TERMS OF SOFTWARE SERVICE ("TERMS")

These Terms together with the applicable other Service Documents apply to offers for and Subscriptions to certain Software Services from the Signify entity set out in Annex 2 below ("Signify", "We", "Us", "Our"). "You" and "Your" refers to the organisation that has procured a Subscription - directly from Signify or as an assignee. Below, We use capitalized words to indicate that these are defined terms. You can find the meaning of those in Annex 1. Individuals that accept these Terms do so on behalf of You. Do not use the Software Services if You do not agree with these Terms. **Additional Terms** Country Specific Terms may apply. • If We direct to Specific Terms in Service Documents, those will apply. Additional installation, commissioning or other services from Signify (on-site or remote), or the supply of certain products, all as may be required in relation to Software Services, will be subject to our sales terms; see https://www.signify.com/global/conditions-of-commercial-sale. Your terms and conditions do not apply. **Offers & Orders** If We make You an offer, You can accept it within 30 days. Until You have accepted the offer, We are free to amend or withdraw the offer. Your order is only binding if Signify has confirmed it. During the Subscription Period, Signify will perform the Software Services in conformance with Service Signify's Responsibilities Documents, including: • comply with service levels if specified in Service Documents. maintain safeguards appropriate for protecting the security, integrity, and confidentiality of Your Information and Data. What is Signify • monitor and verify compliance with Your Subscription. allowed to do? charge additional fees or suspend the Software Service in case of exceeding any usage, data usage and/or Signify rights include: data exchange limits specified in Service Documents. • rely on the quality, completeness and accuracy of Your Information. discontinue or change functionality or features that not materially affect the Software Services. • (automatically) update Software Services. Your responsibilities • the use of the Software Services only in accordance not to: Your responsibilities with Your Subscription. × make any modification of or repair the Software include: the configuration of the Software Services and the Services. integration and use of SDKs and APIs. × rely on the Software Services or Data for High Risk maintaining appropriate security measures to Applications. prevent unauthorized access and use of Accounts × copy, reproduce, modify, or create derivative and Software Service(s). works of Software Services or Documentation. immediately (and always within 12 hours) notify Us × reverse engineer or derive the source code or the of any security incident. algorithmic nature of the Software Services. • the backup of Your Information. decode, de-crypt, remove, circumvent, or compliance with (technical) requirements in Service neutralize any security measures, other Documents. protection, or inject malicious code, unless • compliance with third party terms applicable to permitted by applicable law. Third Party Materials. perform any action in a manner that would • the set-up and use of Your Accounts. require the Software Service, or any derivative compliance by Your Authorized Users with Service work thereof, to be licensed under Open Source Documents. Software. use of Non-Signify Applications. keep the Software Services and Service Documents confidential. We need Your updating or replacing parts of Software Service(s). **Assistance** for the provide a suitable Network for Our use to deliver the Software Services. performance of technically competent staff to support Us. Software Services, for providing Signify with alerts or error messages. • Assistance in case of non-conformity of the Software Services or security incidents. example: Assignment You can only assign the entire Subscription. • You and the third party must notify Us - including the confirmation of acceptance of applicable Service You can assign Your Documents by the third party - within 30 days from the assignment and further in accordance with any instructions provided in Service Documents and Assist Us to effectuate the assignment. Subscription to a third party, subject to • upon assignment all relevant Data will be deemed to be Data of the third party to which You assigned the the following Subscription and You must ensure that Your Personal Customer Data are not stored anymore in the conditions: Software Services. Your obligation to Indemnify Us related to any event occurred prior to assignment will survive any in case of violation any obligation in this section, We have the right to declare the assignment null and void. **Data Protection Laws** Controller: If Signify Processes Personal Data as a Controller, it will act in accordance with Signify's "Privacy All parties to these Notice for Customers, Consumers and Other Business Persons" which is available on https://www.signify.com/global/privacy/legal-information/privacy-notice Terms must comply with Applicable Data Processor: If Signify Processes any Personal Customer Data as a Processor, it will act in accordance with

Signify's Data Processing Agreement and the applicable Data Processing Schedule.

Protection Laws.

