

piplanning app – Customer Agreement

IMPORTANT – PLEASE READ THIS AGREEMENT

This Customer Agreement (the “Agreement”) is between you and Rentouch GmbH (CHE-322.701.704) (“Rentouch”). If you are agreeing to this Agreement not as an individual but on behalf of your company, then “Customer” or “you” means your company, and you are binding your company to this Agreement. Rentouch may modify this Agreement from time to time, subject to the terms in Section 23 (Changes to this Agreement) below.

By clicking on the “I agree” (or similar button) that is presented to you at the time of your order, or by using or accessing Rentouch products, you indicate your assent to be bound by this Agreement.

1 Scope of the Agreement

This Agreement governs your initial purchase as well as any future purchases made by you that reference this Agreement. This Agreement includes our Data Protection Policy, our Acceptable Use Policy, any Orders, and any other referenced policies and attachments. This Agreement applies to Rentouch’s PI Planning Application and/or any other additional service that you purchase from Rentouch.

2 Types of Rentouch Products

This Agreement governs (a) Rentouch’s commercially available downloadable PI Planning software, (b) Rentouch’s server deployments (“Self-hosted”), (c) Rentouch’s cloud-based solutions (currently designated as cloud deployments) (“Cloud Services”), and (d) any related support or maintenance services provided by Rentouch. PI Planning software, Self-hosted and Cloud Services, together with related Documentation, are referred to as “Products”. The Products and their permitted use are further described in Rentouch’s standard documentation (“Documentation”; howto.piplanning.io). Section 7 (Self-hosted Terms) applies specifically to server deployments, and Section 8 (Cloud Services Terms) applies specifically to Cloud Services, but unless otherwise specified, other provisions of this Agreement apply to all Products.

3 Account Registration

You may need to register for a Rentouch account in order to place orders or access or receive any Products. Any registration information that you provide to us must be accurate, current and complete. You must also update your information so that we may send notices, statements and other information to you by email or through your account. You are responsible for all actions taken through your accounts.

4 Orders

4.1 Directly with Rentouch

Rentouch’s Product ordering documentation or purchase flow (“Order”) will specify your authorized scope of use for the Products, which may include: (a) number and type of Authorized Users (as defined below), (b) storage or capacity (for Cloud Services), (c) numbers of licenses, copies or instances (for Self-hosted), or (d) other restrictions or billable units (as applicable, the “Scope of Use”). The term “Order” also includes any applicable Product or Support and Maintenance renewal, or purchases you make to increase or upgrade your Scope of Use.

4.2 Reseller Orders

This Agreement applies whether you purchase our Products directly from Rentouch or through other authorized resellers (each, a “Reseller”). If you purchase through a Reseller, your Scope of Use shall be as stated in the Order placed by Reseller for you, and Reseller is responsible for the accuracy of any such Order. Resellers are not authorized to make any promises or commitments on Rentouch’s behalf, and we are not bound by any obligations to you other than what we specify in this Agreement.

5 Authorized Users

Only the specific individuals for whom you have paid the required fees and whom you designate through the applicable Product (“Authorized Users”) may access and use the Products. Some Products may allow you to designate different types of Authorized Users, in which case pricing and functionality may vary according to the type of Authorized User. Authorized Users may be you or your Affiliates’ teams, employees, representatives, consultants, contractors, agents, or other third parties who are acting for your benefit or on your behalf. You may increase the number of Authorized Users permitted to access your instance of the Product by placing a new Order or, in some cases, directly through the Product. In all cases, you must pay the applicable fee for the increased number of Authorized Users. You are responsible for compliance with this Agreement by all Authorized Users. All use of Products by you and your Authorized Users must be within the Scope of Use and solely for the benefit of you or your Affiliates. “Affiliate” means an entity which, directly or indirectly, owns or controls, is owned or is controlled by or is under common ownership or control with a party, where “control” means the power to direct the management or affairs of an entity, and “ownership” means the beneficial ownership of 50% (or, if the applicable jurisdiction does not allow majority ownership, the maximum amount permitted under such law) or more of the voting equity securities or other equivalent voting interests of the entity.

6 Team Licenses

A Team license includes a Team Board and a swimlane on the Program Board as well as the right to use all features provided with the PI Planning App.

