified that the phone number was effectively associated with the recipient and for their exclusive use.

- **Advanced electronic signature with biometric data**. Biometric information of the signer is captured from the information on the graph (digitalized handwritten signature). This information includes the points that make up the graph, its position, speed, acceleration, and finally, the pressure (only on devices that allow it) or pseudo-pressure with which it is made. The legal effectiveness of this signature is high and even comparable to the probative value of a handwritten signature when performed on suitable devices, insofar as it associates the identifying elements of the signer of the simple signature with their unique biometric data. If the signature is refuted, the data necessary to carry out a judicial expert report can be accessed through a notarial protocol.

- **Advanced electronic signature with biometric data and OTP**. The aim is to reinforce the legal validity of the electronic signature by adding further evidence of the signer's identity and their exclusive control over the signature creation data, in order to avoid any possible refutation by the signer.

- **Advanced electronic signature with electronic certificate**. The Signaturit Platform allows signing with a software-based electronic certificate issued by any Certification Authority previously installed on the recipient's device. In order to use it and sign the document sent through Signaturit Platform, the signer will be asked to upload a copy of the .p12 or .pfx file (similar to exporting certificates in browsers), which will be temporarily stored in our cloud in encrypted form, with the holder retaining control over the activation data for the private key of their certificate. Once the signature is complete, our systems will automatically delete the file. The technology used (public key or asymmetric cryptography) and the procedure for issuing electronic certificates guarantee the link between the identity of a person or entity and their public key, which includes their personal data, thus allowing the holder to be identified unequivocally. This signature is fully legally valid, making it very difficult to refute, and in Spain it is presumed to be valid if the certificate used is qualified.

- **Qualified electronic signature with an electronic certificate centralized in IvSign** (offered by the provider Ivnosys Soluciones – Signaturit Group). The Signaturit Platform allows signing with a qualified signature certificate centralized in the IvSign platform, thus achieving the highest level of legal validity for electronic signatures. The qualified electronic signature is the only electronic signature legally recognized as equivalent to a handwritten signature and enjoys a presumption of validity, so the burden of proof will be reversed in the event of refutation by the signer.

- **Electronic identification using OCR of identity documents**. The platform allows for the identification or onboarding of customers, employees, suppliers, etc., by capturing an image of the subject's identity document and validating the data using OCR technology. This service can be a complement to the electronic document signing process, allowing the identification of the person and strengthening the evidence regarding the signer's identification.

- **Certified electronic delivery service by email and/or SMS** (also called "Electronic registered delivery services" according to the eIDAS Regulation). Service that allows data to be transmitted

between parties and third parties by electronic means (email or SMS) with the option of downloading a document (making it available) and provides evidence related to the management of the transmitted data, including proof of sending and receiving the data (acknowledgment of receipt) and protects such data from any alteration or deterioration.

Electronic evidence:

The entire range of services offered by the Signaturit Platform incorporates the corresponding electronic evidence generated in any of its electronic signature and delivery processes, which shall be reflected in a evidence document or "Audit trail" containing all the relevant information collected during the process, which can be presented as evidence before any court.

The Audit Trail includes:
- Unique transaction identifier (allows the signed document to be linked to the Audit trail itself)
- Name of the signer in the case of electronic signature (according the information given by the Client).
- Email address.
- IP address.
- Geolocation (only if the User/Signer allows it)
- Authentication history.
- Chain of custody of events (e.g., sent, viewed, signed, etc.)
- Date and time of each event.
- Completed or incomplete status of the process.

Both in the events produced and in the Audit trail document itself, and, where applicable, in the electronically signed document, a qualified electronic seal owned by the Provider is used to guarantee the integrity of the set of electronic data that make up the document, including the electronic signature, making it impossible to modify it later, since the document is encrypted and sealed once the signing process has been completed. Additionally, a time stamp is included, that allows to determine the exact time of the signature using official time sources.

Retention:

- Trial period without subsequent contracting of the services: documents and evidence generated during the trial period will be retained for one (1) month after the seven (7) days of the trial, with the possibility for the User to access to its account to download them, and three (3) month by the Provider to respond to any potential request or investigations by the competent authorities. After this period, they will be deleted without the possibility to be recovered.
- In all other cases, and unless otherwise agreed with the Client, the Provider will retain (live and non live) deposited documents and the corresponding evidence records for a minimum period of five (5) years from their generation.

