

Sector Alarm Oy's Terms and Conditions

These terms and conditions form part of a contract for the delivery of alarm services and other services, as well as the installation and the right of use of alarm equipment and accessories, etc. from Sector Alarm Oy. If the Customer has been provided with these terms and conditions in a language other than Finnish, in case of discrepancies between different language versions, the Finnish terms and conditions take precedence.

1. DEFINITIONS**1.1 CUSTOMER**

The natural or legal person who has signed the Assignment Agreement for the installation of an alarm system and the provision of related security services.

1.2 COMPANY

Sector Alarm Oy – business identity code 0667761-0 – Valimotie 21 - 00380 Helsinki, FINLAND. For further contact details, see clause 21.

1.3 INSTALLATION ADDRESS

The premises or other space in which the Equipment has been installed, located at the address specified in the Assignment Agreement.

1.4 EQUIPMENT

The security components and corresponding accessories installed for the purpose of providing security at the Installation Address. The Equipment is the property of the Company, and the Customer retains no rights to the Equipment other than the right of their use during the contract period agreed in the Assignment Agreement, unless otherwise agreed between the Customer and the Company. More information about the relevant Equipment and the Services will be provided in connection with the installation and will also be stated in the technical specifications and instructions for use that are available at www.sectoralarm.fi/asiakaspalvelu. Products purchased by the Customer that are not covered by these Terms and Conditions, for example from the Company's online store or from third parties, and which are configured to interact with the Equipment are not part of the Equipment or covered by this Contract unless otherwise explicitly agreed.

1.5 REMOTE MONITORING SERVICE

24/7 remote monitoring services provided by the Company by receiving and managing the alarm(s) sent by the Equipment and associated applications.

1.6 SERVICES

All Services that the Company undertakes to provide under this contract as specified in the Assignment Agreement including but not limited to the Remote Monitoring Service, call-out services (if applicable) and operation and maintenance of the Equipment. The Services also cover the installation and commissioning of the Equipment, including labour costs, materials, and the connection of the Equipment to an Alarm Receiving Centre, and inspection visits by specialist technicians necessary in each case for said commissioning as well as user training and administrative costs.

1.7 PROCEDURAL INSTRUCTIONS

Details provided by the Customer in the Company's digital or physical form specifying the persons to be contacted, their passwords and other information that the Company needs to perform the Remote Monitoring Service at the Installation Address. The Customer is responsible for the data of the persons to be contacted and their contact details, and for ensuring that the Customer is permitted to share such information with the Company.

1.8 ASSIGNMENT AGREEMENT

A contract document agreed upon by the Company and the Customer, where it is specified which components of Equipment the Customer wants to have installed at the Installation

Address, the particulars of the Customer, the agreed prices for the Services, etc.

1.9 TERMS AND CONDITIONS

These Terms and Conditions which apply to the Assignment Agreement between the Customer and the Company.

2. PURPOSE OF THE CONTRACT

The contract between the parties includes the Assignment Agreement, these Terms and Conditions and the Procedural Instructions. The contract governs the provision of the Services. The Company carries out a regulated activity pursuant to the Finnish Private Security Services Act (1085/2015, as amended). These Terms and Conditions apply to the Services, unless otherwise specified in the Assignment Agreement. In cases where contract documents are in conflict with each other, the order of precedence is as follows:

1. The Assignment Agreement including its possible annexes
2. These Terms and Conditions
3. The Procedural Instructions

3. ORDER CONFIRMATION

By signing the Assignment Agreement, the Customer enters into an agreement for the installation and use of the Equipment and confirms its order for the Services from the Company. The contract enters into force (and these terms and conditions become binding and effective) as of its activation date, which is the date on which the Equipment is installed or activated by the Company. The contract remains in force until it is terminated by one of the parties, see clause 12 below.

4. CANCELLATION RIGHT OF CUSTOMER

All consumers have the right to a statutory cool-off period and thus an unconditional cancellation right for 14 days after the signing of this contract pursuant to applicable consumer protection legislation. If the Customer wants to exercise their cancellation right, the Customer must notify the Company by using the contact details specified in clause 21 below as soon as possible and no later than 14 days after the date of this contract. The standardised cancellation form provided together with this contract may be used for exercising the cancellation right. If the implementation of the Services has begun before the end of the cancellation period, in the event of cancellation, the Customer must provide the Company with reasonable financial compensation for all implementation measures that have occurred before the corresponding cancellation notice was sent to the Company.

5. THE EQUIPMENT

The Customer acknowledges having been advised by the Company about all the means necessary to protect the site or premises that they wish to secure at the Installation Address. The Customer acknowledges having received complete information on the configuration of the Equipment needed to equip the Installation Address. The Customer acknowledges having accepted sole responsibility for determining and at its own discretion having determined, after considering the level of protection it deems appropriate and the price it can afford, the Equipment it wishes to have installed. The Customer acknowledges that the smoke detectors included in the Equipment have been designed, approved, and are, in accordance with the EN-14604 standard and are meant for domestic use and cannot replace a professional fire alarm system.

