

L.OS Platform Terms of Use

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Bosch Mobility Platform and Solutions India Private Limited (formerly known as Automobility Services and Solutions Private Limited), P.B. 3000, Hosur Road, Adugodi, Bangalore 560030, operates a cloud-based digital service platform for logistics fleets management under www.l-os.com where users can offer and purchase digital logistics solutions on a Digital Platform utilizing platform services provided by the L.OS Platform. These terms and conditions govern access to the L.OS Platform and use of the Platform Services by Platform Users.

The L.OS Platform is operated for businesses only and does not accept consumers as Platform Users.

1. Definitions

- 1.1 **“Access Credentials”** means one or more combinations of usernames and passwords used to access an Account.
- 1.2 **“Account”** means the authorization of Platform User to access the L.OS Platform.
- 1.3 **“Affiliated Company”** means an entity that controls, is controlled by, or is under common control with a Party, where “control” means the direct or indirect holding of more than 50% of equity ownership or voting rights.
- 1.4 **“Authorized Representatives”** means Platform User's employees, consultants, contractors, and agents who are authorized by Platform User to access and use the Offerings under the rights granted to Platform User pursuant to the Platform User Agreement, any Paid Platform Service Subscription the Solution Provider Agreement, or the Reseller Terms as applicable.
- 1.5 **“Buyer Terms”** mean the Terms entered into between the Reseller and the Customer which govern the reselling of L.OS Solutions by the Reseller, such L.OS owned by a L.OS Solution Provider, on the L.OS Platform.
- 1.6 **“Confidential Information”** means all tangible or intangible information which is marked as confidential or which should reasonably be understood to be confidential given its nature and the circumstances of its disclosure, including, without limitation, any information about operational processes, business relationships and know-how including non-public information regarding the availability, performance or functionality of the L.OS Platform and the Platform Services.
- 1.7 **“Content”** means all content available through the L.OS Platform, such as software (including source code), software functionalities, APIs, data, text, audio, video or images, including documentation, sample code, software libraries, command line tools, proofs of concept, templates, and other related technology.
- 1.8 **“Customer Management”** is a Free Platform Service and means software functionalities provided within the L.OS Portal, which provide an overview of active L.OS Solution Agreements, Buyer Terms and, if applicable, related invoices and payment information.
- 1.9 **“Customer”** means L.OS Solution Customer and Paid Platform Service Customer.
- 1.10 **“Dashboard”** is a Paid Platform Service and means SaaS applications for Paid Platform Service Customers which utilize Integrated Solution Data from Integrated L.OS Solutions of different L.OS Solution Providers to generate value-added overviews, aggregations and analytics.
- 1.11 **“Direct Invoicing”** means a process in which L.OS Solution Providers personally manage the invoicing of L.OS Solution Fees. In this approach, L.OS Solution Providers assume direct responsibility for generating and issuing the invoices associated with L.OS Solution Fees.
- 1.12 **“Direct Payment”** means a process in which L.OS Solution Providers personally manage the collection and processing of payments for L.OS Solution Fees. With Direct Payment, L.OS Solution Providers assume direct responsibility for receiving and processing payments for L.OS Solution Fees.
- 1.13 **“Fee”** means L.OS Solution Fee and Paid Platform Service Fee.
- 1.14 **“First Level Support”** is a Free Platform Service and means the support services provided by Platform Operator to Platform Users pursuant to Section 9.
- 1.15 **“Foreign Trade Law Authorization”** means any approval, authorization or similar requirements under Foreign Trade Law.
- 1.16 **“Foreign Trade Law”** means any foreign trade law including, without limitation, national and international (re-)export control and customs laws and regulations, including embargos and other sanctions, which is – in accordance with such law – applicable to the Platform User Agreement, any Paid Platform

Service Subscription, the Solution Provider Agreement, the L.OS Platform or generally the Offerings.

- 1.17 **“Free Platform Service Description”** means the description of the technical functionalities of a Free Platform Service in terms of specifications, quantity, performance data, performance period, quality etc., including details regarding applicable system requirements and – where relevant - technical and organizational data protection measures as well as subcontractors used by Platform Operator and their respective services.
- 1.18 **“Free Platform Services”** means the integrated core platform services as further described in Section 6, provided by Platform Operator free of charge and available for use upon successful conclusion of the Platform User Agreement. For the purposes of these L.OS Platform ToU, Free Platform Services do not include Paid Platform Trial Services, which are, however, provided free of charge.
- 1.19 **“Integrated L.OS Solution”** means a L.OS Solution integrated with the L.OS Platform by way of the Integration Service.
- 1.20 **“Integrated Solution Data”** means the data output generated by Integrated L.OS Solutions.
- 1.21 **“Integration Service”** is a Paid Platform Service and means software functionalities and services for L.OS Solution Providers that enable data exchange between L.OS Solutions and the L.OS Platform as well as between L.OS Solutions of different L.OS Solution Providers via the L.OS Platform through the technology and use of common data exchange interfaces to facilitate compatibility and interaction between such L.OS Solutions.
- 1.22 **“Invoice Management”** is a Free Platform Service and means the services provided by Platform Operator to manage the invoicing process towards L.OS Solution Customers including the generation and issuance of invoices for L.OS Solution Fees.
- 1.23 **“L.OS Data Processing T&Cs”** means Platform Operator’s standard data processing terms and conditions applicable in relation to any commissioned data processing on behalf of Platform User in connection with such Platform User’s use of the L.OS Platform and Platform Services.
- 1.24 **“L.OS Integration Service Terms”** means the additional terms and conditions governing the provision of Integration Services by Platform Operator to L.OS Solution Providers.
- 1.25 **“L.OS Listing Terms for Solution Providers”** means the additional terms and conditions governing the legal relationship between L.OS Solution Provider and Platform Operator.
- 1.26 **“L.OS Digital Platform”** is a Free Platform Service and means the digital Platform for L.OS Solutions and Paid Platform Services available on the L.OS Platform enabling L.OS Solution Providers to offer, offer to resell and sell L.OS Solutions to L.OS Solution Customers.
- 1.27 **“L.OS Platform ToU”** means these terms and conditions governing access to the L.OS Platform and use of the Platform Services.
- 1.28 **“L.OS Platform”** means the cloud-based digital logistics service platform operated by Platform Operator under www.l-os.com.
- 1.29 **“L.OS Portal”** is a Free Platform Service and means a set of software functionalities to facilitate standard customer-related activities for L.OS Solution Providers in connection with their offering of L.OS Solutions on the L.OS Digital Platform, including for example Customer Management and Invoice Management.
- 1.30 **“L.OS Solution Agreement”** means the specific agreement for the provision of a L.OS Solution entered into between a L.OS Solution Provider and a L.OS Solution Customer.
- 1.31 **“L.OS Solution Customer”** means a Platform User who purchases L.OS Solutions from a L.OS Solution Provider on the L.OS Digital Platform.
- 1.32 **“L.OS Solution Description”** means the description of the technical functionalities of the respective L.OS Solution as provided by L.OS Solution Provider (e.g. specifications, quantity, performance data, performance period, quality, applicable system requirements).
- 1.33 **“L.OS Solution Fee”** means the fee, if any, determined by L.OS Solution Provider as remuneration for the provision of a L.OS Solution.
- 1.34 **“L.OS Solution Provider”** means a Platform User who owns, operates, maintains and provides a L.OS Solution and has accepted the L.OS Listing Terms or Reseller Terms for Solution Providers. Platform Operator will qualify as an L.OS Solution Provider to the extent it offers L.OS Solutions itself.
- 1.35 **“L.OS Solution Reseller”** means the Platform Operator when the Platform Operator resells L.OS Solutions owned by the L.OS Solution Provider on the L.OS Platform as set out in the Reseller Terms.