Data • the right to use such Data to perform the Software Service. a perpetual, irrevocable, royalty-free, worldwide right to use to such Data for any purposes whatsoever, We may collect, provided Signify will ensure that such use will exclude Personal Customer Data. process, generate and/or store Data permission to allow access to Data and/or Your Information as required by Non-Signify Applications, to (including, where which access Signify may set additional terms and conditions. strictly necessary, We disclaim liability for the availability, accuracy, completeness, reliability, or timeliness of data generated or location data) by or displayed by Software Services. via the Software Service(s) during Your use. You grant Signify and/or its subcontractors: Service Levels ■ We will correct non-conformity in Software Services **Third Party Materials.** Software Services may include in accordance with service levels, if specified in and/or rely on the availability and correct functioning Service Documents. of Third Party Materials: ■ In absence of service levels, We will use reasonable sometimes there are provisions in the third party commercial efforts within a reasonable time to terms that override parts of these Terms. correct such non-conformity. If We have not been Signify has no responsibility or liability with able to correct a non-conformity in this way, as sole respect to Third Party Material, other than, on request: (i) to identify Third Party Materials and remedy You are allowed to terminate the Subscription with respect to the affected portion or related terms; and (ii) if permitted, to make functionality of the Software Service. available to You, the warranties (if any) of the third party. We do not warrant that Software Services: operates uninterrupted; is fit for purpose; is free from defects Non-Signify Applications. You can use Non-Signify or errors. Where Signify provides Software Services at no Applications in connection with Software Services, charge, or for On-premises, the Software Services but: are provided AS IS and AS AVAILABLE, without Signify does not support such Non-Signify warranty or support of any kind, unless agreed in Applications; and Service Documents. Signify has no responsibility or liability with respect to Non-Signify Applications, even if designated as "compatible" or "certified" or the like. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SIGNIFY AND ITS SUPPLIERS DO NOT MAKE ANY OTHER WARRANTIES OR HAVE OTHER OBLIGATIONS WITH RESPECT TO NON-CONFORMITY IN SOFTWARE SERVICES. **Price & Payment** In case of late Payments: **Price Increase.** Signify may adjust prices for: You must pay to You must pay interest on all due amounts at the variations in individual costs of more than 5%; Signify the prices or rate of the applicable statutory rate, or in absence changes in recently published producer price fees as agreed in thereof, a rate as determined by Signify in index selected by Signify, compared to 12 months relevant Service conformity with common market practice. earlier: Documents within 30 You must pay Signify all costs of payment collection, variations in the foreign exchange rate between days of date of including attorneys' fees. foreign currencies and the Euro currency of more invoice and without than 5% since the date of the applicable Service any set-off or (tax) Document. withholding. You must reimburse Signify for all costs and expenses for Variations. **Taxes** All prices are in the currency as specified in Service Documents and net of any Taxes. You must bear all such Taxes and Signify may add these to the price or invoice separately. You are not allowed to withhold any Taxes from payments under Service Documents, except if any governmental authority requires You to do so. If You are allowed to deduct Taxes from payments, the amounts payable to Signify must be grossed up with such additional Taxes. Signify is entitled to receive the same net amount as if no such withholding would have been required. **Intellectual Property** IPR Ownership. We, our Affiliates, licensors or our suppliers own all IPR in relation to Software Services. Third Party IP Claims. In case of an IP Claim: You must notify Us immediately; ■ We will either: procure for You the right to continue to use such Software Services; revise such Software Services so that these are not subject to that IP Claim anymore; or suspend or terminate Your Subscription and make an appropriate refund of amounts paid by You for the affected part of the Software Service.