Starting from the date of installation, the Equipment is in the possession of, and available to be operated by, the Customer, which, for this reason, is legally responsible for it. The Customer agrees to maintain the Equipment in good condition and to use it responsibly. It is the Customer's responsibility to insure the Equipment under their control against any risk of loss or damage. The Customer agrees to notify the Company immediately in case of malfunction of the Equipment. Only technicians approved by the Company have the right to service, assemble, or modify the Equipment (excluding the

changing of batteries if this has been agreed with the Company). The Company must contact the Customer to agree a suitable time for the servicing of the Equipment when such servicing is deemed necessary by the Company. The Customer must enable such servicing visits. For electronic doorlocks, the Customer must follow the instructions provided by their manufacturer and is solely and fully responsible for the purchase, changing and costs of their batteries.

The Company may without notifying the Customer carry out remote software and firmware updates of the Equipment during the term of the contract to ensure its compliance with applicable technical requirements and functionalities, provided that such updates are necessary from a technical perspective and based on a risk assessment performed at the Company's sole discretion. Such updates include those pertaining to information security settings and patches, bug-fixes, firmware updates and the addition of new functionalities. Updates which entail changes to the operation of the Equipment (for example device settings, such as alarm sound volume) will be discussed with the Customer before their implementation. The Company will maintain a log file of all updates that have been implemented remotely, and the Customer may request it for viewing. When updates are implemented remotely, personal data and security requirements are handled in accordance with the Company's policies and procedures, including the Company's Privacy Policy which is available for viewing on the Company's website.

In the event that any of the Equipment must be changed during the contract term, no fees will be charged from the Customer for such changes, except for the remote control or those parts or devices of the Equipment which have been damaged due to misuse by the Customer or third parties. If such construction works or other changes are implemented at the Installation Address that affect the operation or configuration of the Equipment, the Customer shall be responsible for the costs of resulting necessary modifications or reconfigurations of the Equipment.

If devices or parts of the Equipment become damaged or are lost for any reason whatsoever, all such damages and losses must be reported by the Customer to the Company within 48 hours of their detection. In addition, the Customer must file a corresponding claim with its insurance company and take all necessary measures to compensate the Company for the damage incurred.

When the damage or loss results from an accident at the Installation Address for which the Customer or other outside parties are responsible, or vandalism, crime, attempted theft or a telecommunications network fault, all repairs to the Equipment shall be paid by the Customer. Repairs of the Equipment and changes to their configuration which are implemented at the expense of the Customer will be invoiced in accordance with the then-current price list. An up-to-date price list is available at www.sectoralarm.fi

6. INSTALLATION

The Company will install the Equipment at the Installation Address. Installation will only be performed after a safety expert has found that the Company's applicable requirements regarding the Equipment and the Services, as well as its requirements concerning the safety and the working environment of the Company's personnel, have been met. It is also a prerequisite that the safety expert considers the relevant property or space suitable for the Services. The Customer must be present during the installation and approve it.

Installation of the Equipment must be possible without the need to move furniture or domestic appliances. The final decision on the placement of the Equipment will be made by the Company. The Company representative performing the installation will prepare a plan for the Installation Address which will be used to decide the optimal placement of the Equipment and into which the final placement of the Equip-

ment will be marked. If the Customer insists upon a placement that differs from the one advised by the Company, the Customer assumes full responsibility for the adequacy of the installation. Installation, modification, or disassembly of the Equipment can only be carried out by the Company. Installation of the Equipment must be scheduled jointly by the Company and the Customer. The Customer must not modify, move, makes improvements to, or disassemble the installed Equipment without the Company's consent, and the Company is not liable for any malfunctions, false alarms or deficiencies in the Services which arise following any such actions taken by the Customer in breach of this contract. If the alarm system must be moved, the Customer will be charged for this in accordance with the then-current price list. The coverage of, and connections to, mobile networks vary depending on the geographical area and may change over time. Therefore, the Company cannot guarantee the availability of a mobile network connection if an alarm device or system has been moved. In cases where no mobile network connection is available, the Company is not liable to maintain the Remote Monitoring Service or to provide a replacement product. The Customer may not use the mobile subscription for any purpose other than communication with the Alarm Receiving Centre. If the environment in which the Equipment is located changes, the Company cannot guarantee the operation of the Equipment. If such changes cause repeated malfunctions or false alarms, the Company reserves the right to reduce or reorganise the Equipment at the Customer's expense.

7. REMOTE MONITORING SERVICE

The Services include a Remote Monitoring Service, and all alarm signals are followed up by the Company or its authorised partners, save as otherwise provided in these Terms and Conditions. The Company does not offer guard visit services in all geographical locations, and no guarantee, express or implied, is given in this contract that a guard visit service will be provided by the Company or its authorized partners.