6.1 Your License Rights

Subject to the terms and conditions of this Agreement, Rentouch grants you non-exclusive, non subicensable and non-transferable Team licenses to use the PI Planning software during the applicable License Term in accordance with this Agreement, your applicable Scope of Use, and the Documentation. The term of each Team license (“License Term”) will be specified in your Order. Your License Term will end upon any termination of this Agreement, even if it is identified as “perpetual” or if no expiration date is specified in your Order. Each team requires a license in order to operate, which will be delivered as described in Section 11.1 (Delivery).

6.2 Evaluation Licenses

Rentouch also makes available “evaluation” licenses free of charge for customers (interested in buying licenses) who want to test the PI Planning software in one of their PI Plannings. These licenses are only available for the cloud-based solution of the PI Planning software. In the communication with the interested customer it’s determined for which period of time these licenses are going to be active.

6.3 Number of PI Planning sessions

With an active Team license you can create unlimited PI Planning sessions. But you are only allowed to assign created teams with active licenses to these sessions.

6.4 piplanning app Terms

6.4.1 Number of Installations

You can download the PI Planning software as many times and install it on as many computers as you need to execute your PI Planning.

6.4.2 Number of PI Planning sessions

With an active Team license you can create unlimited PI Planning sessions. But you are only allowed to assign created teams with active licenses to these sessions.

7 Self-hosted Terms

7.1 Your License Rights

Subject to the terms and conditions of this Agreement, Rentouch grants you a non-exclusive, non-sublicensable and non-transferable license to install and use Self-hosted during the applicable License Term in accordance with this Agreement, your applicable Scope of Use, and the Documentation. The term of each Self-hosted license ("License Term") will be specified in your Order. Your License Term will end upon any termination of this Agreement, even if it is identified as "perpetual" or if no expiration date is specified in your Order. Self-hosted requires a license key in order to operate, which will be delivered as described in Section 11.1 (Delivery).

7.2 Your Modifications

Changes to the code resulting in an increase of the number of team licenses which have not been purchased from Rentouch are prohibited. Subject to the terms and conditions of this Agreement: (1) for any elements of Self-hosted provided by Rentouch in source code form, and to the extent permitted in the Documentation, you may modify such source code solely for purposes of developing bug fixes, customizations and additional features for Self-hosted and (2) you may also modify the Documentation to reflect your permitted modifications of Self-hosted source code or the particular use of the Products within your organization. Any modified source code or Documentation constitutes "Your Modifications". You may use Your Modifications solely with respect to your own instances in support of your permitted use of Self-hosted but you may not distribute the code to Your Modifications to any third party. Notwithstanding anything in this Agreement to the contrary, Rentouch has no support, warranty, indemnification or other obligation or liability with respect to Your Modifications or their combination, interaction or use with our Products. You shall indemnify, defend and hold us harmless from and against any and all claims, costs, damages, losses, liabilities and expenses (including reasonable attorneys' fees and costs) arising out of or in connection with any claim brought against us by a third party relating to Your Modifications (including but not limited to any representations or warranties you make about Your Modifications or Self-hosted) or your breach of this Section 7.2. This indemnification obligation is subject to your receiving (i) prompt written notice of such claim (but in any event notice in sufficient time for you to respond without prejudice); (ii) the exclusive right to control and direct the investigation, defense, or settlement of such claim; and (iii) all reasonably necessary cooperation of Rentouch at your expense.

7.3 Attribution

In any use of Self-hosted, you must include the following attribution to Rentouch on all user interfaces in the following format: "Powered by Rentouch," which must in every case include a hyperlink to <https://www.rentouch.ch>, and which must be in the same format as delivered in Self-hosted

7.4 Third Party Code

Self-hosted includes code and libraries licensed to us by third parties, including open source software.

8 Cloud Services Terms

8.1 Access to Cloud Services

Subject to the terms and conditions of this Agreement, Rentouch grants you a non-exclusive right to access and use the Cloud Services during the applicable Subscription Term (as defined below) in accordance with this Agreement, your applicable Scope of Use and the Documentation. You acknowledge that our Cloud Services are on-line, subscription-based products and that we may make changes to the Cloud Services from time to time.