- 1.36 **“L.OS Solution Terms”** means the separate, specific terms and conditions provided by a L.OS Solution Provider to a L.OS Solution Customer, governing the provision of the relevant L.OS Solution.
- 1.37 **“L.OS Solutions Integration”** is a Free Platform Service for L.OS Solution Customers and means a service that enables data exchange between Integrated L.OS Solutions via the L.OS Platform to facilitate compatibility and interaction between L.OS Solutions.
- 1.38 **“L.OS Solutions”** means any software applications, software functionalities, hardware products, works, services, trainings or any other goods and services individually or in any combination as described in the relevant L.OS Solution Descriptions, developed, owned, operated, maintained and made available to L.OS Solution Customers by a L.OS Solution Provider on the L.OS Digital Platform. For the purposes of these L.OS Platform ToU L.OS Solutions include L.OS Trial Solutions.
- 1.39 **“L.OS Trial Solutions”** means L.OS Solutions provided free of charge for trial and evaluation purposes during the Trial Period.
- 1.40 **“L.OS”** means Logistics Operating System.
- 1.41 **“Listing”** means the placement of a specific L.OS Solution by a L.OS Solution Provider on the L.OS Digital Platform in his own name subject to the terms of the Solution Provider Agreement.
- 1.42 **“Offering Information”** means information about the essential features of the respective Offering, the Fee, the payment terms, duration, termination notice periods and other details (e.g. for Trial Services); Offering Information includes the relevant L.OS Solution Description or Paid Platform Service Description, respectively.
- 1.43 **“Offerings”** means L.OS Solutions and Platform Services.
- 1.44 **“Paid Offerings”** means L.OS Solutions and Paid Platform Services.
- 1.45 **“Paid Platform Service Customer”** means a Platform User who subscribes to a Paid Platform Service.
- 1.46 **“Paid Platform Service Description”** means the description of the technical functionalities of a Paid Platform Service in terms of specifications, quantity, performance data, performance period, quality etc. and including details regarding applicable system requirements and – where relevant - technical and organizational data protection measures as well as subcontractors used by Platform Operator and their respective services.
- 1.47 **“Paid Platform Service Fee”** means the applicable service fee charged by Platform Operator for the provision of a specific Paid Platform Service.
- 1.48 **“Paid Platform Service Subscription”** means the specific agreement for the provision of a Paid Platform Service entered into between Platform Operator and a Paid Platform Service Customer subject to the applicable Paid Platform Service Terms.
- 1.49 **“Paid Platform Service Terms”** means separate terms and conditions, applied in addition to these L.OS Platform ToU, as provided by Platform Operator, governing the legal relationship between Platform Operator and Paid Platform Service Customer in relation to a specific Paid Platform Service.
- 1.50 **“Paid Platform Services”** means additional optional platform services offered to Platform Users by the Platform Operator against payment of a Paid Platform Service Fee (e.g. Dashboards, Integration Service). For the purposes of these L.OS Platform ToU, Paid Platform Services include Paid Platform Trial Services provided free of charge during the Trial Period.
- 1.51 **“Paid Platform Trial Service”** means a Paid Platform Service provided free of charge for trial and evaluation purposes during the Trial Period.
- 1.52 **“Party”** means, individually, each of Platform User and Platform Operator and **“Parties”** collectively refers to Platform User and Platform Operator.
- 1.53 **“Payment Management”** means the making available of payment processing services provided by Payment Services Providers engaged by Platform Operator to handle payment processing in connection with the L.OS Platform including collection and payment processing for L.OS Solution Fees from Customers.
- 1.54 **“Payment Services Provider”** means a third-party provider of electronic payment processing services.
- 1.55 **“Platform Operator Content”** means Content provided by Platform Operator.
- 1.56 **“Platform Operator”** means Bosch Mobility Platform and Solutions India Private Limited, Hosur Road, Adugodu, Koramangla- 560030 as the operator of the L.OS Platform and provider of the Platform Services.
- 1.57 **“Platform Services”** means Free Platform Services and Paid Platform Services. Platform Services do not include L.OS Solutions.