On the Help page, you can find more information about the functionality and correct use of the Signaturit Platform Service.

II.2. SECURITY AND PRIVACY

II.2.1. Security guarantee

The Signaturit Platform Services and this website comply with the highest physical and logical security standards, including maximum security on servers and HTTPS security protocols in all contracting and registration processes.

II.2.2. Secure user accounts

To use the Platform, the User must register by providing accurate, complete, and up-to-date information. User accounts must be created under the responsibility of the Client.

The usernames and passwords associated with these accounts are strictly personal and confidential. The Client and Users undertake to protect them, keep them secret, and not disclose them to third parties by any means. We recommend using two-factor authentication, which can be enabled from the Security tab in your account.

In the event of a change relating to users, the Client must update or cancel them immediately.

In the event of loss or theft of access data (username and password), unauthorized access, or any situation that poses a risk to the security of the information and data accessible from these accounts, the Client must immediately notify the Provider.

The Client and Users shall not hold the Provider liable for any use that fails to comply with the guidelines indicated.

II.2.3. Privacy

The Provider is particularly committed to and aware of ensuring the confidentiality of the data provided by its Clients, which is why it has implemented all the necessary technical and organizational measures to minimize the risks of loss of personal data and/or confidential information.

For more information on this subject, the User may consult the Privacy Policy and the Data Processing Agreement (DPA) that will regulate the conditions of processing by the Provider as Data Processor of the personal data provided by the Client (Data Controller) in the use of the Signaturit Platform (or specific DPA signed by the parties).

In addition, during User registration and with each electronic signature or certified delivery process the Privacy Policy of the Client acting as Data Controller will be presented for acceptation, or, failing that, the Privacy Policy proposed by the Provider acting as the Data Processor on behalf of the Client, which regulates all aspects relating to the processing of personal data of the different Users and Recipients—natural persons—who use the services offered by the Signaturit Platform.

II.3. OBLIGATIONS AND RESPONSIBILITIES OF THE CLIENT AND/OR USER

The Client undertakes to check that they have received all the documentation relating to the contracting of services. If you have any questions, please contact the Provider's team using the various means at your disposal. Likewise, in accordance with the following points:

1. The Client undertakes to pay the amount for the service actually requested in the amount and forms agreed in the General Terms and Conditions of Contract. Failure to pay in full or in part after being requested to do so, shall result in (i) the suspension of the Client's access and use rights for a period of fifteen (15) days and (ii), if the payment default persists, to the termination of the contract with immediate effect, terminating the provision of the Services (including the permanent removal of access to historical records) without the possibility of reimbursement, and without prejudice to any claims for damages that the Provider may be entitled to initiate.

2. The Client must make proper use of the platform and service offered by the Provider, undertaking to use the services offered on the Signaturit Platform, this website, blog, etc. in a lawful manner and without contravening current legislation or infringing the rights and interests of third parties.

3. Likewise, the Client guarantee the veracity and accuracy of the data provided when filling out the contract forms, avoiding any damage to the Provider as a result of incorrect information.

4. When contracting services, the Client must always be of legal age and acting within the framework of their professional or business activity, as these are essential requirements for contracting.

5. They shall also be responsible for complying with the conditions, form, or execution of the services detailed in the manuals, applicable guides, where applicable, as well as in the Community Rules, where applicable. See our Help page.

6. When using the Signaturit Platform API, the Client and Users must respect and ensure the correct performance of the functionalities included in the API Guide for developers supported by the Platform. Any other functionality developed through the API that is not included in the Guide is not officially supported by the Provider, and its use and implementation shall be the responsibility of the Client, who shall assume any risks that may arise as a result, including the possible loss of legal effectiveness of the trust services.

7. The User is also responsible for making proper use of their User profile and password to access the platform, undertaking to make diligent use of them and to keep them safe so that they are not available to third parties, as well as to notify the Provider of their loss, theft, or possible access by an unauthorized third party, so that the Provider can proceed to block them immediately.

8. It is the responsibility of Users with "administrator" permissions to manage the users who depend on their account, setting the appropriate options available to them in the Personal Menu, in particular deactivating or changing users who may leave the organization or setting the proposed security measures.

9. The Client shall not misuse the services offered by the Provider in any way, in particular for sending documents to recipients who, among others and by way of example:

   - May harm or violate the rights of minors.
   - Contain threats, harassment, or insults.
   - Are considered adult or pornographic material.
   - Involve fraudulent activity or the sending of a virus.