If an alarm is triggered, the Company will contact the Customer or the emergency contact persons listed in the Procedural Instructions, either by phone or through the alarm system's voice unit. If the alarm is cancelled correctly through the app, by entering the correct code, with a key tag or with a remote-control device, the Company's policy is to send the Customer a text message specifying that an alarm was triggered and cancelled correctly, and that no further action will be taken by the Company. When communicating with the Company regarding the cancellation of a triggered alarm, the Customer must provide their safety word as specified in the Procedural Instructions.

If guard visits are offered in the area of the Installation Address, depending on the geographical location and applicable laws and regulations, guard visits may be undertaken for verified alarms by the Company's personnel, its partners, or alternatively by the emergency services, the police or other emergency authorities. If an intrusion, a fire or some other serious occurrence is suspected, the Company may enter the Customer's property using its keys or some other method. In the event of a guard visit, if it is not possible to contact the Customer, or any other specified contact person, the Company may, at the Customer's expense and risk, initiate any actions it deems necessary to secure the property, for example by employing guards or other physical means of security. The Customer authorises the Company to contact a local public-safety answering point at Company's sole discretion and as the Company sees fit. The public-safety answering point will at its discretion evaluate the urgency of each emergency call and forward calls that require immediate action to relevant bodies, such as emergency services and the police.

If the Customer has chosen that the Company may keep a key to the Installation Address in its possession and enter the Customer's premises if necessary, the Customer must ensure that the Company is always in possession of said key, has access to a key box containing said key installed at the Ins-

tallation Address, or has the necessary code for relevant electronic door locks. If these are not available, only an external inspection will be carried out. If no key is available due to any action or omission on the part of the Company, the Company will provide appropriate reasonable compensation for expenses incurred by the Customer in providing another key to the Company, and, if necessary, ensure that the Customer's locks are replaced at the expense of the Company. This is conditional upon the Customer having a receipt from the Company confirming the Company's receipt of the original key.

After a triggered alarm that is not cancelled, if the Customer does not receive a phone call or text message from the Company, its partners or public authorities (emergency services and/or the police), no guard visit by any said party takes place, and the Customer is not contacted through the voice connection functionality of the Equipment by any said party, the Customer must proceed as it would in cases of malfunctions or errors in the Equipment or the Services; see clause 21 below.

The Remote Monitoring Service offered by the Company is in accordance with the Finnish legislation in force, applicable Finnish standards and regulations, and the permits held by the Company. In the event of any misuse of the Remote Monitoring Service, the Customer is obliged to compensate all costs incurred to the authorities and the Company from said misuse.

8. OWNERSHIP OF EQUIPMENT

The Equipment is and shall at all times remain the property of the Company, and the Customer shall obtain no rights to the Equipment other than the right of its use during the contract period. If, however, the Customer has provisioned the installation of electronic door-locks or other third-party products configured to connect to the Equipment, such door locks and products are, and shall remain, the property of the Customer. Additionally, unless otherwise agreed, all accessories, excluding electronic door-locks, provisioned before 19/04/2022 are the property of the Customer.

At the express request of the Customer, on the day of termination of the contract the Company may transfer ownership of the Equipment belonging to the security system (excluding the SIM card and app services) to the Customer as specified in section 12.3, provided that the Customer has not defaulted on its payment obligations at the time of the termination of the contract. Details concerning the components that will be transferred, and the terms of their transfer, will be agreed jointly by the Company and the Customer. The SIM card, apps, and signs and stickers are never transferred to the Customer. The Company is not in any way responsible for the operation or configurability of the system or its accessories after their ownership has been transferred.

9. THE CUSTOMER'S UNDERTAKINGS

9.1 The Customer undertakes to ensure that the Equipment and the Services are used appropriately and that all users of the Equipment and the Services are informed about their functionalities and the appropriate use thereof. The Customer undertakes to take appropriate care of the Equipment owned by the Company and to not disturb its operation.

9.2 The Customer declares that the products included in the Equipment will be handled and used in accordance with the Company's instructions and user manuals. The Customer acknowledges that if the products included in the Equipment are not handled and used in accordance with the Company's instructions and user manuals, this may affect the operation of the Equipment and, consequently, the provision of the Services. The Company is not liable for any failures in the Services caused by the Customer's failure to ensure that the Equipment is used in accordance with said instructions and/or manuals.

9.3 The Customer must provide the Procedural Instructions by completing the corresponding form prior to the activation of the alarm panel. The Remote Monitoring Service for the Equipment will begin only upon receipt of the Procedural Instructions by the Company even in cases where fees have already been charged. The Customer declares that all details provided in the Procedural Instructions are up-to-date, correct and relevant. The provided information may be updated in the Company's app or on My pages.

9.4 The Customer authorises the Company to configure the system remotely and to download information needed to ensure the proper operation of the Equipment, provided that the Company has deemed such remote configuration work and updates necessary through risk analysis. The Customer also authorises the Company or its authorised partner(s) to access the Installation Address to perform its contractual obligations.

9.5 The Customer is responsible for all permits that may be required from the owner and the users of the Equipment by authorities.