8.2 Subscription Terms and Renewals

Cloud Services are provided on a subscription basis for a set term specified in your Order. Except as otherwise specified in your Order, all subscriptions will automatically renew for periods equal to your initial Subscription Term (and you will be charged at the then-current rates) unless you cancel your subscription by email at service@rentouch.ch. If you cancel, your subscription will terminate at the end of then-current billing cycle, but you will not be entitled to any credits or refunds for amounts accrued or paid prior to such termination

8.3 Credentials

You must ensure that all Authorized Users keep their user IDs and passwords for the Cloud Services strictly confidential and not share such information with any unauthorized person. User IDs are granted to individual, named persons and may only be shared within the team. You are responsible for any and all actions taken using your accounts and passwords, and you agree to immediately notify Rentouch of any unauthorized use of which you become aware.

8.4 Your Data

“Your Data” means any data, content, code, video, images or other materials of any type that you upload, submit or otherwise transmit to or through Cloud Services. You will retain all right, title and interest in and to Your Data in the form provided to Rentouch. Subject to the terms of this Agreement, you hereby grant to Rentouch a non-exclusive, worldwide, royalty-free right to (a) collect, use, copy, store, transmit, modify and create derivative works of Your Data, in each case solely to the extent necessary to provide the applicable Cloud Service to you and (b) for Cloud Services that enable you to share Your Data or interact with other people, to distribute and publicly perform and display Your Data as you (or your Authorized Users) direct or enable through the Cloud Service. Rentouch may also access your account or instance in order to respond to your support requests.

8.5 Security

Rentouch implements security procedures to help protect Your Data from security attacks. However, you understand that use of the Cloud Services necessarily involves transmission of Your Data over networks that are not owned, operated or controlled by us, and we are not responsible for any of Your Data lost, altered, intercepted or stored across such networks. We cannot guarantee that our security procedures will be error free, that transmissions of Your Data will always be secure or that unauthorized third parties will never be able to defeat our security measures or those of our third party service providers.

8.6 Storage Limits

Rentouch reserves the right to charge for additional storage or overage fees. We may impose new, or may modify existing, storage limits for the Cloud Services at any time in our discretion, with or without notice to you.

8.7 Responsibility for Your Data

8.7.1 General

You must ensure that your use of Cloud Services and all Your Data is at all times compliant with our Acceptable Use Policy and all applicable local, state, federal and international laws and regulations (“Laws”). You represent and warrant that: (i) you have obtained all necessary rights, releases and permissions to provide all Your Data to Rentouch and to grant the rights granted to Rentouch in this Agreement and (ii) Your Data and its transfer to and use by Rentouch as authorized by you under this Agreement do not violate any Laws (including without limitation those relating to export control and electronic communications) or rights of any third party, including without limitation any intellectual property rights, rights of privacy, or rights of publicity, and any use, collection and disclosure authorized herein is not inconsistent with the terms of any applicable privacy policies. Other than its security obligations under Section 8.5 (Security), Rentouch assumes no responsibility or liability for Your Data, and you shall be solely responsible for Your Data and the consequences of using, disclosing, storing, or transmitting it.

8.7.2 Sensitive Data

You will not submit to the Cloud Services (or use the Cloud Services to collect): (i) any personally identifiable information, except as necessary for the establishment of your piplanning.io account; (ii) any patient, medical or other protected health information regulated by HIPAA or any similar federal or state laws, rules or regulations; or (iii) any other information subject to regulation or protection under specific laws such as the Gramm-Leach-Bliley Act (or related rules or regulations) ((i) through (iii), collectively, “Sensitive Data”). You also acknowledge that Rentouch is not acting as your Business Associate or subcontractor (as such terms are defined and used in HIPAA) and that the Cloud Services are not HIPAA compliant. “HIPAA” means the Health Insurance Portability and Accountability Act, as amended and supplemented. Notwithstanding any other provision to the contrary, Rentouch has no liability under this Agreement for Sensitive Data.