10. **Notwithstanding the Privacy Policy available by default on the Signaturit Platform, it is the Client's responsibility to comply with applicable data protection legislation when acting as Data Controller and, therefore, to inform third parties with whom they interact through the services and, where applicable, to obtain their consent for the sending of messages by email or SMS. In accordance with the above, the Provider as a data processor shall not be liable for any consequences that may arise from such non-compliance.**

   The Client undertakes to adopt the appropriate and adequate organizational and technical measures in terms of privacy and information security in order to ensure compliance with the provisions herein, as well as with the provisions of the applicable regulations.

11. The Customer may not, under any circumstances, use the services of the Signaturit Platform to send unwanted messages or messages classified as SPAM and shall take all necessary precautions to prevent unsolicited, invasive, or disproportionate traffic for the intended purpose.

12. Failure to comply with any of these conditions may result in the immediate withdrawal or cancellation of the services by the Provider without the User or Client being entitled to claim any compensation. Likewise, the Provider reserves the right to take any legal or judicial action it deems appropriate in the event that a crime is detected on the part of the Client or any other type of legal infringement.

II.4. OBLIGATIONS AND RESPONSIBILITIES OF THE PROVIDER

The Provider shall be responsible for:

1. Providing the service in the manner and according to the characteristics offered through the Signaturit Platform and the provisions of these terms and conditions in accordance with the services contracted by each User.

2. Adopting the appropriate security measures, protecting the confidentiality of its Users' and/or Clients' data in accordance with the provisions of this text and other applicable legal policies with the highest possible diligence.

3. Adopting the security measures appropriate to it as the data controller, where applicable, in accordance with the intervention and purpose of the data processing it carries out, as established in our Privacy Policy.

4. Provide support to the Client in all matters relating to the proper functioning of the contracted service.

5. It shall also be responsible for complying with the provisions of the specific conditions of each service contracted, where applicable.

6. Failure to comply with or defective compliance with the Provider's obligations shall entitle the Client to terminate the contract with immediate effect and to obtain a refund of the amounts paid in advance and for the services not provided correctly, without prejudice to any claims for damages that the Client may be entitled to initiate.

II.5. LIMITS TO THE PROVIDER'S LIABILITY

By way of example and without limitation, the Provider shall not be liable in any case in the event of:

1. Misuse or abuse by the User of the information obtained through the services contracted through the Signaturit Platform. The Provider shall not assume any legal liability arising from the non-admission of documents resulting from the use of its services as evidence in judicial or administrative proceedings, or from a negative assessment of such documents, if the Client does not follow the Provider's recommendations for use and user guides or manuals, or applies specific adaptations or integrations that undermine the evidence obtained and its legal effectiveness.

2. Damages or losses that have occurred as a result of the use of information extracted from the services offered by the Provider from the Platform or from its website.

3. Documents unsuitable for signing, uploaded or published by the User and sent to the recipient without the latter being able to sign them validly and/or adequately in accordance with the criteria established by law.

4. Errors, delays in access by the Client when entering their data in the application form or in receipt by the recipients of the document, or any delay, failure, or anomaly that may arise when these incidents are due to actions of the User or Client, problems with the Internet network, Acts of God or force majeure, or any other unforeseeable contingency beyond the good faith of the company.

5. The Provider undertakes to resolve any problems that may arise, if they are solely and exclusively due to a problem in the Signaturit Platform system, collaborating in whatever way necessary so that the Client can benefit from a quick solution to the incident.

6. Errors or damage caused by negligence or bad faith in the use of the service by the User and/or Client.

7. The non-operability or problems with the email address provided by the Client for sending documentation, both their own and that of the recipient, as well as any consequences that may arise from this.

8. Failures and incidents that may occur in communications, deletion, or incomplete transmissions, since network outages or other situations may occur, for which the Provider is not directly responsible. The Provider cannot assume responsibility for this or guarantee that the website services will be constantly operational, therefore is exempt from any damage that this may cause.

9. The Provider shall not be liable for any damage that the Client or third parties may cause to the website.

10. The Provider reserves the right to suspend access without prior notice, at its discretion and on a permanent or temporary basis, until the effective liability for any damages that may occur has been established, when any situation is detected in which the User and/or Client has not acted

diligently and/or has taken advantage of the functionalities of the website, blog, or electronic signature solution in any way that may have caused harm, or for reasons of security and privacy protection.