9.6 The Customer must test the Equipment regularly. The Customer must inform the Company of all such tests in advance. The Customer is obliged to inform Company without undue delay about any faults found in the Equipment and in all cases where the Customer believes or suspects that the Equipment or any part thereof is not working in the agreed way or requires servicing or repair. The Customer must also inform the Company without undue delay about any changes that may affect the provision of the Services, such as changes to the contact persons, changes to their contact details, the acquisition of pets, renovation works, or other structural and/or technical changes.

9.7 The Customer is responsible for ensuring that the Company has the correct invoicing address.

10. RELOCATION AND TRANSFER OF THE CONTRACT

If the Customer relocates from the Installation Address, it remains the contract party unless the contract is transferred to a new owner under the same terms and conditions and this transfer is agreed to by the Company. Consequently, the Customer or any third party may not take possession of the Equipment, or transfer or rent it to or permit its use by, any third party. In the event of a transfer, the new owner must assume all the rights and responsibilities of the Customer.

If the Customer wishes to transfer the Equipment and the Services to its new home or premises, the Customer must give the Company three months' prior written notice. The Company will install corresponding new equipment from its then existing product range to the new address free of charge on a date agreed jointly with the Customer, provided that the new address is in an area serviced by the Company and the new address is suitable for said equipment and has suitable mobile network coverage. A new Assignment Agreement must be drawn up and signed for the new address. Equipment installed at an address covered by a terminated alarm services contract cannot be transferred to a new location.

11. RESPONSIBILITIES OF THE COMPANY

11.1 The Services are intended to improve security and reduce the consequences of undesirable incidents. The Services do not provide a guarantee or similar assurance against such incidents or, to the maximum extent permitted by applicable law, do not entail liability for consequential losses. The Customer understands that operational faults can occur in the Equipment, and that it is the responsibility of the Customer to always ensure that its property and valuables are insured with a suitable insurance company, and to file insurance claims for all losses from that insurance company.

11.2 Subject to Clause 11(4) below, the Company is liable for the Customer's financial losses only in cases where such losses are incurred directly as a result of: (a) failure of an alarm to be triggered and/or failure to call emergency services when these actions should have occurred, or (b) other deficiencies in the Services, provided they are not caused by conditions for which the Customer is responsible, or by obstacles that are outside the control of the Company. Obstacles that are outside the control of the Company include events that the Company cannot reasonably be expected to have taken into consideration during the contract period, could not have avoided using reasonable means, and consequences of these events which the Company could not reasonably have overcome. Such events and consequences include telecommunications network and computer network errors, line faults/damages, lack of mobile network-, Wi-Fi-, radio- or Internet coverage, power outages, temperature fluctuations and temperatures below 0 °C at the Installation Address, lack of road access or other obstructions that are caused by non-compliance with requirements concerning the Equipment and/or the Services or the safety and/or the working environment of personnel.

11.3 Subject to Clause 11(4) below, the Company is not liable for any losses that are due, completely or partially, to incorrect use of the Equipment, the Customer or users not paying sufficient attention to codes and/or passwords, or the Equipment being disconnected as a result of unpaid fees or the termination of the contract. The Company is not liable for any losses related to the Customer's business activities, or losses that are caused by the Equipment and/or the Services not being secured in a sufficient way, including losses resulting from their failure to operate.

11.4 Nothing in these terms and conditions can exclude or limit the Company's liability to the extent that, under applicable law, it cannot be excluded or limited (including liability for death or personal injury caused by breach of duty or such liability that may arise under applicable consumer laws or regulations).

11.5 Subject to Clause 11(4) above, the Company shall also not be liable for losses suffered or incurred arising out of, or in connection with, errors and deficiencies in associated services and products that the Customer chooses to link to the Services and the Equipment.

11.6 If the Customer does not attempt to mitigate its loss by taking reasonable measures, such as by taking out an insurance policy, or if the Customer does not attempt to claim compensation from its insurance company for a covered loss, the Customer is liable for such losses.

11.7 In the event of losses caused by burglary, fire damage, or water damage, the Company will compensate to the Customer the excess of the Customer's insurance policy up to a maximum of €300 per year, on the condition that the space in which said burglary/fire/water damage occurred has been equipped with the Company's components and in cases where the Equipment or the Services have malfunctioned as described above under section 5 the Customer has fulfilled its responsibility to notify the Company. Specifically: In the event of damages caused by burglary, said excess is compensated to the Customer only if an alarm was active during the damage event; in the event of fire damage, said excess is compensated only if a smoke detector was installed in the space where the fire occurred; in the event of water damage, said excess is compensated only if a water detector was installed in the space where the water damage occurred. To receive the compensation, the Customer must provide the Company with a corresponding positive compensation decision document from its insurance company.

11.8 To the maximum extent permitted by law, the Customer is liable for damages or losses suffered or incurred

by the Company arising out of or in connection with the Customer's actions or negligence (including failure to mitigate its losses), including any breach of these terms and conditions. Under no circumstances can the Company be held liable for any such use of the Services by the Customer that does not comply with applicable laws.

