

Service agreement

1. General information

1.1 Owner, operator and data controller of the website is:
Easy Solution Ltd.

Address: 6 Pára Street, H - 1108 Budapest, HUNGARY

Company registration number: 01-09-890019

Tax number: 14124507-2-42,

Bank account: Raiffeisen Bank Zrt.

IBAN: HU65 12011409 01393292 00100002

SWIFT: UBRTHUHB

Authorized representative: Juhász Róbert László managing director

Telephone: +3630 345 4006

System administrator: Easy Solution Ltd.

1.2 This contract contains the rights and obligations of enterprises (hereinafter referred to as Customer) which use the electronic services offered by Easy Solutions Ltd. (hereinafter referred to as Service provider) through risk-assistant.com website, expressing the intention of Customer, according to the rules of distance contract.

1.3 Website services solely available for the Customer or persons employed by Customer (hereinafter referred as User).

1.4 This contract covers all transactions and services performed through the website. This service especially means the use of on-line risk assessment software, list of other services and service fees are published in Pricing menu point of the website.

1.5 Purchasing is possible by electronic purchase orders placed via the website in accordance with Article 2 of this agreement.

1.6 Users data are processed according to the law in force. See Point 6 of the Agreement for data policy in details. We are not responsible for data given by the Customer, and the failures generated from giving these data wrong.

2. Placement of an order

2.1 Clicking on Pricing menu the Service packages (licence type) are revealed.

- Click on „Order” button at the licence type to step forward to the ordering window
- On the ordering window, the following data must be submitted:
 - Company name
 - Billing address
 - Contact email
 - Selected package
- After checking the ordering and billing data the purchase order could be submitted by clicking “Order” button

- The system confirms the successful order placement on the website immediately, furthermore confirmation email is sent to the given contact email address with the details of the order
- If there is any difference or the Customer intends to modify something, it should be reported via email to info@risk-assistant.com
- After receipt of the order the Service provider issues a pro forma invoice which is forwarded to the Customer via email
- Payment method: bank transfer, in the currency on the invoice
- After the invoices has been paid into the bank account, the Service provider opens individual user account and credits the required licence for the Customer, an email notification is sent in parallel.

In this phase, this service agreement and the terms of privacy statement should be acknowledged and accepted.

2.2 Service provider reserves the right to adjust the prices visible on the website; the modification enters into force at the same time as it is published on the website. The modification does not affect adversely the price of previously ordered licences.

2.3 If the Customer submits incorrect and/or inaccurate data, the Service provider reserves the right to check the data, and in case of incorrect data the given purchase order will be cancelled. Service provider is not liable for problems and failures arising from this cancellation.

2.4 Service provider is not liable for damages resulting from the following situations: Customer forgets the password, or unauthorized persons get access to the password for any reasons not attributable to the Service provider.

2.5 After login user can modify part of previously recorded data in Profile menu.

3. Payment

Orders should be paid by bank transfer. The price of required licences has to be transferred to the bank account indicated in confirmation email, Raiffeisen Bank Zrt. IBAN: HU65 12011409 01393292 00100002 SWIFT: UBRTHUHB. Fulfillment of order will be taken place after receiving the transfer on the bank account.

4. Terms of use

4.1 Precondition of using the function of the website is to enter the system run by Service provider with the help of contact email recorded by the Customer during the ordering process, and the password sent by email by Service provider.

4.2 Access to services is possible 24 hours a day, 7 days a week, except the system maintenance periods, from which the Service provider sends email notification to the Customer two days before due time.

4.3 Customer acknowledges that as the access to user accounts is possible via public internet system, if shortfalls occur at public internet network in the section between Customer and Service provider,

the Service provider cannot take any responsibility for this kind of failure. Service provider ensures that the service is provided from his side through high availability internet access.

4.4 Parties required to treat any information in confidence which they have acquired in the course of executing this Agreement. Business confidential data means any information relating to economic activity such as fact, information, solution or data, that endangers or adversely affects the financial, economic or market interest of legally entitled party by unauthorized use or disclosure.

4.5 Service provider does not take any responsibility for hardware and software belonging to Customer. Service provider is not financially liable for unintended licence use due to malfunctioning of these hardware and software.

4.6. Service provider ensures a yearly average of 98 % availability for the Customer. The availability guaranteed by Service provider includes the announced maintenance periods.

4.7 Licenses are purchased on an annual basis

5 Right of withdrawal

5.1 User can exercise the right of withdrawal within 2 days, after the placement of purchase order without any justification. User can submit the withdrawal form to phone number, postal or e-mail address indicated among the contact information of Service provider. Precondition of withdrawal is the fact that the service has not been used.

5.2 Start of any services subject to payment is definitive, but in cases where the service is failed obviously due to the Service provider in accordance with this Agreement, the complete purchase amount will be returned to the Customer. In case of accidentally ordered services, refund is not possible.

5.3 Customer is entitled to terminate the contract immediately via a written notice addressed to the Service provider, if the service is not available for three consecutive days, excluding any loss of services mentioned in Point 4.3 for which the Service provider is not responsible.

6. Data Protection

6.1 Easy Solution Ltd is the data processor and the operator of the website.

6.2 The website uses cookies, which does not contain any personal information just the data required for using the system.

6.3 User has to submit the following personal data during the placement of an order:

- First name and last name
- E-mail address

6.4 Data connected to the order, such as date and identification number of order, payment method, required licence, are recoded at the same time as the purchase order is submitted.

6.5 Solely Easy Solution Ltd, its employees and system administrators have access to the data. Personal data is not used for any purposes different from that already specified in this Agreement.

Data are stored for indefinite periods of time. If the licence is not renewed, data are to be deleted upon request.

7. Responsibilities

7.1 User is fully and solely responsible for his own behavior, in these cases Service provider cooperates fully with the competent authority in the investigation of infringements.

7.2 The service website may contain connection points (links) which navigates to websites of other service suppliers. Service provider is not responsible for the data protection practice and other activities of these service suppliers.

8. Miscellaneous

8.1 The information system of the website operates on Linux/PHP base, with proper safety level, the use of which does not pose a risk. However, the following measures of precaution are recommended: use antivirus and spyware protection software with up-to-date database; install the security updates of operating system.

8.2 Purchasing via a website assumes the knowledge of technical and technological limitations of the internet and acceptance of inherent risks of error from Customer side.

8.3 Service provider is allowed to unilaterally modify the terms of this Agreement. When these modifications enter into force, the user has to adopt them explicitly when entering into the website for further use.

4 February 2017, Budapest