IP Proceedings. If an IP Claim results in any legal proceedings against You, We will reimburse You in respect of any final award of damages by a court of competent jurisdiction holding that Your use of the Software Services supplied by Signify in accordance with Service Documents solely and directly infringes any third party IPR, provided that You: • hereby give Signify full and exclusive authority, at the option and cost of Signify, to settle or conduct the defence of the IP Claim; will Assist Signify; are not allowed to enter into any settlement in connection with the IP Claim; • We will only compensate You for any costs or expenses that We have approved. <u>Exclusions</u>. Signify will have no obligations or liability towards You for IP Claims resulting from: compliance with Your Information or resulting from any changes made by or for You; any violation of Service Documents; any combination, method or process in the manufacture, testing or application in which such Software Services may have been used; resulting from compliance with relevant industry standards; You must Indemnify Signify for (the defence of) these IP Claims, provided that: (a) Signify gives You prompt notice; and (b) Signify has granted You on request authority to settle or conduct the defence of the IP Claims. This section Intellectual Property states Our only obligations for IP Claims. Suspension & You or any Authorized User act in violation of Service Documents; Termination required by law or regulation or at the request of a relevant regulatory authority; Signify is allowed to This is needed in Signify's discretion to protect Signify's and/or Your systems; suspend or terminate Software Services are hampered by Third Party Materials or Force Majeure; Your Subscription as otherwise described in the relevant Service Documents (for example: in accordance with a communicated without liability if: end-of-life policy). Consequences of • You are no longer allowed to use the Software Services with immediate effect. termination You must immediately pay all amounts due. Upon termination of Provisions in Service Documents that are destined to survive termination, will so survive. You must delete all Our confidential information promptly. Your Subscription: Liability ■ WILL NOT BE LIABLE TO YOU, YOUR AFFILIATES, YOUR REPRESENTATIVES, AUTHORIZED USERS, OR ANY THIRD PARTY UNDER OR IN CONNECTION WITH YOUR SUBSCRIPTION FOR ANY CONSEQUENTIAL, SPECIAL, TO THE MAXIMUM INCIDENTAL, OR INDIRECT DAMAGES (FOR EXAMPLE: LOSS OF DATA, LOSS OF PROFIT, LOSS OF REVENUES), **EXTENT PERMITTED** BY LAW, SIGNIFY, ITS REGARDLESS OF WHETHER BASED UPON A CLAIM OR ACTION OF TORT, CONTRACT, WARRANTY, AFFILIATES AND NEGLIGENCE, STRICT LIABILITY, BREACH OF STATUTORY DUTY, OR ANY OTHER LEGAL THEORY OR CAUSE OF THEIR RESPECTIVE ACTION, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Signify is not liable in case of Force SUPPLIERS: Majeure. • LIMIT THEIR AGGREGATE LIABILITY TO YOU, YOUR AFFILIATES, YOUR REPRESENTATIVES, AUTHORIZED USERS, OR ANY THIRD PARTY FOR ANY AND ALL CLAIMS OR ACTIONS ARISING FROM OR RELATED TO SERVICE DOCUMENTS TO A MAXIMUM OF 20% OF THE PRICES PAID FOR THE AFFECTED SUBSCRIPTION IN THE 12 MONTHS PERIOD PRECEDING THE EVENTS FIRST GIVING RISE TO SUCH LIABILITY. Indemnification caused by a violation by You or any Authorized Users of the Service Documents. You must Indemnify • from Authorized Users or any other third parties related to Your or Authorized Users' use of the Software Signify its Affiliates Services. and their respective suppliers against claims: Each party must always comply with all applicable local and international laws and regulations, including **General provisions** export control laws and regulations. Signify can modify Service Documents at any time as long as it does not materially affect the Software Services. Your continued use of the Software Services will constitute Your consent to such modifications. The applicable law as indicated in Annex 2 govern the Subscription and Service Documents. Legal proceedings can be brought exclusively to the venue as indicated in Annex 2. If Your country of domicile is not included in Annex 2, Signify will mean "Signify Netherlands B.V." with exclusive venue in Amsterdam, The Netherlands. In case of inconsistency between any of the Service Documents, the following ranking order will apply: (i) Statement of Work; (ii) confirmed orders, (iii) Our offers; (iv) Documentation; (v) Country Specific Terms and (vi) these Terms. With respect to APIs, any specific terms and conditions that Signify may apply thereto will prevail. Your purchase of the Subscription is not contingent on the delivery of any future functionality or features. The applicable Service Documents constitute the entire agreement with respect to the Subscription and supersede all prior understandings. You must notify Signify in writing of a claim within 30 days of the date of the event giving rise to the claim. Any lawsuit relating to a claim must be filed within 1 year of the date of such notification. All other claims will be null and void. If a provision of a Service Document is found to be invalid or unenforceable, the remainder will still apply and the parties to the Terms will try to substitute that provision by a provision that corresponds as closely as possible the originally intention.