11.9 Subject to Clause 11(4) above, the Company shall not be liable, in contract, tort or otherwise, for any indirect or consequential damages or losses howsoever caused, suffered, or incurred by the Customer or any third party whether arising out of, or in connection with, or in relation to Services supplied under this contract or the supply or non-supply or purported supply or delay in supply of any Services under this contract or otherwise out of or in connection with or in relation to this contract or any transaction or matter contemplated by it.

11.10 To the maximum extent permitted by law and subject to Clause 11(4) above, the total liability of the Company in contract, tort (including, without limitation, negligence) or otherwise arising out of or in connection with or in relation any Services supplied under this contract or the supply or non-supply or purported supply or delay in supply of any Services under this contract or otherwise out of or in connection with or in relation to this contract or any transaction or matter contemplated by it shall be limited to €20,000, in aggregate or for any one event or series of connected events. This limitation of liability has effect in relation both to any liability expressly provided for under this contract and to any liability arising by reason of the invalidity or unenforceability of any term of this contract.

11.11 The terms and conditions of this contract are in lieu of all other terms and conditions, and warranties concerning the supply or purported supply of, or failure to supply or delay in supplying, of any product and/or service (except for those arising under applicable consumer laws or regulations in Finland) which might but for this section have effect on the Company and/or the Customer or would otherwise be implied or incorporated for any reason whatsoever into this contract or any ancillary contract (including implied conditions, warranties or other terms as to satisfactory quality, suitability for a specific purpose or as to the use of reasonable skill and care), all of which are hereby excluded. Subject to Clause 11(4) above, the Company does not accept, and excludes, all liability for breach of any obligation or duty to take reasonable care or exercise reasonable skill other than any such obligation or duty arising under this contract.

11.12 To the extent permitted by law and subject to Clause 11(4) above, the Company is not liable in contract, tort (including, without limitation, negligence) or otherwise for any loss or cost suffered, or incurred, by the Customer arising out of or in connection with any act or omission on the part of a person to whom any of the Company's duties or obligations under this contract have been delegated or sub-contracted provided that the Company exercised reasonable skill and care in the act of making the delegation decision or sub-contract in question.

11.13 Neither party shall be liable to the other in contract, tort (including, without limitation, negligence) or otherwise for any such failure or delay in the performance of any of its obligations under this contract which is caused by any event or circumstances beyond its reasonable control, including, without limitation, any labour disputes between a party and its employees, natural disasters, interruptions or failures of public utility services (including but not limited to electric power, gas, water, telephone services) or those circumstances set out at Clause 11(2) above, any outbreak of disease including but not limited to any epidemic or pandemic or any other event or circumstances beyond the reasonable control of the party relying on this Clause. Notwithstanding the foregoing, the Company cannot claim

relief if the event in question is one which a service provider operating in a reasonable way in the industry in question should have been able to foresee and provide for.

11.14 This Clause 11 prevails over all other provisions of this contract and sets forth the entire liability of the Company.

12. TERM AND TERMINATION

12.1 The Services begin upon installation. Either Party may terminate the contract with notice, which is 1 month for Household Customers and 3 months for Business Customers, unless otherwise specified in the Assignment Agreement. If the Customer is a company, unless otherwise stated in the Assignment Agreement, the fixed initial term of this contract is 12 months. Contracts in which the Customer is a household customer can be agreed for a fixed initial term separately in the Assignment Agreement. All fixed-term contracts remain in force until the end of the term agreed in the corresponding contract and their early termination is not possible. Upon expiration of the fixed term, the contract will continue as an indefinite agreement at the price specified in the service agreement, unless terminated by either Party. In this case, the notice period for Household Customers is 1 month and for Business Customers, 3 months. If the Customer does not wish the contract to continue as an indefinite agreement after the fixed term ends, Household Customers must inform the Company no later than 1 month before the end of the fixed term, and Business Customers must inform the Company no later than 3 months before the end of the fixed term. Termination can be made by the Customer or by a person authorized by it in writing with a cancellation code, which will be confirmed by telephone. The termination period agreed upon at the time of the contract may change in the future based on legally binding decisions issued by authorities concerning the industry. This applies to both private and corporate customers.

The termination period begins on the first day of the subsequent service month after the notification of termination. The first service month begins on the day the alarm system is activated. The Customer may terminate this contract by contacting the Company's customer service centre (for contact details, see clause 21). In the event of material breach of this contract by either party, or if either the Company or the Customer goes bankrupt, suspends its payments, requests recovery or liquidation proceedings or becomes insolvent, the other party may terminate the contract with immediate effect. Outstanding payments that have not been paid within 30 days following their due date entitle the Company to temporarily stop the provision of the Services following prior notice to the Customer. The Customer is, however, still obliged to pay the agreed service fee during the temporary suspension of the Services, including all outstanding amounts. Non-payment exceeding 30 days from the due date entitles the Company to terminate this contract. For the duration of the period of notice, the Customer will be charged a full service-fee without any campaign- or other discounts, i.e. the Customer is not permitted to take advantage of any campaign- or other discounts during the period of notice. Non-payment exceeding 3 months from the due date is regarded as a material breach of this contract and thereby entitles the Company to terminate this contract with immediate effect following written notice.