8.7.3 Indemnity for Your Data

You will defend, indemnify and hold harmless Rentouch from and against any loss, cost, liability or damage, including attorneys' fees, for which Rentouch becomes liable arising from or relating to any claim relating to Your Data, including but not limited to any claim brought by a third party alleging that Your Data, or your use of the Cloud Services in breach of this Agreement, infringes or misappropriates the intellectual property rights of a third party or violates applicable law. This indemnification obligation is subject to your receiving (i) prompt written notice of such claim (but in any event notice in sufficient time for you to respond without prejudice); (ii) the exclusive right to control and direct the investigation, defense, or settlement of such claim; and (iii) all reasonable necessary cooperation of Rentouch at your expense.

8.8 Removals and Suspension

Rentouch has no obligation to monitor any content uploaded to the Cloud Services. Nonetheless, if we deem such action necessary based on your violation of this Agreement or in response to takedown requests that we receive following our guidelines for Reporting Copyright and Trademark Violations, we may (1) remove Your Data from the Cloud Services or (2) suspend your access to the Cloud Services. We will generally alert you when we take such action and give you a reasonable opportunity to cure your breach, but if we determine that your actions endanger the operation of the Cloud Service or other users, we may suspend your access immediately without notice. You will continue to be charged for the Cloud Service during any suspension period. We have no liability to you for removing or deleting Your Data from or suspending your access to any Cloud Services as described in this section.

8.9 Deletion at End of Subscription Term

We may remove or delete Your Data within a reasonable period of time after the termination of your Subscription Term.

9 Support and Maintenance

Rentouch will provide the support and maintenance services during the period for which you have paid the applicable fee. Support and Maintenance will be provided at the support level and during the support term specified in your Order. The Rentouch Support Policy may be modified by Rentouch from time to time to reflect process improvements or changing practices. Support and Maintenance for Self-hosted includes access to New Releases, if and when available. You may use any New Releases that we provide to you during a valid support term in the same way that you use Self-hosted, and New Releases are included in the definition of Self-hosted in that case. "New Releases" are bug fixes, patches, major or minor releases, or any other changes, enhancements, or modifications to Self-hosted that we make generally commercially available

10 Training Services

We will provide training services purchased in an Order in accordance with the descriptions and conditions for those services set forth in the Order and the accompanying service descriptions or datasheets. Rentouch shall retain all right, title and interest in and to any materials, deliverables, modifications, derivative works or developments related to any training services we provide ("Training Materials"). Any Training Materials provided to you may be used only in connection with the Products subject to the same use restrictions for the Products. If applicable, you will reimburse Rentouch for reasonable travel and lodging expenses as incurred.

11 Returns and Financial Terms

11.1 Delivery

We will deliver the applicable team licenses and/or login instructions to the email addresses specified in your Order when we have received payment of the applicable fees. All deliveries under this Agreement will be electronic. For the avoidance of doubt, you are responsible for installation of any Self-hosted, and you acknowledge that Rentouch has no further delivery obligation with respect to Self-hosted after delivery of the licenses.

11.2 Payment

You agree to pay all fees in accordance with each Order. Unless otherwise specified in your Order, you will pay all amounts in U.S. dollars at the time you place your Order. All amounts are non-refundable, noncancelable and non-creditable. In making payments, you acknowledge that you are not relying on future availability of any Products beyond the current License Term or Subscription Term or any Product upgrades or feature enhancements. If you add Authorized Users during your License Term or Subscription Term, we will charge you for the increased number of Authorized Users pursuant to the then-currently applicable rates in your next billing cycle. If you purchase any Products through a Reseller, you owe payment to the Reseller as agreed between you and the Reseller, but you acknowledge that we may terminate your rights to use Products if we do not receive our corresponding payment from the Reseller.

11.3 Taxes

Your payments under this Agreement exclude any taxes or duties payable in respect of the Products in the jurisdiction where the payment is either made or received. To the extent that any such taxes or duties are payable by Rentouch, you must pay Rentouch the amount of such taxes or duties in addition to any fees owed under this Agreement. Notwithstanding the foregoing, you may have obtained an exemption from relevant taxes or duties as of the time such taxes or duties are levied or assessed. In that case, you will have the right to provide to Rentouch any such exemption information, and Rentouch will use reasonable efforts to provide such invoicing documents as may enable you to obtain a refund or credit for the amount so paid from any relevant revenue authority if such a refund or credit is available.