11. For any disciplinary proceedings or cases brought against the Client in any matter in which the services of the Signaturit Platform may have been used.

12. Under no circumstances shall the Provider be liable for data processing that has not been previously reported or for which the relevant measures have not been taken when the party responsible for such processing is a third party; that is, when the Provider acts as a data processor, although it must comply with its own obligations and responsibilities under the provisions of the applicable regulations regarding data protection. Likewise, and in accordance with current legislation, it is hereby stated that the Provider, even though it is not liable for any damages that may have been caused both to the company and to third parties, will cooperate and notify the competent authority of such incidents as soon as it becomes aware that the damages caused may constitute illegal activity.

II.6. SANDBOX ENVIRONMENT

If the Client has requested to be able to carry out tests in Signaturit's Sandbox environment, it is advisable not to use real personal data, assuming all the consequences and responsibilities arising from the unauthorized use of real personal data.

The Provider may limit the number of electronic signatures and certified communications that can be used in the sandbox environment.

After completing the tests, the Provider will delete the documentation generated and the records after 3 months.

The Client shall assume any claims from users or any third party affected by the Client's actions in said environment, holding the Provider harmless.

II.7. ARTIFICIAL INTELLIGENCE

The Signaturit Platform may offer features that use Artificial Intelligence systems, such as the "SMART SUMMARY" feature developed by Anthropic (Claude model), which will be activated upon request and express subscription by the Client (not offered by default).

In the event of activation, the Client shall assume the role of Deployer, the Provider the role of Distributor of the AI system, each assuming the respective obligations applicable to them under Regulation (EU) 2024/1689 (RIA).

II.8. INTELLECTUAL AND INDUSTRIAL PROPERTY

II.8.1. Intellectual property

All rights to the Signaturit Platform, as well as to the content published by the Provider on its website, are protected by intellectual property rights, both copyright and industrial property rights.

The Provider claims ownership of the Signaturit Platform, the website, blog, and related solutions provided, and states that these have been developed and created by the Provider, and that it has the appropriate licenses and permissions to use any content included on the Website, as well as the programming code, design, or materials associated with its services.

The articles, content, images, or logos of the company are either owned by the Provider or by the individuals or companies that have expressly authorized their publication; or they are owned by individuals or companies that are subject to licenses that allow us to use such elements.

Without the express written consent of the Provider, the reproduction, transformation, distribution, public communication, making available to the public, sale, or other uses other than those expressly authorized by

the Provider are expressly prohibited, in the policies and other notices published on its website and/or blog, whether commercial or otherwise, when they involve the exploitation of content other than that provided for. The User/Client may, for example, quote and mention the publications displayed on the blog on social networks, provided that such quotations are accompanied by the source and/or author.

II.8.2. Trademarks and/or industrial property of the Provider

The company Ivnosys Soluciones, S.L.U. is the legitimate owner of the EU trademark "SIGNATURIT" and its logos, registered with the European Patent and Trademark Office.

The use of any distinctive sign of SIGNATURIT® not implied in the use of this website or in the 2.0 philosophy is prohibited.

The texts, drawings, images, photographs, videos, and other graphic, audio, and audiovisual elements contained on this website, as well as its structure, design, source code, logos, trademarks, and other distinctive signs that appear on it (hereinafter, the contents) are, unless otherwise indicated, the property of Signaturit® or its collaborators and are protected by the corresponding intellectual property rights. Signaturit® licenses the rights of reproduction, distribution, and public communication of all the contents of this page to all users for "their use 2.0," provided that the source URL of the contents is cited and linked. Signaturit® does not grant any other rights of reproduction, distribution, public communication, or transformation of the website, its design, or any of its contents to users. Any use of the website or its content that is not in accordance with its purpose is prohibited. The exploitation, use, reproduction, distribution, public communication, and transformation, or any other similar or analogous activity, of any programming elements used on this website without the corresponding license/authorization is prohibited. In this regard, the use of this website does not imply the transfer of any of the aforementioned rights.

Any violation of the intellectual property rights, copyrights or industrial rights, owned by Signaturit®, its associates, partners, or collaborators will be prosecuted with all legal means available at any given time before the competent jurisdiction in each case.