12.2 Upon termination of this contract, Company is entitled to remove the Equipment, signs, and stickers. If the Equipment is not in proper operational condition, the Customer will be invoiced for any costs that arise in connection with its repair/replacement. To the maximum extent permitted by overriding applicable law, the Company is not responsible for marks or damage that occur when the Equipment, signs, and stickers are removed. The Customer must enable the Company to access the property between the hours of 08:00 and 16:00 on regular working days for disconnection and removal work. If the Customer is not

available at the time previously agreed for the removal of the Equipment, the Company may charge the Customer for its non-appearance according to the then-current price list. This also applies, if necessary, to situations where the Customer has already moved out from the Installation Address. If the disconnection and removal work cannot be performed before the termination of this contract due to the Customer, the Customer will be charged for all lost items belonging to the Equipment and will continue to be invoiced for the monthly service fee, and any additional costs in the event of an alarm being triggered, calls to emergency services, etc., until the disconnection and removal work has been carried out. In all circumstances, the Company is entitled to access the outside spaces of the Installation Address to remove signs and stickers even without the Customer present, and the Company is not in any way responsible for any damage that could have been avoided if the Customer had cooperated and been present.

12.3 For security reasons, upon termination of the contract, the Company will destroy any previously received keys without notification, unless the Company has received a written request from the Customer for the return of such keys. If the Customer wishes for their keys to be returned, the keys will be returned by registered mail, and the Customer will be charged for this return service in accordance with the then-current price list. The Company is not responsible for the keys after they have been handed over to the relevant postal service provider for delivery.

12.4 If the contract is terminated more than 3 years after its execution date, the Customer may request to purchase the Equipment on termination for a price equal to the capitalized residual value of the Equipment. However, as set out in Clause 8, this purchase right does not apply to such peripherals of the security devices for which the Company has provided support or assistance at the time of installation, such as by providing as signs, stickers, or access to MyPages or the app. If the Customer wants to exercise this purchase right, the decision must be notified to the Company upon termination of the contract. It is important to note that in such cases this contract will be deemed fully terminated, the Equipment will not be connected to any alarm receiving centre, none of the Services will be available to the Customer, and the Company assumes no responsibility or liability whatsoever in connection with either the Services or the Equipment after the ownership of the Equipment is transferred to the Customer. The Company's signs and stickers will in any event be removed, and the Company does not assume any liability whatsoever for the Customer's use of the Equipment after their purchase. After the ownership of the Equipment has been transferred to the Customer, the Customer is not entitled to any maintenance- or monitoring services provided by the Company.

The Company may allow the Customer to purchase electronic door locks upon termination of the contract. The price for any such purchase will be determined by the Company in accordance with then-current practices. If the Customer does not exercise its purchase right, the smart locks must be removed and handed over to the Company when the Equipment is dismantled. The customer is fully responsible for the purchase of replacement locks, their installation, and all related costs and responsibilities. This also applies in cases where the Customer for other reasons wishes to disassemble the smart lock, such as when the alarm system is moved to a new address. The other terms of this clause 12.3 also apply to electronic door locks.

13. PAYMENTS

13.1 The price of the installation is stated in the Assignment Agreement or its annex. Unless otherwise agreed by the parties, this installation price will be charged from the Customer in conjunction with the first monthly subscription fee.

13.2 The first monthly payment will include installation and start-up fees and the first monthly subscription fee

for the Services, the prices of which have been agreed in the contract, and this first payment will be charged from the Customer at the time of installation. If the Customer cannot make the payment at the time of installation, the installation and start-up fees and first monthly subscription fee will be charged from the Customer using the alternative payment method specified under section 13.3. In this case, unless otherwise agreed in writing by the parties, the payment's earliest possible due date is 7 days after the date of installation. Thereinafter, unless otherwise agreed by the parties in writing, the monthly subscription fee for the Services is charged in advance with a payment term of no less than 7 days which ensures that each monthly invoice is due for payment no sooner than on the first day of the new service month. Any expansions or additions to the Equipment or the Services will be charged in conjunction with the first monthly subscription fee. Unless otherwise agreed in writing by the parties, private customers' monthly subscription- and other fees will be charged in advance once every month, while the same of business customers will be charged once every three months.

13.3 The Company offers several payment options, including card payments, paper invoices, invoicing through e-mail and electronic invoicing. Customers who do not want to pay by card or receive invoices via email or electronic invoices will be charged an invoicing fee for each invoice in accordance with the payment list in force on the invoice date.

13.4 If an invoice remains unpaid after its due date, interest on the delayed payment will be charged in accordance with the Finnish Interest Act (633/1982, as amended), and the Customer will also be charged the cost of corresponding payment reminders in accordance with the Finnish Debt Collection Act (513/1999, as amended). The Company may send such payment reminders in paper or electronic format, for example in the form of an SMS message or an email.