- 1.58 **“Platform User Agreement”** means the legal agreement between Platform Operator and Platform User based on and incorporating these L.OS Platform ToU.
- 1.59 **“Platform User Content”** means Content provided by Platform User.
- 1.60 **“Platform User”** means a user of the L.OS Platform, e.g. L.OS Solution Providers, L.OS Solution Reseller and L.OS Solution Customers.
- 1.61 **“Registration Data”** means any information requested from Platform User during Registration, e.g. company name, address, indirect tax identification number (e.g. GSTIN, PAN), telephone number, e-mail address and other financial, business or tax information.
- 1.62 **“Registration”** means the registration process set out in Section 4 required to be completed before Platform User’s Account is activated.
- 1.63 **“Reselling”** means the selling of L.OS Solutions owned by a L.OS Solution Provider, by a Reseller, on the L.OS Platform as per the Reseller Terms.
- 1.64 **“Reseller Terms”** mean the specific, separate terms and conditions governing the reselling of L.OS Solutions owned by the L.OS Solution Provider being resold on the L.OS Platform by the L.OS Solution Reseller and entered into between the L.OS Solution Provider and the Reseller.
- 1.65 **“SaaS”** means a software application or functionality made available for use in a software as a service model.
- 1.66 **“Share”** is used as a verb and means the possibility for Platform User to post, upload, store, create, share, send or display Platform User Content on the L.OS Platform to make it available to other Platform Users.
- 1.67 **“Single Sign-on”** is a Free Platform Service and means an identity management service that enables Customer’s seamless access to L.OS Solutions from Customer’s Account.
- 1.68 **“Solution Provider Agreement”** means the agreement between L.OS Solution Provider and Platform Operator governing the Listing of L.OS Solutions formed by L.OS Provider’s completion of the L.OS Solution Provider registration process and acceptance of the L.OS Listing Terms for Solution Providers including, at L.OS Solution Provider’s option, the L.OS Integration Service Terms.
- 1.69 **“Solutions Management”** is a Free Platform Service and means software functionalities that allow the management (e.g. cancellation, renewal, overview) of purchased L.OS Solutions and the underlying L.OS Solution Agreements, Buyer Terms entered into by Customer.
- 1.70 **“Third Party Content”** means Content provided by a third party other than Platform Operator, or in conjunction with the L.OS Solutions. Third Party Content includes L.OS Solutions.
- 1.71 **“Transaction”** means L.OS Solution Agreement, Buyer Terms and Paid Platform Service Subscription.
- 1.72 **“Trial Period”** means a limited period of time specified in the Offering Information for a specific Trial Service.
- 1.73 **“Trial Services”** means L.OS Trial Solutions and Paid Platform Trial Services.
- 1.74 **“Usage Data”** means any machine data (e.g. sensor or other machine data), and/or any system data (e.g. log files, information on utilization or availability), automatically transmitted through or generated by the L.OS Platform and Platform Services.
- 1.75 **“Widgets”** are a Free Platform Service and mean SaaS applications which display Integrated Solution Data in a more functional manner giving insights/highlights of critical information.
- 1.76 **“Year”** means an initial period of twelve months from the date of conclusion of the Platform User Agreement and any subsequent twelve-month period.
- 2. Scope**
- 2.1 These L.OS Platform ToU apply to Platform User’s access to the L.OS Platform and the use of Free Platform Services.
- 2.2 The use of Paid Platform Services is subject to the applicable Paid Platform Service Terms, which apply in addition to these L.OS Platform ToU. In case of conflicts between the provisions of these L.OS Platform ToU and Paid Platform Service Terms, the latter shall take precedence.
- 2.3 The Listing of L.OS Solutions on the L.OS Digital Platform is subject to a separate Solution Provider Agreement, which applies in addition to these L.OS Platform ToU. In case of conflicts between the provisions of these L.OS Platform ToU and the Solution Provider Agreement, the latter shall take precedence.
- 2.4 The reselling of L.OS Solutions by the L.OS Solution Reseller on the L.OS Platform is subject to separate Reseller Terms, which apply in addition to these L.OS Platform ToU. In case of conflicts between the provisions of these L.OS Platform ToU and the Reseller

Terms, the latter shall take precedence.

- 2.5 Terms and conditions of Platform User deviating from or in conflict with these L.OS Platform ToU, the L.OS Listing Terms for Solution Providers, the L.OS Integration Service Terms, the Paid Platform Service Terms, the L.OS Data Processing T&Cs, the Reseller Terms, Buyer Terms shall not apply, even if Platform Operator does not expressly object to such terms and conditions.

3. Conclusion of Platform User Agreement

- 3.1 The Platform User Agreement is concluded upon completion of the Registration (Section 4) by Platform User and activation of an Account by Platform Operator.
- 3.2 If Platform User is a natural person, she/he warrants that she/he is legally competent of entering into a contract (e.g., is not a minor as defined by applicable law or regulation).
- 3.3 Upon conclusion of the Platform User Agreement, Platform User may access the L.OS Platform and use the Free Platform Services.

4. Account, Registration

- 4.1 Access to the L.OS Platform requires an Account, which Platform Operator makes available to Platform User upon Registration.
- 4.2 Registration may require the use of an authentication service (e.g. Bosch ID, SingleKey ID, Apple ID or Google account). The terms and conditions of such authentication service are outside the scope of these L.OS Platform ToU and Platform Operator is not responsible for such authentication service(s).
- 4.3 Platform User will be asked to provide Registration Data. Registration Data must be provided completely and correctly. Platform User shall keep Registration Data up to date during the term of the Platform User Agreement. Registration of a legal entity may only be carried out by an authorized representative, who must be named.
- 4.4 To complete the Registration and submit Registration Data, Platform User must accept these L.OS Platform ToU.
- 4.5 By providing Registration Data, Platform User submits an offer to Platform Operator to enter into a Platform User Agreement. The activation of Platform User's Account shall be deemed acceptance by the Platform Operator.
- 4.6 Platform Operator reserves the right to verify the identity of Platform User upon submission of Registration Data or at any later point in

time, for example by requiring Platform User's confirmation via an (i) activation link sent to Platform User's e-mail address, or (ii) a code sent to a mobile phone number submitted by Platform User. Until Platform User has provided the required verification, Platform User's Account will remain blocked. If Registration is not fully completed or completed incorrectly, Platform Operator reserves the right to delete any incomplete Registration Data.

- 4.7 Platform Operator in its sole discretion reserves the right to reject any Registration.
- 4.8 Accounts are not transferable.
- 4.9 To the extent that Platform Operator offers the corresponding functionality, Platform User may create multiple Access Credentials for Authorized Representatives to permit access to Platform User's Account. Platform User warrants that all Authorized Representatives provided with Access Credentials will comply with these L.OS Platform ToU as amended from time to time and applicable law and that they are authorized to act on behalf of Platform User. Upon establishment of individual Access Credentials for an Authorized Representative, all actions of such Authorized Representative will be attributed to Platform User.
- 4.10 Platform User is obliged to handle all Access Credentials associated with the Account with care, not to disclose them to third parties and not to allow third parties to access the Account. Platform User is liable for all activities that take place using Platform User's Account and for which Platform User is responsible. Platform User shall immediately change the Access Credentials for Platform User's Account if Platform User has reason to believe that Access Credentials may have become known to unauthorised persons.

5. L.OS Platform Access and Availability

- 5.1 Access to the L.OS Platform and the Platform Services is browser-based. In addition, Platform Operator may, at its sole discretion, provide access through a mobile app for use on compatible mobile devices such as smartphones or tablets. Individual functionalities may be restricted depending on the type of access.
- 5.2 Platform Operator will use commercially reasonable efforts to ensure uninterrupted access to the L.OS Platform and the use of Platform Services. However, unless otherwise stipulated in the applicable Paid Platform Service Terms, Platform Operator does not warrant and Platform Users are not entitled to uninterrupted access to the L.OS Platform or

use of the Platform Services.

