

## SPECIFIC SERVICE TERMS FOR MYSECURITAS REMOTE SERVICES

Effective as of March 1, 2022.

These Specific Service Terms for MySecuritas Remote Services (the "**Specific Service Terms**") include specific provisions applicable to the following service:

- MySecuritas Remote Services

### 1. BACKGROUND

These Specific Service Terms are additional to the General Service Terms for Securitas Digital Services (the "**Service Terms**") which apply for the use of the digital services and products, including all associated features and functionalities, websites and user interfaces made available by Securitas. These Specific Service Terms constitute a part of the Service Terms and in the event of a conflict between these Specific Service Terms and the Service Terms, these Specific Service Terms shall prevail. Any and all defined terms used in the Service Terms shall have the same meaning herein as in the Service Terms, unless otherwise specified. Any deviations from these Specific Service Terms for the Client's specific country are set forth in the Country Unique Terms ("**CUTS**") as provided for in the end of these Specific Service Terms.

### 2. SERVICE DESCRIPTION

MySecuritas Remote Services is a digital tool allowing the Client to perform administrative tasks and receive information related to selected remote guarding services (the "**Underlying Services**") on the Client's protected objects ("**Sites**") which would otherwise require direct contact between the Client and Securitas Operations Center. The Client recognizes that a prerequisite for using MySecuritas Remote Services is that the Client is also purchasing the Underlying Services from Securitas for the relevant Sites. A more detailed description of the functionalities of MySecuritas Remote Services can be found at [www.securitas.com](http://www.securitas.com).

The Client acknowledges that MySecuritas Remote Services may receive and send information regarding the Underlying Services and may further allow the Client to interact with Securitas regarding the Underlying Services. However, MySecuritas Remote Services and the Underlying Services are provided and governed separately. MySecuritas Remote Services and/or the Service Terms do not to any extent affect or replace the parties' rights and obligation with respect to the Underlying Services. Any malfunctions, failures or other difficulties within MySecuritas Remote Services will not affect the provision of the Underlying Services. Consequently, should MySecuritas Remote Services not function properly, the Client acknowledges that it may reach out to Securitas or to Securitas Operations Center to receive assistance manually.

The Client further acknowledges that all possible options and capabilities within the Underlying Services may not be reflected with corresponding functionality within MySecuritas Remote Services, such as but not limited to the possibility to cancel certain types of alarms. Additionally, the features and functionalities within MySecuritas Remote Services available to the Client may be limited due to the type of Underlying Services purchased by the Client. Securitas reserves the right to add new features and functionalities and/or improve, amend or remove existing functionalities within MySecuritas Remote Services from time to time.

### **3. PERSONAL DATA**

The terms set forth in the Service Terms and the Order shall remain unaffected by these Specific Service Terms.

### **4. TECHNICAL PREREQUISITES**

There are no specific technical prerequisites for the use of MySecuritas Remote Services. However, there may be limitations such as on which types of devices or on which browsers that MySecuritas Remote Services is fully functional. Furthermore, any technical limitations in the Client's alarm systems such as incompatible, outdated or proprietary alarm panels or protocols may limit the possibility to use MySecuritas Remote Services and/or the information accessible to Securitas. Consequently, the available and fully functional features and functionalities within MySecuritas Remote Services may be limited due to the Client's alarm and guarding infrastructure.

### **5. TERRITORIAL LIMITATIONS**

The Client may only use MySecuritas Remote Services for those of its Sites that are located in the same country as the Securitas entity providing MySecuritas Remote Services to the Client.

### **6. SUPPORT**

In the event the Client experiences any issues when using MySecuritas Remote Services, the Client may contact Securitas by using the details provided within MySecuritas Remote Services. The Client may furthermore reach out directly to Securitas Operations Center to resolve the issue or to receive functional support regarding the use of MySecuritas Remote Services.

### **7. PRICE AND PAYMENT**

The terms set forth in the Service Terms and the Order shall remain unaffected by these Specific Service Terms.

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## **COUNTRY UNIQUE TERMS (CUTS)**

For MySecuritas Remote Services ordered in the countries specified below, the following terms supplement, replace and/or modify the referenced terms in the Specific Service Terms. All terms of the Specific Service Terms that are not changed by these amendments remain unchanged and in effect.