13.5 The Company has the right to adjust the price of the Services annually in response to changes in legislation, decisions made by authorities, changed circumstances, or the general rise of costs. If the Company decides to increase the price of the Services, the Customer will be informed of the price change at least 1 month in advance. If the Customer does not accept a price change, it has the right to terminate this contract no later than on the effective date of the price change. In this case, during the notice period the Customer will only pay the original, unchanged price for the Services. For the termination, a normal period of notice will be observed. The Customer will not be affected by price changes before they have been put into force.

14. PAYMENT IN INSTALMENTS

The current practice of the Company at the relevant time permitting, the Customer may pay for the installation of the Equipment in instalments and without incurring any additional fees. Example: The Customer wishes to pay in 3 instalments. The first instalment covers 1/3 of the full payment and is charged in the day of installation. The subsequent two payments, each covering 1/3 of the full payment, will be charged in conjunction with the next two monthly subscription fees. In cases where the payment schedule is longer, the same principle is observed, and monthly payments are made until the full outstanding sum has been charged and paid. In all cases where an instalment has been left unpaid, the entire instalment plan will be cancelled, and the full outstanding amount will be charged from the Customer as one payment. When the Customer's service contract and consequently also its monthly invoicing are terminated, this also terminates the Customer's instalment plan(s), and the outstanding payments of the latter are charged from the Customer as one payment on the termination date of the corresponding contract.

15. SECTOR ALARM APP AND MYPAGES

The Company offers all Customers an app which can be downloaded from Apple's App Store or Google's Play Store. The Customer also has access to a personal webpage called MyPages. A personal user account and login details can be created on the Company's website, www.sectoralarm.fi. The Terms of Use for the app and MyPages are available at omat.sivut.sectoralarm.fi/User/Terms.

16. VIDEO AND CAMERA SERVICE

If a video camera or video cameras are installed at the Installation Address, the Customer acknowledges that it is responsible for choosing how the video monitoring is used and is, and shall remain, solely responsible for using the video service in accordance with applicable laws, and especially in accordance with applicable data protection laws. The app used for operating the video service has multiple functionalities, including functionalities for streaming and recording moving images in real time, capturing screenshots, and recording sound; and functionalities for adjusting or setting the recording length, retention time, access rights to, and receiving parties of, each recording. The Customer can also define the target area of the video monitoring and choose whether the camera captures moving or still images, whether the date is displayed on the moving/still image; and settings such as sensitivity, night vision, and WDR mode. Please note that some of these functionalities and settings may not be available to all users and/or in conjunction with some camera products. For this reason, each Customer must check the functionalities available to it from the app.

The Company recommends that the Customer informs all parties that visit the surveyed area regularly that they can be filmed/monitored. The Company also recommends that the Customer avoids pointing any video camera(s) towards public streets or other areas outside the Customer's property. The Customer is responsible for ensuring that the video service is only used in accordance with the current requirements for data controllers pursuant to applicable privacy legislation, including the General Data Protection Regulation (GDPR) and the Data Protection Act (1050/2018, as amended) as well as other rules governing privacy which are based on civil or criminal law. The Customer acknowledges that although creating recordings may be legal, it may still be illegal to share or publish images/video/audio or keep such material in one's possession for a specified period of time, and that other uses of video, still images and audio may also be prohibited.

For more information and guidance on the use of video cameras, see the MyPages Terms of Use (webpage address provided under clause 15 above).

Companies may also be subject to stricter rules relating to video surveillance and transparency, and its right as an employer to monitor employees, based on data protection laws, labour laws or otherwise. It is the Customer's responsibility to find out about all such rules.

17. IMAGE PROCESSING - USE OF PHOTOS/VIDEO - DIGITAL CONTENT

The Customer is responsible all processing of personal data taking place at the Installation Address. To the maximum extent permitted under applicable regulations, the Customer is the Data Controller specified in applicable data protection laws. The Customer acknowledges its obligation to use the Services in compliance with all applicable laws and regulations. Still photographs captured by the alarm system's camera(s) at the Installation Address can be viewed by the Company's alarm receiving centre so that the Company can verify the cause of a triggered alarm and take appropriate measures.

If the Customer is using a video camera (or video cameras) to make video recordings, such recordings and corresponding still images can be captured inside the home or premises with the help of cameras connected to motion sensors. Recordings

gs can be captured either manually by the Customer via the Company's app (in which case the corresponding video is visible only to the Customer in the app) or automatically using a system employing motion sensors and/or alarm triggering devices. Video recordings are not shared with the Company's alarm receiving centre unless the Customer expressly gives permission to such sharing in the Company's app. Such authorisation by the Customer will enable the Company to view video recordings whenever an alarm is triggered.

Video recordings saved in the app by the Customer are stored for a period of 30 days. Images taken automatically by the system are also stored for a maximum of 30 days (or a shorter time period) excluding cases involving a possible ongoing police investigation or where the Client has expressly requested otherwise. During police investigations, the Customer's video material will only be disclosed to relevant authorities. The Company undertakes to only disclose and view the Customer's photos and video recordings as needed during the Company's normal procedures or to comply with a court order. For more details on storage times and the general handling of personal data, please see the Company's Privacy Policy at www.sectoralarm.fi/tietosuoj.