6. Platform Services

- 6.1 The type and scope of Free Platform Services as offered by Platform Operator from time to time are described at www.l-os.com and in the Free Platform Service Descriptions.
- 6.2 Free Platform Services include the provision of the L.OS Digital Platform, Single Sign-on, L.OS Solutions Integration, First Level Support, Solutions Management, Invoice Management, Payment Management, the L.OS Portal, Customer Management as well as other Platform Operator Content and Widgets.
- 6.3 Platform Operator may change, supplement or discontinue Free Platform Services at any time or limit the use thereof to a certain period of time or convert them into Paid Platform Services. Platform Operator shall consider Platform User's legitimate interests when making changes as contemplated herein.
- 6.4 The type and scope of Paid Platform Services as offered by Platform Operator from time to time are described at www.l-os.com and in the applicable Paid Platform Service Descriptions.
- 6.5 Paid Platform Services include Dashboards and the Integration Service.
- 6.6 Paid Platform Service Subscriptions are subject to the applicable Paid Platform Service Terms and made available through a separate ordering process or on the L.OS Digital Platform.
- 6.7 Platform User is responsible for providing and maintaining the technical system requirements necessary in Platform User's sphere of responsibility to access the L.OS Platform and use the Platform Services (e.g. necessary hardware, software (e.g. web browser), mobile devices, internet access).
- 6.8 In the event that Platform Operator offers a mobile app to access the L.OS Platform and use Platform Services, Platform User may download and install the mobile app on compatible mobile devices such as smartphones or tablets via the respective app store. Details on technical requirements, functionalities and operating instructions are available in the respective app store. The operating instructions serve only to describe the service and contain neither agreements on quality nor guarantees.
- 6.9 Platform Operator has the right to have the Platform Services performed by third parties (including Platform Operator's Affiliated Companies) as subcontractors.

7. L.OS Solutions

- 7.1 The type and scope of L.OS Solutions offered by L.OS Solution Providers from time to time are described at www.l-os.com and in the applicable L.OS Solution Descriptions.
- 7.2 Platform User can purchase L.OS Solutions on the L.OS Digital Platform.
- 7.3 L.OS Solutions are made available by L.OS Solution Providers in their own name and on their own account subject to the applicable L.OS Solution Terms provided during the purchasing process. This shall hold true even for cases where the L.OS Solutions are being resold on the L.OS Platform by the L.OS Solution Reseller on the basis of the Reseller Terms.
- 7.4 Orders for L.OS Solutions by Platform User on the L.OS Digital Platform constitute binding offers by Platform User. Except in cases of Reselling, such offers will automatically be forwarded to the respective L.OS Solution Provider without any involvement of Platform Operator. In cases of Reselling, the offers shall be routed through the Reseller as further set out in the Reseller and Buyer Terms.
- 7.5 L.OS Solution Agreements are solely entered into between L.OS Solution Customer and the respective L.OS Solution Provider. Except where Platform Operator itself offers a L.OS Solution and therefore qualifies as a L.OS Solution Provider itself, Platform Operator is not a party to such agreement and does not assume any responsibility or liability for L.OS Solution Agreements. Platform Operator does not act as a representative of L.OS Solution Providers. L.OS Solution Provider is solely responsible for the provision of the respective L.OS Solutions and any claims or issues arising out of or in connection with the L.OS Solution Agreements, despite Platform Operator being the technical operator of the L.OS Platform and the L.OS Digital Platform and serving as a technical service provider to L.OS Solution Providers. This does not entitle L.OS Solution Customer to any claims against Platform Operator. Platform Operator does not assume any liability or provide any warranty for (i) the correctness and completeness of any information or statements made by L.OS Solution Providers and/or (ii) the L.OS Solutions provided by L.OS Solution Providers.
- 7.6 The L.OS Platform may allow L.OS Solution Customers to provide reviews and ratings of L.OS Solutions. In such case each L.OS Solution Customer shall provide objective and accurate information in its submitted reviews. The posting of reviews by a L.OS Solution

Provider for its own L.OS Solutions is not permitted, nor is it permitted to provide reviews and ratings against compensation. Reviews and ratings qualify as Third Party Content, such Third Party Content is not reviewed by Platform Operator and may be inaccurate or misleading. Any manipulations, for example any attempt to artificially increase or lower a rating score, is prohibited. In case Platform User detects any review and rating manipulation, Platform User shall contact Platform Operator to report such manipulation.

- 7.7 Buyer Terms governing the reselling of L.OS Solutions shall be entered into between the Reseller and the Customer and shall be in addition to the L.OS Solution Agreements entered into between the L.OS Solution Customer and the respective L.OS Solution Provider

8. General rules for Transactions

- 8.1 Transactions may require Platform User to provide further data, e.g., credit card information, company name, GST number etc., in order to set up a billing profile.
- 8.2 As part of the Transaction process, Platform User shall be provided with the respective Offering Information by Platform Operator.
- 8.3 Transaction details (consisting of the Offering Information and the applicable L.OS Solution Terms or Paid Platform Service Terms, respectively) shall be sent to Platform User by Platform Operator on a permanent data carrier (e.g., e-mail).
- 8.4 Trial Services may be available for test purposes for limited Trial Periods. Platform Operator and L.OS Solution Providers shall label Trial Services in an appropriate form, e.g. as "Trial Service", "Demo Version", "Beta Version", "Limited Use" or "Free". Trial Services may be used for trial and evaluation purposes only and are not intended for production or any other commercial use. Customers are not entitled to an uninterrupted or error-free use of Trial Services. Unless covered by a valid Transaction, Trial Services may be discontinued at any time without notice and there is no obligation to make Trial Services available as a full commercial service.

9. Support

- 9.1 Platform Operator provides First Level Support in English 24 hours per day, every day of the week throughout the year (24/7/365), available through its helpdesk <https://www.in.my.l-os.com/customerSupport>
- 9.2 First Level Support comprises receiving

incident reports from Platform User regarding access to the L.OS Platform and the use of Platform Services as well as from L.OS Solution Customers regarding their use of L.OS Solutions. Upon receipt, incident reports will be reviewed to determine the service category to which they relate and then forwarded to either Platform Operator's second level support (for Platform Services) or the respective L.OS Solution Provider (for L.OS Solutions) for further processing. L.OS Operator's second level support or L.OS Solution Provider, respectively, will then be responsible to further analyze and process the incident.

- 9.3 L.OS Solution Providers are solely responsible for all incidents, errors, defects or any other issues associated with their L.OS Solutions, and for providing support for their L.OS Solutions beyond First Level Support. Further, L.OS Solution Providers understand that any concerns, queries, disputes with regard to the quality of the L.OS Solutions, refunds, if applicable, or any queries regarding service levels of the L.OS Solutions raised by L.OS Solutions Customer, shall be addressed and resolved by the L.OS Solutions Provider. Except for First Level Support, and where Platform Operator itself qualifies as a L.OS Solution Provider or where the Platform Operator acts as a L.OS Solution Reseller, Platform Operator has no obligation to provide any additional support or assistance in relation to L.OS Solutions. L.OS Solution Providers are solely responsible for providing maintenance and support services for their L.OS Solutions to their L.OS Solution Customers.