Affiliate	an entity owned by, Controlling, Controlled by, or under common Control with, directly or indirectly, a party, where Control (or Controlling) means that more than fifty (50%) of an entity's shares or ownership interest representing the right to make decision for such entity are owned or controlled, directly or indirectly, by another entity.		
Applicable Data Protection Laws	the provisions of GDPR, and other mandatory laws containing rules for the protection of Personal Customer Data.		
Account	A user account for access and use of Software Services.		
API	an application program interface (including its Documentation).		
Assist or Assistance	any support, cooperation, making available technically competent personnel, access, tools, facilities, information or any other assistance, as the context requires, that Signify may reasonably require from You.		
Authorized User	an individual for whom an Account has been created.		
Country Specific Terms	Terms as published on: https://www.signify.com/global/legal/digital-terms/ToSS that include specific deviations from or additions to these Terms for a certain country in relation to the Software Services.		
Data	digitally stored information collected, processed, generated and/or stored by or via Software Services.		
Data Processing Agreement	the terms and conditions applicable to the Processing of Personal Customer Data as part of the Software Services by Signify, if any, as published on: https://www.signify.com/global/legal/digital-terms .		
Data Processing Schedule	the applicable schedule, if any, as published on: https://www.signify.com/global/legal/digital-terms that provides additional details on (i) the types of Personal Customer Data and (ii) the categories of Data Subjects that will be subjected to Processing by Signify and/or its Affiliates (or their respective subcontractors); and (iii) the purpose and duration of processing Personal Customer Data; and/or (iv) possible international transfers.		
Documentation	documentation and instructions provided by Signify or posted on its website in connection with the Software Services (for example: user manuals and instructions, design guides and product data sheets), all as Signify may update from time to time.		
Force Majeure	any event beyond the reasonable control of Signify, whether or not foreseeable at the time of the relevant Service Documents, as a result of which Signify or suppliers of Signify or other third parties on which Software Services rely cannot reasonably perform its obligations, including acts of God, natural catastrophes including earthquake, lightning, hurricane, flooding or volcanic activities or extreme weather conditions, epidemics, pandemics, strikes, lock-outs, war, terrorism, political or civil unrest, riots, vandalism, industry-wide shortages, breakdown of plant or machinery, fault or loss of electricity supply, cyberattacks and hacking.		
GDPR	the General Data Protection Regulation (2016/679).		
High Risk Applications	applications or activities where the use or failure of the Software Services could lead to death, personal injury, or environmental damage.		
Indemnify	to defend and hold harmless Signify, its Affiliates and its suppliers and their employees, agents, successors, and assignees from and against all losses, liabilities, costs and expenses.		
IPR	patents, utility models, registered and unregistered designs, copyrights, database rights, trademarks, domain names, trade secrets, know-how, semiconductor IC topography rights and all registrations, applications, renewals, extensions, combinations, divisions, continuations, or reissues of any of the foregoing.		
IP Claim	any third party claim alleging that (any part of) Software Services infringes any third party IPR.		
Network	the internet, intranet, telecommunication network, wired network, wireless network, or other communication infrastructure connected to or used by Software Services.		
Non-Signify Application	any web, mobile, cloud-based, offline or other software application, functionality, product or service or consulting service that interoperates with the Software Service but that is not part of the Software Service as provided by Signify to You under a particular order, including, for example, an application that is developed by or for You.		
On-Premises	Software Services that are physically installed at Your location and/or on servers You control.		
Open Source Software	any software that is licensed under open source license terms that require as a condition of use, modification or distribution of a work: (i) the making available of source code or other materials preferred for modification, (ii) the granting of permission for creating derivative works, (iii) the reproduction of certain notices or license terms in derivative works or accompanying documentation, or (iv) the granting of a royalty-free license to any party under IPR regarding the work or any work that contains, is combined with, requires or otherwise is based on the work.		
Personal Customer Data	any Personal Data processed by Signify on Your behalf.		

