

## General terms and conditions of remote assistance services by RADWAG

1. The acceptance of the terms and conditions of remote assistance services by RADWAG:
  - a. Starting the program **Radwag Support** and **Team Viewer 7** constitutes acceptance of the following terms.
2. Terms of use of remote assistance
  - a. Technical condition necessary for the implementation of remote assistance services is the Internet access. **RADWAG** is not responsible for slow Internet connection.
  - b. In terms of technical assistance provided it is only limited to **RADWAG** software only. Other issues relating to the computer equipment or other software will not be solved.
  - c. **RADWAG** undertakes to exercise due diligence in the performance of Remote Assistance services, and confidentiality when providing the user with information of a confidential nature.
3. Terms of use of remote assistance
  - a. Access to Remote Assistance is possible on weekdays, from Monday to Friday between 8:00 a.m. and 4 p.m.
4. Responsibilities.
  - a. **RADWAG** is not liable for any interruptions in the provision of electronic services resulting from a failure or malfunction of IT systems.
  - b. **RADWAG's** responsibility for carrying out activities while providing Remote Assistance does not include other property damage that may arise on the user's side
  - c. **RADWAG** assumes no responsibility for the consequences of acts and omissions by the client contradictory to the guidelines obtained through consultation
  - d. **RADWAG** is not liable for any loss of data, software or software settings resulting from service work. It should be pointed out that the client is always informed about the necessity of creating a back up copy of the data.
  - e. The sessions of Remote Assistance and the data that is necessary to perform services are not recorded or stored by **RADWAG** without the client's knowledge and approval.
  - f. Access to the client's computer through the service is only possible by downloading and initiating the program. After exiting the program, it is not possible for **RADWAG** to reconnect with the computer.