10. Intellectual Property, Usage rights, Platform Operator Content

- 10.1 All rights in the L.OS Platform, the Platform Services and Platform Operator Content are exclusively owned by Platform Operator or its licensors and are protected by copyright or other intellectual property rights. The compilation of L.OS Platform Content as such is also protected by copyright.
- 10.2 Platform Operator grants to Platform User the limited, non-exclusive, non-sub-licensable, revocable and non-transferable right to access the L.OS Platform and use the Free Platform Services and Platform Operator Content for Platform User's own internal business purposes, solely in accordance with these L.OS Platform ToU, during the term of the Platform User Agreement.
- 10.3 Apart from rights expressly granted herein, no license or other right is granted by Platform Operator to Platform User. Platform User is

prohibited from copying, distributing and/or publishing Platform Operator Content.

10.4 Platform Operator is the sole owner of Usage Data and may use and exploit it in anonymous form for any purpose in accordance with the applicable statutory provisions.

11. Integrated Solution Data

11.1 Customer acknowledges and accepts that Customer's use of the L.OS Solutions Integration, Paid Platform Services and Widgets rely on the accessibility and availability of Integrated Solution Data.

11.2 For the purpose of providing the L.OS Solutions Integration, Paid Platform Services and Widgets for use by Customer, Customer hereby

a) permits Platform Operator, Platform Operator's subcontractors and L.OS Solution Providers to access Customer's L.OS Solutions and to retrieve and transmit Integrated Solution Data; and

b) grants to Platform Operator, Platform Operator's subcontractors and L.OS Solution Providers the right to use Integrated Solution Data, in particular the right to transmit, reproduce and modify Integrated Solution Data.

11.3 Customer hereby grants to Platform Operator a non-exclusive, irrevocable, sub-licensable, worldwide right, unlimited in time, to use and exploit Integrated Solution Data in anonymous form for any purpose in accordance with applicable statutory provisions.

11.4 Customer warrants that

a) it is entitled to permit access to Integrated Solution Data;

b) it holds all rights to Integrated Solution Data required for the granting of rights under these L.OS Platform ToU; and

c) Integrated Solution Data does not violate these L.OS Platform ToU or applicable laws and regulations and does not infringe the intellectual property of third parties.

11.5 Platform Operator has the right to immediately suspend Customer's use of the L.OS Solutions Integration, Paid Platform Services and Widgets, if it has reason to believe, based on reasonable grounds, that the Integrated Solution Data is unlawful and/or infringes third-party rights. Such reasonable grounds shall for example exist when courts, authorities and/or other third parties notify Platform Operator of such unlawfulness and/or infringement. Platform Operator shall then notify Customer of the suspension,

stating the reason for the suspension. The suspension shall be removed as soon as the suspicion has been refuted.

11.6 Platform Operator shall not be liable for any errors in Integrated Solution Data used for or included in the L.OS Solutions Integration, the Paid Platform Services or Widgets.

12. Platform User Content

12.1 Platform Operator may enable Platform User to Share Platform User Content on the L.OS Platform, subject to the following provisions.

12.2 Platform User shall not Share any Platform User Content which, by its content, form, design or in any other way, violates these L.OS Platform ToU, applicable law or regulation, or morality or infringes the rights of third parties.

12.3 Platform Operator may prescribe rules of conduct for the Sharing of Platform User Content.

12.4 By Sharing Platform User Content, Platform User grants to Platform Operator a non-exclusive, irrevocable and unlimited right to use, modify and exploit Platform User Content, free of charge for the purpose of providing the L.OS Platform and the Offerings. The usage right is transferable and sub-licensable to third parties and granted without any geographical restrictions or restrictions in scope. This includes, but is not limited to, the right of reproduction, the right of distribution and the right of public reproduction, in particular the right of making available to the public. The Platform User remains the owner of Platform User Content.

12.5 Platform User hereby waives the right to author attribution.

12.6 To the extent that Platform Operator expressly offers the option of removing Shared Platform User Content, the aforementioned right of use and exploitation shall expire upon deletion of the relevant Platform User Content by Platform User. However, Platform Operator has the right to retain copies made for backup and/or verification purposes, subject to applicable data protection legislation.

12.7 Platform User is responsible for Shared Platform User Content. Platform Operator is not responsible for checking the completeness, correctness, legality, quality and suitability for a particular purpose of Platform User Content.

12.8 Platform Operator is entitled to refuse Sharing of Platform User Content and/or to edit, block or remove Platform User Content already Shared without prior notice if the Sharing of

Platform User Content by the Platform User or the Shared Platform User Content itself violates these L.OS Platform ToU, applicable law or morality or infringes third party rights. In this case, Platform Operator will take into account the legitimate interests of Platform User and choose the mildest means to avert a violation.

13. Third Party Content

13.1 L.OS Platform and the Platform Services may contain links to or otherwise display or make available Third Party Content.

13.2 Platform Operator does not check Third Party Content for completeness, correctness and legality and does not adopt it as its own. In particular, Platform Operator does not check security aspects in relation to Third Party Content. Therefore, Platform Operator does not provide any warranty for the completeness, correctness, legality and currentness of Third Party Content. This also applies with regard to the quality of Third Party Content and its suitability for a specific purpose, and also insofar as it concerns Third Party Content on linked external websites that may be viewed by way of framing.

13.3 Platform Operator will, at its sole discretion, investigate reasonable indications of violations of these L.OS Platform ToU or any illegality of individual Third Party Content or parts thereof and, if necessary, take appropriate measures to stop such violations. Specifically, Platform Operator will immediately remove illegal Third Party Content as soon as Platform Operator becomes aware of its illegality and insofar as this is technically possible.

14. Prohibited Activities

14.1 Platform Users shall use the Platform Services only in compliance with applicable laws and regulations. Any use for other purposes is prohibited. Unauthorized use includes but is not limited to:

- a) Offers and promotion of own or third-party paid services or Content other than L.OS Solutions;
- b) Offers, promotions and implementation of activities, such as prize competitions, raffles, barter transactions, advertisements or snowball systems;

c) Collecting electronically or otherwise the identity and/or contact details (including e-mail addresses) of Platform Users (e.g., for sending unsolicited e-mails); and

d) exploitation of Platform Services including the Content offered herewith in return for payment.

14.2 Platform User shall not use the L.OS Platform or the Offerings in violation of these L.OS Platform ToU or other applicable terms and conditions of Platform Operator, or any applicable laws or regulations, including, but not limited to copyright or trademark laws, antitrust and competition laws, Foreign Trade Law and data protection laws.

14.3 Any actions that are likely to impair the operation of the L.OS Platform or the Platform Services and/or the underlying technical infrastructure are prohibited. This includes, but is not limited to:

a) the Sharing of Content that contains viruses, worms, malware, trojans or harmful properties;

b) the use of software, scripts or databases not approved by Platform Operator in connection with the use of L.OS Platform or the Platform Services;

c) the automatic reading, blocking, overwriting, modification, copying of data and/or other Content, except as necessary for the proper use of L.OS Platform or the Platform Services; and

d) any activity to decrypt, decompile, disassemble, reconstruct, or otherwise attempt to discover the source code, of any software or proprietary algorithms used by Platform Operator to provide the L.OS Platform and the Platform Services, except as permitted under mandatory statutory law.