As a User or Client, you shall not use the Signaturit brand, domain name, slogan, or any element that constitutes its corporate identity without requesting express permission to do so from the owner of this platform, except when its name is cited on social media or as a source for the publication of content as established in Signaturit's legal intellectual and industrial property policies, mentioned in this contract and in the [Legal Notice.](#)

II.8.3. Image rights and authorization for the use of Client data as a customer of Signaturit Group

By accepting these terms and conditions, the Client agrees that Signaturit Group may use their data and corporate image (logo) as a Signaturit Group Client in the various promotional media it uses to present and/or promote its services to third parties, such as its website and/or blog, social media, catalogs, and/or corporate brochures, among others, with Signaturit Group undertaking to treat them with respect for the Client's right to honor and brand image at all times.

For such purposes, the Client authorizes Signaturit Group to collect its logo and/or use its contact details and publish them, including the possibility of adding a link that redirects anyone who wishes to access the Client's website from the various corporate media used by Signaturit Group (for example, publishing the Client's logo on the Signaturit Group website accompanied by a link that directs the user to the Client's corporate website).

This shall not imply any transfer of the Client's trademark, but only that it may be used for the exclusive purposes set out above.

II.9. UPDATING OF SERVICES

Considering the evolution of technology and the need to adapt it to improvements in information quality and security matters or for regulatory compliance reasons, the Provider reserves the right to deploy updated versions of the contracted Services or even to offer their replacement with others of similar characteristics

and functionalities. In such cases, the Client may request early termination of the Contract if they do not agree with the new conditions offered, with a refund of part of the price for the time not enjoyed.

II.10. CONFLICT RESOLUTION

In the event of a discrepancy or complaint regarding the application or interpretation of these Terms and Conditions of Use, the parties agree to first attempt to resolve the dispute through amicable conciliation.

To this end, either party may notify the other in writing of the existence of the dispute, describing the facts and its claims. The parties undertake to meet within a period not exceeding 15 calendar days from receipt of such notification, either in person or by electronic means, in order to attempt to reach a negotiated solution.

If, within a maximum period of 30 calendar days from the first meeting, a satisfactory agreement is not reached for both parties, or if either party unjustifiably refuses to participate in the conciliation, either party may submit the dispute to the competent Courts and Tribunals as agreed in the General Terms and Conditions of Contract.

———————————————————————————

SECTION III – "STANDARD" SERVICE LEVEL AGREEMENT

The Provider offers different Standard, Silver, Gold, and Platinum Service Level Agreements (SLAs) with different Onboarding, Availability, and Support features.

This Standard Service Level Agreement shall apply to all contracts, regardless of whether they are formalized online or through the commercial channel, provided that the Client has not contracted a higher SLA.

Once the Service has been activated for the Client, the system will be covered by the Service Level Agreement in terms of Availability and Technical Support to ensure its operational continuity in the event of any incidents or problems that may arise during its operation.

III.1. AVAILABILITY OF SERVICES

This Support covers technical support for the following services of Signaturit Platform:

- Dashboard for Business, Business + & Entreprise suscription
- API for Enterprise subscription

III.1.1. Time availability

The Provider will make every effort to ensure that its various services are available at least 99.95% of the time, 24 hours a day, 7 days a week, 365 days a year.

The availability of the Services is the period during which there are no interruptions that prevent the Client from using them or connecting to the Platform. The 99.95% service availability rate implies an annual downtime of a maximum of 4.4 hours in addition to scheduled downtime.

III.1.2. Maintenance – Scheduled interventions

The Provider may interrupt the service to carry out maintenance and upgrade work on the services.

Maintenance windows are agreed upon for ordinary or extraordinary maintenance activities. These windows will not be counted for measuring the availability of the service.

Except in the case of urgent security measures due to external causes, as a general rule, maintenance operations shall preferably take place at night (between 10 p.m on Friday and 10 p.m. on Sunday), and there will be a maximum of 4 interruptions per year for a maximum annual duration of 16 hours.

The dates of interruptions with unavailability of the Services shall be available on the Signaturit website at least FIFTEEN (15) days in advance. The Client must regularly consult the website https://status.signaturit.com/ or subscribe to automatic notifications on the website at that link.

III.1.3. Limitation of liability

The Provider limits its liability to the provision of the Services and shall therefore not be liable for any performance issues due to:

- Lack of availability or slowness of the network connecting the Client's environment with the Provider's infrastructure and data centres.
- Incorrect configuration or sizing of the Client's infrastructure.
- Incorrect installation or configuration of software using the Provider's services in the Client's infrastructure.
- Interruptions or incidents involving third parties with which the service communicates.
- Cyber-attacks or cases of force majeure.