12 No-Charge Products

We may offer certain Products to you at no charge, including free accounts, trial use, and access to Beta Versions as defined below ("No-Charge Products"). Your use of No-Charge Products is subject to any additional terms that we specify and is only permitted for the period designated by us. You may not use No-Charge Products for competitive analysis or similar purposes. We may terminate your right to use No-Charge Products at any time and for any reason in our sole discretion, without liability to you. You understand that any pre-release and beta products we make available ("Beta Versions") are still under development, may be inoperable or incomplete and are likely to contain more errors and bugs than generally available Products. We make no promises that any Beta Versions will ever be made generally available. In some circumstances, we may charge a fee in order to allow you to access Beta Versions, but the Beta Versions will still remain subject to this Section 12 (No-Charge Products). All information regarding the characteristics, features or performance of Beta Versions constitutes Rentouch's Confidential Information. To the maximum extent permitted by applicable law, we disclaim all obligations or liabilities with respect to No-Charge Products, including any Support and Maintenance, warranty, and indemnity obligations.

13 Restrictions

Except as otherwise expressly permitted in this Agreement, you will not: (a) rent, lease, reproduce, modify, adapt, create derivative works of, distribute, sell, sublicense, transfer, or provide access to the Products to a third party, (b) use the Products for the benefit of any third party, (c) incorporate any Products into a product or service you provide to a third party, (d) interfere with any team license mechanism in the Products or otherwise circumvent mechanisms in the Products intended to limit your use, (e) reverse engineer, disassemble, decompile, translate, or otherwise seek to obtain or derive the source code, underlying ideas, algorithms, file formats or non-public APIs to any Products, except as permitted by law, (f) remove or obscure any proprietary or other notices contained in any Product, or (g) publicly disseminate information regarding the performance of the Products.

14 License Certifications and Audits

At our request, you agree to provide a signed certification that you are using all Products pursuant to the terms of this Agreement, including the Scope of Use. You agree to allow us, or our authorized agent, to audit your use of the Products. We will provide you with at least 10 days advance notice prior to the audit, and the audit will be conducted during normal business hours. We will bear all out-of-pocket costs that we incur for the audit, unless the audit reveals that you have exceeded the Scope of Use. You will provide reasonable assistance, cooperation, and access to relevant information in the course of any audit at your own cost. If you exceed your Scope of Use, we may invoice you for any past or ongoing excessive use, and you will pay the invoice promptly after receipt. This remedy is without prejudice to any other remedies available to Rentouch at law or equity or under this Agreement. To the extent we are obligated to do so, we may share audit results with certain of our third party licensors or assign the audit rights specified in this Section to such licensors.

15 Ownership and Feedback

Products are made available on a limited license or access basis, and no ownership right is conveyed to you, irrespective of the use of terms such as “purchase” or “sale”. Rentouch has and retains all right, title and interest, including all intellectual property rights, in and to the Products (including all No-Charge Products), their “look and feel”, any and all related or underlying technology, and any modifications or derivative works of the foregoing created by or for Rentouch, including without limitation as they may incorporate Feedback (“Rentouch Technology”). From time to time, you may choose to submit comments, information, questions, data, ideas, description of processes, or other information to Rentouch, including sharing Your Modifications or in the course of receiving Support and Maintenance (“Feedback”). Rentouch may in connection with any of its products or services freely use, copy, disclose, license, distribute and exploit any Feedback in any manner without any obligation, royalty or restriction based on intellectual property rights or otherwise. No Feedback will be considered your Confidential Information, and nothing in this Agreement limits Rentouch’s right to independently use, develop, evaluate, or market products, whether incorporating Feedback or otherwise.