14.4 Upon becoming aware of an illegal, abusive or otherwise unauthorized use of the L.OS Platform or Platform Services, Platform User shall contact Platform Operator via e-mail to help.l-os@bosch.com. Platform Operator shall then examine the matter and, if necessary, take appropriate steps.

14.5 In the event of significant breaches of duty for which Platform User is responsible, Platform Operator is entitled to terminate the Platform User Agreement for cause.

15. Suspension

15.1 Platform Operator may suspend Platform User's access to the L.OS Platform and the Platform Services if Platform Operator determines that:

- a) Platform User's use of the L.OS Platform or the use of the Platform Services (i) poses a security risk to the L.OS Platform and/or the Platform Services and/or a third party; (ii) adversely affects the L.OS Platform or the Platform Services or other Platform User's systems or content; (iii) violates applicable law or third-party rights; (iv) could subject Platform Operator, its Affiliated Companies or third parties to liability for damages; or (v) is fraudulent;
 - b) Platform User violates the terms of the Platform User Agreement, a Paid Platform Service Subscription or the Solution Provider Agreement; or
 - c) Platform User is in default of its payment obligations for more than 30 days.
- 15.2 Platform Operator will inform Platform User of a suspension by sending a notification to the e-mail address associated with Platform User's Account prior to the suspension, unless Platform Operator decides that it must act immediately due to urgency and is therefore unable to send a prior notification to Platform User.
- 15.3 Platform Operator shall lift the suspension as soon as Platform User has resolved the issue that led to the suspension.
- 15.4 Platform Operator's right to suspend Platform User's access to the L.OS Platform and the Platform Services is in addition to Platform Operator's right to terminate the Platform User Agreement for cause and to exercise any other remedies available to Platform Operator under applicable law.
- 16. Fees, Tax, Payment, Invoices**
- 16.1 Fees
- a) Registration, access to the L.OS Platform and use of the Free Platform Services are free of charge.
 - b) For Paid Offerings, the Fees applicable at the time of the respective Transaction apply. Unless otherwise agreed, Fees are due immediately upon conclusion of the Transaction according to Section 8.2.
- 16.2 Tax
- a) All Fees are exclusive of applicable Goods & Service Taxes and all other applicable taxes/levies. Such taxes shall be borne by Customer additionally, if applicable.
 - b) To the extent and as required by law, L.OS customer will be responsible for deducting any withholding taxes on payments made to Platform Operator for L.OS solutions. Withholding taxes, if any, deducted by the L.OS Customer will be to the account of the L.OS Solution Provider. L.OS Customer shall provide withholding tax certificates within the stipulated statutory timelines to the L.OS Solution Provider to enable the L.OS Solution Provider to take credit of the same
- 16.3 Payment
- a) Payments for Fees may be required to be made through either Direct Payment or the L.OS Platform's Payment Management service
 - b) Detailed information on which type of payment processing applies in each individual case and the available payment methods, payment dates and any additional costs incurred are available on the L.OS Platform and included in the relevant Offering Information
 - c) Platform Operator engages Payment Services Providers to handle payment processing services in connection with the L.OS Platform. In no way shall Platform Operator be understood to process payments on its own behalf or to act as a payment services provider for the L.OS Platform, L.OS Solution Providers or L.OS Solution Customers.
- 16.4 Invoices
- a) Fees may be invoiced either through Direct Invoicing or the L.OS Platform's Invoice Management service.
 - b) Detailed information on which type of invoicing applies in each individual case is available on the L.OS Platform and described in the relevant Offering Information
 - c) For L.OS Solutions subject to Direct Invoicing, L.OS Solution Providers are responsible for generating and issuing invoices including applicable taxes to L.OS Solution Customers for the L.OS Solution Fees in their own name and for their own account. Platform Operator will provide transaction documents to both L.OS Solution Provider and L.OS Solution Customer regarding the relevant Transactions
 - d) For L.OS Solutions subject to Invoice Management, Platform Operator would be responsible for raising Tax invoices on

behalf of the L.OS Solution Provider to the customers with the GST credentials of the L.OS Solution Provider.

- e) For L.OS Solutions being resold by a Reseller and subject to Invoice Management, Platform Operator would be responsible for raising Tax invoices as more fully set out in the Buyer Terms.
- f) Tax invoices with L.OS Solution Provider GSTIN credentials will be raised by Platform Operator in compliance with the GST law and customer agrees to provide the details including correct GSTIN for raising invoices. Details of Invoices raised shall be communicated by Platform operator to the L.OS Solution provider, customers and to Payment service provider on daily/regular basis as agreed between the parties.
- g) L.OS Solution provider shall file GSTR-1 returns/GSTR-3B/ GSTR-9 etc. including all invoices/transactions raised on L.OS platform using their GSTINs.
- h) L.OS Customer agrees to pay the tax invoice amount along with GST within the stipulated payment terms/ time. Any disputes as regards to non-matching of input tax credit shall be resolved amicably after mutual discussion between the L.OS Solution provider and customer.
- i) Tax Collection at Source (TCS) in terms of Section 52 of CGST ACT, 2017 shall be liable to be collected @1% by Platform operator out of the amount being paid to the L.OS Solution provider in cases where invoicing/payments are collected by Platform operator. Payment service provider shall deduct such 1% TCS from the consideration received from L.OS customer and remit it to Platform Operator.
- j) Platform Operator being Electronic commerce operator as defined under Section 2(45) of CGST Act, 2017 shall file GSTR-8 return with respect to TCS collected from the customer. Platform Operator to mention correct details while remitting TCS in GSTR-8 to enable the L.OS Solution providers to avail Input credit of TCS deposited.
- k) Platform Operator shall raise tax invoice on the L.OS Solution providers for the agreed commission from their regular GSTIN. Platform operator shall file GSTR-1 returns/GSTR-3B/ GSTR-9 etc. including all invoices/transactions raised on L.OS Solution provider. Details of the commission invoices shall be shared with Payment service provider by the Platform

operator. Payment Service Provider shall deduct this commission invoice value out of the settlement to be made to L.OS Solution provider and remit the same to Platform operator along with TCS amount mentioned above.

- l) Invoices, transaction documents and other financial documents will be made available to Platform Users in compliance with local regulatory requirements via the L.OS Platform.