18. SOS FUNCTIONALITY

The system's alarm panel has an SOS alert functionality. When an SOS alert is triggered, the Company is able to establish a voice connection with the Customer through the system's voice unit. The SOS alert must only be used during emergencies, and it must not be used by the Customer or the Company for ordinary communications with the other party. If the SOS alert service is misused, the Company may from time to time charge the Customer an additional fee for such use in accordance with the price list in force at the time in question.

If the Services include the SOS alert functionality, if it so wishes, the Customer may enable it. To use the SOS alert functionality in the Company's app, the Customer must allow the app to track the geographical location of the device on which the app is installed. In the case of an emergency where the Customer deems it necessary to trigger the SOS alert, before the alert is sent, the Customer is asked to consent to its location being sent to the Company. The Company will no longer see the location after the alert has been terminated and the corresponding call has been closed. It is important to note that the time it takes to respond to an alert may vary due to, for example, signal delays, mobile devices' internet connection problems, and other circumstances that the Company cannot control. In addition to the limitations set out in clause 11, the Company is not liable for any losses incurred or suffered arising out of or in connection with incorrect settings on the Customer's mobile device, , internet connection problems, lack of battery power, or incorrect GPS coordinates. The SOS alert functionality cannot be used as a substitute for calling public emergency services such as the police or ambulance services, and the Customer should not rely on the SOS alert functionality in a critical situation or one where there is danger to life and health.

The app's SOS alert functionality is only available i) in the Customer's country of residence and ii) on certain devices.

19. DATA PROTECTION AND CONFIDENTIALITY

The Company treats all the Customer's information and personal data as strictly confidential and only shares the Customer's personal data with third parties in accordance with applicable laws. For more information on how the Company

processes personal data, please refer to the Company's Privacy Policy which is available at www.sectoralarm.fi/tietosuojalausunto.

The Company is the sole controller in all processing of personal data pursuant to this contract, excluding situations where the Company is acting as controller on behalf of a customer performing video or camera surveillance on its property.

20. CHANGES TO THESE TERMS AND CONDITIONS

The Company has the right to amend these Terms and Conditions, the functionalities of the Services, and payments in a way that is not disadvantageous to the Customer.

The Company has the right to change the terms and conditions of the contract governing the provision of the Services which is valid until further notice, the functionalities of the Services, and payments in a way that is disadvantageous to the Customer when such changes do not constitute a material change to its content or when such changes are due to:

- Reform of contract, pricing or customer service arrangements or harmonisation measures, such as corporate reorganisation or reorganisation of business operations.
- A change in the Company's material production costs or production structure.
- Changes to services provided by third parties, such as the termination of, or changes to, relevant service agreements.
- The termination or end of the Services or any associated functionality.
- The development and updating of the Services, such as the replacement of out-of-date technology.
- Measures taken to protect and enhance the privacy and financial security of an individual Customer or customer groups.
- Updating of technical systems.
- A material, long-term change in the general market situation or the demand for the Services.
- Measures taken to secure the continuation of the Company's operations and maintain service quality, such as during exceptional circumstances, to prepare for such circumstances, or to maintain, develop, or make changes to, the provision of data security.

The Company may amend the clause or section directly or indirectly affected by the relevant cause.

The Company has the right to change the terms and conditions of both fixed-term contracts and contracts that are valid until further notice, the functionalities of the Services, and payments in a way that is disadvantageous to the Customer also if such changes are due to a legislative change or the decision of a competent authority. This includes, but is not limited to, changes to the value added tax paid for the Company's Services, its parts, or the components related to the provision of the Services.

The Company also has the right to make such minor changes to the Terms and Conditions, the Services and payments which do not affect the material content of the contract. These may include measures that affect the technologies used in the Services or the appearance of the Services.

The Customer must be informed of all changes in writing no less than 1 month in advance. If the Customer does not wish to accept the changes, it has the right to terminate the contract provided it does so no later than on the day when the changes come into force. No changes will affect the Customer before they have come into force.

For more details on the Customer's right of termination, see section 12.

21. CONTACTS, GOVERNING LAW AND DISPUTES

This contract is governed by Finnish law. In you have questions, wish to terminate this contract, or want to file a complaint, please contact the Sector Alarm customer service department by phone at 0207 345 000, by e-mail at asiakaspalvelu@sectoralarm.fi, or visit the Company's website at www.sectoralarm.fi. The Company will respond to all correspondence within a reasonable time, and no later than within 30 days following receipt.

If you are not satisfied with the response you receive for your complaint, you may refer the matter to the Consumer Disputes Board (www.kuluttajariita.fi) for resolution. Before referring the matter to the Consumer Disputes Board, the Customer should contact the Consumer Advisory Service (www.kuluttajaneuvosto.fi).

22. DISPUTES CLAUSE FOR BUSINESS CUSTOMERS

Disputes relating to contracts between the Company and business Customers shall be governed by the district court of the Company's domicile as a first instance.