16 Confidentiality

Except as otherwise set forth in this Agreement, each party agrees that all code, inventions, know-how, business, technical and financial information disclosed to such party (“Receiving Party”) by the disclosing party (“Disclosing Party”) constitute the confidential property of the Disclosing Party (“Confidential Information”), provided that it is identified as confidential at the time of disclosure. Any Rentouch Technology and any performance information relating to the Products shall be deemed Confidential Information of Rentouch without any marking or further designation. Except as expressly authorized herein, the Receiving Party will hold in confidence and not use or disclose any Confidential Information. The Receiving Party’s nondisclosure obligation shall not apply to information which the Receiving Party can document: (i) was rightfully in its possession or known to it prior to receipt of the Confidential Information; (ii) is or has become public knowledge through no fault of the Receiving Party; (iii) is rightfully obtained by the Receiving Party from a third party without breach of any confidentiality obligation; or (iv) is independently developed by employees of the Receiving Party who had no access to such information. The Receiving Party may also disclose Confidential Information if so required pursuant to a regulation, law or court order (but only to the minimum extent required to comply with such regulation or order and with advance notice to the Disclosing Party). The Receiving Party acknowledges that disclosure of Confidential Information would cause substantial harm for which damages alone would not be a sufficient remedy, and therefore that upon any such disclosure by the Receiving Party the Disclosing Party shall be entitled to appropriate equitable relief in addition to whatever other remedies it might have at law. For the avoidance of doubt, this Section shall not operate as a separate warranty with respect to the operation of any Product.

17 Term and Termination

This Agreement is in effect for as long as you have a valid License Term or Subscription Term (the “Term”), unless sooner terminated as permitted in this Agreement. Either party may terminate this Agreement before the expiration of the Term if the other party materially breaches any of the terms of this Agreement and does not cure the breach within thirty (30) days after written notice of the breach. Either party may also terminate the Agreement before the expiration of the Term if the other party ceases to operate, declares bankruptcy, or becomes insolvent or otherwise unable to meet its financial obligations. You may terminate this Agreement at any time with notice to Rentouch, but you will not be entitled to any credits or refunds as a result of convenience termination for prepaid but unused Self-hosted, Cloud Services subscriptions, or Support and Maintenance. Except where an exclusive remedy may be specified in this Agreement, the exercise by either party of any remedy, including termination, will be without prejudice to

any other remedies it may have under this Agreement, by law, or otherwise. Once the Agreement terminates, you (and your Authorized Users) will no longer have any right to use or access any Products, or any information or materials that we make available to you under this Agreement, including Rentouch Confidential Information. You are required to delete any of the foregoing from your systems as applicable (including any third party systems operated on your behalf) and provide written certification to us that you have done so at our request. The following provisions will survive any termination or expiration of this Agreement: Sections 8.7.3 (Indemnity for Your Data), 10.3 (Payment), 10.4 (Taxes), 11 (No-Charge Products) (disclaimers and use restrictions only), 13 (Restrictions), 14 (License Certifications and Audits), 15 (Ownership and Feedback), 16 (Confidentiality), 17 (Term and Termination), 18.2 (Warranty Disclaimer), 19 (Limitation of Liability), 24 (Dispute Resolution) and 24 (General Provisions).

18 Warranty and Disclaimer

18.1 Due Authority

Each party represents and warrants that it has the legal power and authority to enter into this Agreement, and that, if you are an entity, this Agreement and each Order is entered into by an employee or agent of such party with all necessary authority to bind such party to the terms and conditions of this Agreement.

18.2 WARRANTY DISCLAIMER

ALL PRODUCTS ARE PROVIDED "AS IS," AND RENTOUCH AND ITS SUPPLIERS EXPRESSLY DISCLAIM ANY AND ALL WARRANTIES AND REPRESENTATIONS OF ANY KIND, INCLUDING ANY WARRANTY OF NONINFRINGEMENT, TITLE, FITNESS FOR A PARTICULAR PURPOSE, FUNCTIONALITY, OR MERCHANTABILITY, WHETHER EXPRESS, IMPLIED, OR STATUTORY. YOU MAY HAVE OTHER STATUTORY RIGHTS, BUT THE DURATION OF STATUTORILY REQUIRED WARRANTIES, IF ANY, SHALL BE LIMITED TO THE SHORTEST PERIOD PERMITTED BY LAW. RENTOUCH SHALL NOT BE LIABLE FOR DELAYS, INTERRUPTIONS, SERVICE FAILURES AND OTHER PROBLEMS INHERENT IN USE OF THE INTERNET AND ELECTRONIC COMMUNICATIONS OR OTHER SYSTEMS OUTSIDE THE REASONABLE CONTROL OF RENTOUCH. TO THE MAXIMUM EXTENT PERMITTED BY LAW, NEITHER RENTOUCH NOR ANY OF ITS THIRD PARTY SUPPLIERS MAKES ANY REPRESENTATION, WARRANTY OR GUARANTEE AS TO THE RELIABILITY, TIMELINESS, QUALITY, SUITABILITY, TRUTH, AVAILABILITY, ACCURACY OR COMPLETENESS OF ANY PRODUCTS OR ANY CONTENT THEREIN OR GENERATED THEREWITH, OR THAT: (A) THE USE OF ANY PRODUCTS WILL BE SECURE, TIMELY, UNINTERRUPTED OR ERROR-FREE; (B) THE PRODUCTS WILL OPERATE IN COMBINATION WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEM, OR DATA; (C) THE PRODUCTS (OR ANY PRODUCTS, SERVICES, INFORMATION, OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE PRODUCTS) WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS; (D) ANY STORED DATA WILL BE ACCURATE OR RELIABLE OR THAT ANY STORED DATA WILL NOT BE LOST OR CORRUPTED; (E) ERRORS OR DEFECTS WILL BE CORRECTED; OR (F) THE PRODUCTS (OR ANY SERVER(S) THAT MAKE A HOSTED SERVICE AVAILABLE) ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS.