17. Term, Termination of Platform User Agreement

- 17.1 The Platform User Agreement is concluded for an indefinite period. It starts with the date of activation of Platform User's Account and ends upon termination by Platform Operator or Platform User in accordance with the terms below.
- 17.2 Platform Operator may terminate the Platform User Agreement for convenience at any time by giving at least one month's prior notice to the end of a calendar month or to the latest expiration date of Platform User's active Paid Platform Service Subscriptions, whichever comes later.
- 17.3 Unless Platform User has subscribed to a Paid Platform Service, Platform User may terminate the Platform User Agreement immediately at any time for convenience upon prior notice to Platform Operator. If the Platform User has subscribed to one or more Paid Platform Services, the Platform User Agreement can only be terminated together with the Paid Platform Service Subscriptions and not earlier than the expiry of the term of the Paid Platform Service with the longest remaining term.
- 17.4 Any right of the Parties to terminate for cause remains unaffected.
- 17.5 Form of termination
 - a) Unless a possibility of terminating by means of a dedicated function on the L.OS Platform (e.g., in the Account settings) is provided, any termination shall be made in text form (letter, e-mail).
 - a) The de-installation of a mobile app used to access the L.OS Platform does not constitute a termination and any outstanding obligations of Platform User to pay Paid Platform Service Fees shall remain unaffected by uninstalling the mobile app.

17.6 Consequences of termination

- a) Platform Operator will de-activate Platform User's Account as of the effective date of termination, and Platform User will no longer have access to his Account, the Platform Services, and/or Platform User Content.
- b) 30 calendar days after the effective date of termination and upon expiry of any mandatory statutory retention periods, Platform Operator has the right to delete the data generated in connection with the Platform User's Account. For personal data, applicable data protection regulations shall take precedence, which may lead to a shorter retention period.
- c) Platform Users shall export and save their data and Platform User Content in due time before the expiry of the aforementioned period.

18. Warranty

- 18.1 Platform Operator does not assume any warranties for defects, including defects of title, for the L.OS Platform and the Platform Services, except where Platform Operator has fraudulently concealed the respective defect or if stated otherwise in the applicable Paid Platform Service Terms.

19. Liability

- 19.1 Platform Operator shall be liable in accordance with the statutory provisions (i) in the event of willful misconduct and gross negligence, (ii) in accordance with applicable mandatory statutory product liability law, (iii) to the extent of a guarantee assumed by Platform Operator, and (iv) in the event of personal injuries to life, body or health.
- 19.2 In the event of any property and financial losses caused negligently in any other way, Platform Operator shall be liable only in the event of a breach of a material contractual obligation, the amount being limited, however, to the damages foreseeable at the time of contract conclusion and typical for the type of contract; material contractual obligations are those whose fulfilment characterizes the contract and on which Platform User may rely.
- 19.3 Subject to Section 19.1, in the event of a negligent breach of a material contractual obligation evidenced by Platform User, the amount of Platform Operator's liability for all

damaging events occurring in the same Year is limited as follows:

- a) The maximum liability amounts to 100% of the Paid Platform Service Fees paid by Platform User in the Year of the damaging event, however, limited to a maximum of INR 100,000
- b) If the maximum liability amount is not reached in a Year, this shall not increase the maximum liability amount in the following Year.

- 19.4 Statutory limitations of liability, which deviate from the above liability regulations in favor of the Platform Operator, shall remain unaffected.

- 19.5 Strict liability ("liability without fault") for defects which already existed upon contract conclusion, is excluded.

- 19.6 The foregoing limitations of liability shall also apply in the event of fault by a person engaged by Platform Operator in the performance of its obligations and to the personal liability of employees, representatives and corporate bodies of Platform Operator as well as to claims for reimbursement of expenses.

- 19.7 Operational disruptions caused by force majeure or other unavoidable events beyond Platform Operator's control

- a) which could not be averted with reasonable effort;
- b) which could not have been foreseen even when exercising extreme care; and
- c) which make Platform Operator's contractual obligations considerably more difficult or completely or partially impossible, such as strikes, lockouts, exceptional weather conditions, operational or traffic disruptions and transport obstructions,

discharge Platform Operator from its contractual obligations for the duration of such event plus a reasonable restart period.

20. Indemnification

- 20.1 Platform User shall defend, indemnify and hold Platform Operator harmless from any third-party claims related to
- a) Platform User's breach of the Platform User Agreement, the Solution Provider Agreement and the terms of any Paid Platform Service Subscription;
 - b) any violation of applicable law by Platform User, in particular any infringement of data protection law and any violation of Foreign

Trade Law;

- c) the usage of the L.OS Platform and Platform Services by Platform User in a manner which infringes or violates third-party rights;
 - d) Platform User Content or Third Party Content provided by Platform User;
 - e) any violation of applicable tax law requirements by Platform User
- 20.2 unless Platform User is not responsible for the claim.
- 20.3 In addition, a Paid Platform Service Customer shall defend, indemnify and hold Platform Operator harmless from any third-party claims related to Integrated Solution Data, or the combination of Integrated Solution Data with other applications and third party products or services, Content or processes, including any claims arising from alleged infringement or misuse of third-party rights through Integrated Solution Data or through use, development, design, production, advertising or marketing of Integrated Solution Data unless Paid Platform Service Customer is not responsible for the claim.
- 20.4 Platform Operator shall notify Platform User without undue delay and, to the extent permitted under applicable law, leave to Platform User the defense of such claims. Platform Operator will provide Platform User with all reasonable support. In particular, Platform Operator will, as far as possible, provide Platform User with necessary information about the use of the L.OS Platform and Platform Services to the extent necessary for Platform User to defend against the third-party claim.

21. Data Protection

- 21.1 The Parties shall comply with applicable data protection laws and regulations and commit their employees having access to any data processed hereunder to data secrecy and confidentiality.
- 21.2 If Platform User processes personal data, then Platform User guarantees that Platform User is permitted to do so in accordance with applicable laws and regulations, and that Platform User has obtained all necessary consents, authorization and required permissions or has entered into necessary agreements with third parties in a valid manner in order to allow for Platform Operator to perform the tasks hereunder, including any access and processing of personal and other private data of all concerned individuals and/or third parties (e.g. end customers of Platform User or Platform User's employees)

which may be subject to special protection under applicable laws.

- 21.3 Platform Operator shall only process Platform User-related personal data to the extent required to execute its contractual obligations or otherwise permitted by applicable laws. Platform User acknowledges and confirms the collection and processing of such personal data to this extent.
- 21.4 To the extent Platform User's use of the L.OS Platform or a Platform Service includes the processing of personal data by Platform Operator on Platform User's behalf and such processing constitutes commissioned data processing, the L.OS Data Processing T&Cs apply in addition to these L.OS Platform ToU. In case of conflicts between the provisions of these L.OS Platform ToU and the L.OS Data Processing T&Cs, the latter shall take precedence. In addition, the US Data Processing Addendum applies to Platform Users located in the United States of America and takes precedence over these L.OS Platform ToU and the L.OS Data Processing T&Cs.
- 21.5 The obligations pursuant to Sections 21.1 to 21.4 shall continue to exist as long as personal data of Platform User is in the area of influence of Platform Operator, also after the termination effective date of the Platform User Agreement.
- 21.6 General information regarding the processing of personal data by Platform Operator can be found in Platform Operator's data protection notice available at <https://www.l-os.com/in/en/data-protection-notice>.