III.1.4. Definition of availability
No penalties shall apply if the availability level is lower than that established in the "Times availability" section of this annex for the Standard Support level.

III.2. SUPPORT

III.2.1. Definition of priorities

Reported incidents shall be categorised according to the following classification, based on the impact on the business, the number of users affected, and the urgency:

Severity	Definition
P1	Total system failure, preventing access to the platform or service and making it impossible to use any of its services.
P2	Failure of one or more key functionalities of the service (core functionalities of the service, not secondary functionalities), which seriously affects the proper functioning of the service for all users.
P3	Failure of one or more functionalities of the service without presenting an immediate significant effect on the quality of service to all users, such as ergonomic, graphical, editorial, etc. failure.

III.2.2. Response and resolution times

The following table shows the response times according to the criticality of the reported incidents and the category of Support contracted:

Support/criticism	Standard
Customer Response Time	uncommitted time
P1 Resolution Time	uncommitted time
P2 Resolution Time	uncommitted time
P3 Resolution Time	uncommitted time

The times indicated in days and hours refer to working days and hours during standard working hours (from 8:30 a.m. to 5:30 p.m. Monday to Thursday and from 8 a.m. to 3 p.m. on Fridays) in the GMT+01 time zone.

With the response, the Client shall be informed by email of the criticality chosen for the declared incident.

Those incidents that require a new version of a product shall be identified as non-urgent (P3) and the final resolution time will be set to the deployment of that version.

III.2.3. Support services included

Depending on the Support category contracted, the Support will include certain services, communication channels, as detailed below:

Support	Standard
Customer service portal	Yes
Priority routing and support	-
Priority levels considered	-
Support Specialist	-
Support Service Review	-
Communication channels:	
Ticket portal	Yes
Chatbot	-
Telephone	-
Videoconference meetings	-
Exclusively for P1:	
24/7 monitoring	Yes
Technical support	8/5

Contact channels:

✓ Support service is available via contact at https://help.signaturit.com/hc/en-us/requests/new

✓ Live chat with an agent during office hours, available from the help centre or from within the product (applies to IvSign and Signaturit Dashboard services only)

✓ Help Centre available: https://help.signaturit.com/hc/en-us

✓ Telephone: will be provided for Gold and Platinum Support.

The Client shall provide the Provider with contact details (email and telephone number) for communication purposes.

The times indicated in days and hours refer to working days and hours during standard business hours (8:30 a.m. to 5:30 p.m. Monday through Thursday and 8 a.m. to 3 p.m. on Fridays) in the GMT+01 time zone.

20

III.2.4. Scheduled outages - Exclusions

For the purposes of response and resolution times, "scheduled outages" of services caused by the following shall not be considered:

- Work that involves service outages and that is necessary to improve service performance.
- Preventive maintenance work on infrastructure.
- Software updates.
- Incidents that the parties deem not to be the responsibility of the Supplier.

Scheduled service outages shall be notified at least 48 hours in advance through the established communication channels.

The Support SLA excludes:

- The resolution of problems arising from modifications to infrastructure services, carried out without the explicit knowledge and authorization of the provider, or other than those included in the service practices and policies.
- Any problem caused by factors beyond the supplier's control, including any unforeseeable cause or for reasons of force majeure in accordance with article 1.105 of the Spanish Civil Code.

III.2.5. Information to be reported in the event of an incident

The communication of the incident report from initial Support must contain the minimum information necessary to be able to respond to the incident within the committed timeframes. The data marked with * below will be essential in order to respond to the request; the committed timeframes will only begin to run once this information is complete.

Information that must be included in each incident report (* is mandatory):

- ✓ The name of the product/service*.
- ✓ The name of the Client*.
- ✓ A descriptive title*.
- ✓ The urgency of the resolution (critical/high/low priority).
- ✓ If the incident is related to a specific user, include their username in the application*.
- ✓ The date and time when the incident occurred (format dd/mm/yyyy hh:mm)*.
- ✓ A detailed description of the incident (may be complemented with screenshots, if necessary)*.
- ✓ The error code (if displayed on the screen).
- ✓ The steps taken to replicate the incident in initial Support.
- ✓ Details of the environment in which the incident occurred (operating system/browser/software versions/etc.)*.
- ✓ Relevant observations.