19 Limitation of Liability

NEITHER PARTY (NOR ITS SUPPLIERS) SHALL BE LIABLE FOR ANY LOSS OF USE, LOST OR INACCURATE DATA, FAILURE OF SECURITY MECHANISMS, INTERRUPTION OF BUSINESS, COSTS OF DELAY OR ANY INDIRECT, SPECIAL, INCIDENTAL, RELIANCE OR CONSEQUENTIAL DAMAGES OF ANY KIND (INCLUDING LOST PROFITS), REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, EVEN IF INFORMED OF THE POSSIBILITY OF SUCH DAMAGES IN ADVANCE. NEITHER PARTY'S AGGREGATE LIABILITY TO THE OTHER SHALL EXCEED THE AMOUNT ACTUALLY PAID BY YOU TO US FOR PRODUCTS AND SUPPORT AND MAINTENANCE IN THE 12 MONTHS IMMEDIATELY

PRECEDING THE CLAIM. NOTWITHSTANDING ANYTHING ELSE IN THIS AGREEMENT, OUR AGGREGATE LIABILITY TO YOU IN RESPECT OF NO-CHARGE PRODUCTS SHALL BE US\$20. THIS SECTION 19 (LIMITATION OF LIABILITY) SHALL NOT APPLY TO (1) AMOUNTS OWED BY YOU UNDER ANY ORDERS, (2) EITHER PARTY'S EXPRESS INDEMNIFICATION OBLIGATIONS IN THIS AGREEMENT, OR (3) YOUR BREACH OF SECTION 13 (RESTRICTIONS). TO THE MAXIMUM EXTENT PERMITTED BY LAW, NO SUPPLIERS OF ANY THIRD PARTY COMPONENTS INCLUDED IN THE PRODUCTS WILL BE LIABLE TO YOU FOR ANY DAMAGES WHATSOEVER.

The parties agree that the limitations specified in this Section 19 (Limitation of Liability) will survive and apply even if any limited remedy specified in this Agreement is found to have failed of its essential purpose.

20 Publicity Rights

We may identify you as a Rentouch customer in our promotional materials. You may request that we stop doing so by submitting an email to service@rentouch.ch at any time. Please note that it may take us up to 30 days to process your request.

21 Improving Our Products

We are always striving to improve our Products. In order to do so, we need to measure, analyze, and aggregate how users interact with our Products, such as usage patterns and characteristics of our user base.

22 Dispute Resolution

22.1 Dispute Resolution; Arbitration

In the event of any controversy or claim arising out of or relating to this Agreement, the parties hereto shall consult and negotiate with each other and, recognizing their mutual interests, attempt to reach a solution satisfactory to both parties. If the parties do not reach settlement within a period of 60 days, any unresolved controversy or claim arising out of or relating to this Agreement shall proceed to binding arbitration under the Rules of Arbitration of the International Chamber of Commerce. The parties shall seek to mutually appoint an arbitrator. If the parties cannot agree on a single arbitrator, then there shall be three (3) arbitrators: one selected by each party, and a third selected by the first two. Arbitration will take place in the following city as mutually agreed between the parties: Zurich (Switzerland). If the parties are unable to agree to one of these cities, then the arbitration shall proceed in Zurich (Switzerland). All negotiations and arbitration proceedings pursuant to this Section will be confidential and treated as compromise and settlement negotiations for purposes of all similar rules and codes of evidence of applicable legislation and jurisdictions. The language of the arbitration shall be English.