Software Service	delivery and/or the making available of certain web, mobile, cloud-based, On-Premises or other software applications functionality and/or SDKs and APIs, and may include related hosting infrastructure services, Data related services and other services and associated tools, software and Documentation, all in accordance with Service Documents.			
Specific Terms	additional specific terms applicable to certain Software Service as published on: https://www.signify.com/global/legal/digital-terms/ToSS .			
Statement of Work	a document that contains specific technical, commercial and operational details on the Software Services and the Subscription, including updates thereof. A Statement of Work may cover details of additional installation, commissioning or other services from Signify (on-site or remote), or the supply of certain products or systems.			
Subscription	the non-exclusive, limited right to use certain Software Services, during the applicable Subscription Period in accordance with applicable Service Documents.			
Subscription Period	the period for which You have purchased a Subscription as agreed in Service Documents, unless terminated earlier in accordance with applicable Service Documents. If Service Documents do not state such period, this period will be 1 year.			
Service Documents	these Terms, Country Specific Terms, Specific Terms, Statements of Work, Documentation, confirmed orders, and offers.			
Taxes	any taxes (excluding taxes on Signify's net income) duties or other fees, now or hereafter imposed by any governmental authority.			
Third Party Materials	third party software, data, Open Source Software and services (for example: cloud hosting services, connectivity and communication services from mobile operators).			
Variation	any cancellation, delay or other change with respect to agreed Service Documents, caused by: changes proposed You and accepted by Us; changes in applicable laws, regulations or industry standards; emergency situations; You Information being incorrect or incomplete; or Your violation of Service Documents.			
Your Information	(i) all information, instructions and data provided by You to Signify to in relation to the Service Documents, Subscription or using the Software Services; (ii) any content, materials, data and information that You enter into the Software Service.			
	Terms used in Service Documents which are defined in the GDPR will have the meaning as set out in the GDPR.			

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Japan	Signify Japan GK	laws of Japan	courts of Tokyo, Japan
Korea	Signify Korea Inc.	laws of Republic of Korea	courts of the Republic of Korea
Malaysia	Signify Malaysia Sdn. Bhd.	laws of Malaysia	courts of Malaysia
Morocco	Signify Maroc SARL	laws of Morocco	courts of Casablanca, Morocco
New Zealand	Signify New Zealand Limited	laws of New Zealand	courts of Auckland, New Zealand
Pakistan	Signify Pakistan Limited	laws of Pakistan	courts of Karachi, Pakistan
Philippines	Signify Philippines Inc.	laws of The Philippines	courts of Taguig City, Philippines
Saudi Arabia	Signify Saudi Arabia LLC	laws of the Kingdom of Saudi Arabia	courts of the Kingdom of Saudi Arabia
	Saudi Lighting Company Limited	laws of the Kingdom of Saudi Arabia	courts of the Kingdom of Saudi Arabia
	Inara Company Limited	laws of the Kingdom of Saudi Arabia	courts of the Kingdom of Saudi Arabia
	Nardeen Lighting Company Limited	laws of the Kingdom of Saudi Arabia	courts of the Kingdom of Saudi Arabia
Dubai	Signify Netherlands B.V JAFZA Branch	laws of United Arab Emirates	courts of Dubai, United Arab Emirates
	Signify International B.V DED Branch	laws of United Arab Emirates	courts of Dubai, United Arab Emirates
Singapore	Signify Singapore Pte. Ltd.	laws of Singapore	courts of Singapore
South Africa	Signify Commercial South Africa (Pty) Ltd.	laws of Republic of South Africa	courts of the Republic of South Africa
Sri Lanka	Signify Lanka (Private) Limited	laws of Sri Lanka	courts of Colombo, Sri Lanka
Taiwan	Signify Taiwan Limited	laws of Taiwan, the Republic of China	district Courts of Taipei, the Republic of China
Thailand	Signify Commercial (Thailand) Limited	laws of Thailand	courts of Thailand
Turkey	Signify Aydınlatma Ticaret A.Ş.	laws of the Republic of Turkey	Istanbul central courts
Vietnam	Signify Vietnam Limited	laws of Vietnam	courts of Vietnam