22. Confidentiality

- 22.1 The Parties agree to keep all Confidential Information of the other Party disclosed to them confidential, to only use it in the context of the provision and use of the L.OS Platform and the Platform Services and not to disclose it to third parties unless expressly permitted by these L.OS Platform ToU.
- 22.2 The confidentiality obligation continues for a period of five years after termination of the Platform User Agreement.
- 22.3 The Parties may only grant access to Confidential Information of the other Party on a need-to-know basis to those of their or their Affiliated Companies' corporate bodies and employees who are subject to confidentiality obligations substantially similar to the confidentiality obligations set out herein and extending beyond - to the extent permitted by employment law - their leaving of the company.

22.4 Excluded from the confidentiality obligation is information

- a) which was demonstrably already known to the receiving Party at the time of conclusion of the Platform User Agreement without breach of any contractual or statutory duty of confidentiality, or becomes lawfully known to the receiving Party thereafter from a third party without being subject to any duty of confidentiality;
- b) which is publicly known at the time of conclusion of the Platform User Agreement or which is made publicly known thereafter, unless this is based on a breach of the Platform User Agreement;
- c) which has been independently developed by the receiving Party independently of any Confidential Information of the other Party obtained under the Platform User Agreement;
- d) which must be disclosed due to legal obligations or by order of a court or authority or is disclosed for reasons of legal defense. To the extent permitted and possible, the receiving Party subject to the disclosure obligation will give prior notice to the other Party;
- e) which is disclosed by the receiving Party with the prior written consent of the other Party.

23. Export Control and Customs

- 23.1 Each Party has the right to refuse to perform its obligations under the Platform User Agreement, any Paid Platform Service Subscription and a Solution Provider Agreement if such Party's performance is prohibited or impaired by Foreign Trade Law. In such cases, either Party has the right to terminate the Platform User Agreement, the concerned Paid Platform Service Subscriptions and the Solution Provider Agreement to the extent necessary. If a partial performance is excluded for technical or legal reasons or if a Party has no interest in a partial performance, the termination shall lead to the termination of the entire contract.
- 23.2 If contract fulfilment is delayed due to a requirement for a Foreign Trade Law Authorization, agreed delivery periods and delivery dates shall be extended/postponed accordingly and neither Party shall have any liability for non-compliance related to such delay. Should a Foreign Trade Law Authorization be refused or not be granted within three months from the date of application, either Party shall be entitled to

terminate the Platform User Agreement, any concerned Paid Platform Service Subscription and the Solution Provider Agreement to the extent contract fulfilment requires the Foreign Trade Law Authorization. If a partial performance is excluded for technical or legal reasons or if a Party has no interest in a partial performance, the termination shall lead to the termination of the entire contract.

- 23.3 Each Party shall notify the other Party within a reasonable period of time upon becoming aware of Foreign Trade Law which may prohibit or impair performance according to Section 23.1 or cause delay in performance according to Section 23.2.
- 23.4 Upon Platform Operator's request, Platform User must provide any information and documents necessary to comply with Foreign Trade Law or requested by authorities in relation to Foreign Trade Law. Such information and documents include, without limitation, information on end customers/users, the destination and the intended end-use of L.OS Platform and Offerings. Platform Operator, in its sole discretion, shall be entitled to withdraw from any contracts or to refuse performance if Platform User fails to provide Platform Operator with such information and documents without undue delay.
- 23.5 In the event Platform User is entitled to and provides access to the L.OS Platform or Offerings to any third party, Platform User shall comply with applicable Foreign Trade Law. Platform Operator is entitled to refuse to perform its obligations and to terminate the Platform User Agreement, any concerned Paid Platform Service Subscriptions and the Solution Provider Agreement for cause if Platform User breaches this obligation.
- 23.6 To the extent permitted by applicable law, Platform Operator disclaims any liability for claims of Platform User for damages related to or arising from Platform Operator's refusal to perform contractual obligations or termination of the Platform User Agreement, any Paid Platform Service Subscription or the Solution Provider Agreement in accordance with Sections 23.1, 23.2, 23.4 und 23.5.
- 23.7 Any customs-cross-border provision of digital products (incl. related know-how, technology, or data) shall be made exclusively in electronic form.
- 23.8 Platform User agrees that the L.OS Platform, the Offerings and resulting data, information and software will not be used directly or indirectly for nuclear, chemical or biological weapons proliferation, development of missile

technology or any other military purpose

24. Changes

- 24.1 Platform Operator may change or amend these L.OS Platform ToU, the L.OS Listing Terms for Solution Providers, the L.OS Integration Service Terms, the Paid Platform Service Terms, Reseller Terms, Buyer Terms and the L.OS Data Processing T&Cs at any time with effect for the future if this is necessary due to legal changes or due to functional or technical developments of the L.OS Platform or the Platform Services.
- 24.2 Platform Operator will notify Platform User via permanent data carrier (e.g. by letter or e-mail) at least six weeks before such change or amendment will take effect. If Platform User does not object to the change or amendment within 30 days of such notification, Platform User shall be deemed to have consented to the change or amendment. Platform Operator shall explicitly point out this “deemed consent” to Platform User in the notification. Deemed consent does not apply to a change or amendment that affects a material contractual obligation if this would result in an unfavorable disproportion between the Parties’ respective contractual obligations to the detriment of Platform User. In the event of an objection, the Platform User Agreement, the Solution Provider Agreement and any Paid Platform Service Subscription shall be continued at previous conditions.
- 24.3 Editorial changes to terms and conditions mentioned in Section 24.1, i.e., changes that have no substantial effect, such as the correction of typing errors, may be made without notifying Platform User.

25. Applicable law, Place of jurisdiction

- 25.1 The contractual relationships between the Parties shall be governed by the laws of India.
- 25.2 The exclusive place of jurisdiction for any legal disputes arising from or in connection with these Terms of Use shall be Bangalore, India.

26. Final provisions

- 26.1 Legally relevant declarations and notifications to be made to Platform Operator after contract conclusion (e.g., setting of deadlines) shall be made in text form (letter, e-mail) to be effective.
- 26.2 The exclusive language available for contract conclusion shall be English. Translations of these L.OS Platform ToU to other languages are for information purposes only. In the event of contradictions between the English text and

the translations, the English text shall prevail.

- 26.3 Should any provision of these L.OS Platform ToU, the L.OS Listing Terms for Solution Providers, the L.OS Integration Service Terms, the Paid Platform Service Terms, Reseller Terms, Buyer Terms or the L.OS Data Processing T&Cs be or become invalid or unenforceable, this shall not affect the remaining provisions.

Bosch Mobility Platform and Solutions India Private Limited