22.2 Governing Law; Jurisdiction

This Agreement will be governed by and construed in accordance with the applicable laws of Switzerland. Each party irrevocably agrees that any legal action, suit or proceeding that is not otherwise subject to the arbitration provisions of Section 22.1 (Dispute Resolution; Arbitration) must be brought solely and exclusively in, and will be subject to the service of process and other applicable procedural rules of, the

District Court in Zurich, Switzerland and each party irrevocably submits to the sole and exclusive personal jurisdiction of the courts in Zurich, Switzerland generally and unconditionally, with respect to any action, suit or proceeding brought by it or against it by the other party. Notwithstanding the foregoing, Rentouch may bring a claim for equitable relief in any court with proper jurisdiction.

22.3 Injunctive Relief; Enforcement

Notwithstanding the provisions of Section 22.1 (Dispute Resolution; Arbitration), nothing in this Agreement shall prevent either party from seeking injunctive relief with respect to a violation of intellectual property rights, confidentiality obligations or enforcement or recognition of any award or order in any appropriate jurisdiction.

23 Changes to this Agreement

We may update or modify this Agreement from time to time, including any referenced policies and other documents. If a revision meaningfully reduces your rights, we will use reasonable efforts to notify you (by, for example, sending an email to the billing or technical contact you designate in the applicable Order, posting on our blog, through your Rentouch account, or in the Product itself). If we modify the Agreement during your License Term or Subscription Term, the modified version will be effective upon your next renewal of a License Term, Support and Maintenance term, or Subscription Term, as applicable. In this case, if you object to the updated Agreement, as your exclusive remedy, you may choose not to renew, including cancelling any terms set to auto-renew. With respect to No-Charge Products, accepting the updated Agreement is required for you to continue using the No-Charge Products. You may be required to click through the updated Agreement to show your acceptance. If you do not agree to the updated Agreement after it becomes effective, you will no longer have a right to use No-Charge Products. For the avoidance of doubt, any Order is subject to the version of the Agreement in effect at the time of the Order.

24 General Provisions

Any notice under this Agreement must be given in writing. We may provide notice to you via email or through your account. Our notices to you will be deemed given upon the first business day after we send it. You may provide notice to us by post to Rentouch GmbH, Schönenbergstrasse 68, 8820 Wädenswil, Switzerland. Your notices to us will be deemed given upon our receipt. Neither party shall be liable to the other for any delay or failure to perform any obligation under this Agreement (except for a failure to pay fees) if the delay or failure is due to unforeseen events which are beyond the reasonable control of such party, such as a strike, blockade, war, act of terrorism, riot, natural disaster, failure or diminishment of power or telecommunications or data networks or services, or refusal of a license by a government agency. You may not assign this Agreement without our prior written consent. We will not unreasonably withhold our consent if the assignee agrees to be bound by the terms and conditions of this Agreement. We may assign our rights and obligations under this Agreement (in whole or in part) without your consent. The Products are commercial computer software. The Products were developed fully at private expense. All other use is prohibited. This Agreement is the entire agreement between you and Rentouch relating to the Products and supersedes all prior or contemporaneous oral or written communications, proposals and representations with respect to the Products or any other subject matter covered by this Agreement. If any provision of this Agreement is held to be void, invalid, unenforceable or illegal, the other provisions shall continue in full force and effect. This Agreement may not be modified or amended by you without our written agreement (which may be withheld in our complete discretion without any requirement to provide any explanation). As used herein, "including" (and its variants) means "including without limitation" (and its variants). No failure or delay by the injured party to this Agreement in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any right, power or privilege hereunder at law or equity. The parties are independent contractors. This Agreement shall not be construed as constituting either party as a partner of the other or to create any other form of legal association that would

give one party the express or implied right, power or authority to create any duty or obligation of the other party.