

SOSME TERMS OF USE

Framework: SOSME Legal Framework

Document ID: LEG-004

Version: 1.0

Effective Date: 01-01-2025

Last Updated: 01-01-2025

Welcome to SOSME

SOSME is an AI-native Operating System that helps organizations manage, automate, and grow their businesses through intelligent digital services.

These Terms of Use ("Terms") govern your access to and use of SOSME's website, mobile applications, demo environments, customer portals, and other public digital services.

By accessing or using any SOSME Services, you agree to comply with these Terms.

If you do not agree with these Terms, please do not use our Services.

Terms at a Glance

Before using SOSME, here are the most important things you should know:

- ✓ Use SOSME responsibly and in accordance with applicable laws.
- ✓ Keep your account information secure.
- ✓ Respect SOSME's intellectual property.
- ✓ Demo environments are for evaluation purposes only.
- ✓ Your privacy is important to us.
- ✓ We never expect AI to replace your professional judgment.
- ✓ Additional agreements apply if you become a customer.

This summary is provided for convenience only. The complete Terms below govern your use of the Services.

1. Scope

These Terms apply whenever you access or use:

- ◆ SOSME Website

- ♦ SOSME Mobile Applications
- ♦ Demo Environment
- ♦ SOSME Academy
- ♦ Public APIs
- ♦ Public Customer Portal
- ♦ Public Partner Portal
- ♦ Public Yara AI services
- ♦ Any other SOSME digital service that references these Terms

If you subscribe to SOSME products or services, additional agreements such as the Master Subscription Agreement (MSA), Enterprise Subscription Order Form (ESOF), Enterprise Deployment Agreement (EDA), Professional Services Agreement (where applicable), and other executed agreements may also apply.

Where a separately executed written agreement conflicts with these Terms, that written agreement will prevail for the subscribed services.

2. Eligibility

By using the Services, you confirm that:

- ♦ you have the legal capacity to enter into these Terms;
- ♦ the information you provide is accurate and complete;
- ♦ if acting on behalf of an organization, you are authorized to bind that organization; and
- ♦ you will comply with all applicable laws and regulations.

3. Your Account

Some Services require registration.

You agree to:

- ♦ maintain accurate account information;
- ♦ keep your username and password confidential;
- ♦ notify SOSME promptly of any unauthorized use of your account; and
- ♦ accept responsibility for activities conducted through your account.

SOSME may suspend or disable accounts where misuse or security concerns are identified.

4. Acceptable Use

You agree to use SOSME responsibly.

You must not:

- ♦ use the Services for unlawful activities;
- ♦ interfere with or disrupt the Services;
- ♦ attempt unauthorized access to any system or account;
- ♦ upload malware, viruses, or harmful code;
- ♦ reverse engineer, copy, or exploit the Services except where permitted by law;
- ♦ misuse Yara AI to generate illegal, fraudulent, harmful, or deceptive content;
- ♦ infringe the intellectual property or rights of others;
- ♦ use automated tools to scrape or extract data without authorization; or
- ♦ use the Services in a manner that could impair their availability or security.

SOSME reserves the right to suspend or terminate access where these Terms are violated.

5. Intellectual Property

All intellectual property relating to SOSME, including software, source code, trademarks, logos, branding, documentation, Artificial Intelligence models, methodologies, databases, and related materials, is owned by SOSME and/or its Strategic IP Partner, Reflexion Group, or their respective licensors..

These Terms grant you a limited right to use the Services but do not transfer ownership of any intellectual property.

6. Artificial Intelligence (Yara)

Certain Services include AI-powered functionality through Yara AI.

When using Artificial Intelligence capabilities, including Yara AI:

- ♦ AI-generated outputs are intended to assist users and should be reviewed before being relied upon;
- ♦ AI does not replace professional, legal, accounting, tax, financial, or business advice;
- ♦ users remain responsible for decisions made using AI-generated information; and

- ♦ you must not use AI features for unlawful or harmful purposes.

SOSME continuously improves Yara AI, and AI functionality may evolve over time.

7. Demo & Evaluation Services

SOSME may provide demonstration or evaluation environments.

Unless otherwise agreed in writing:

- ♦ demo environments are provided solely for evaluation purposes;
- ♦ they must not be used for live business operations or production data;
- ♦ access may be time-limited; and
- ♦ separate Demo Terms, Evaluation License Terms, or Non-Disclosure Agreements may apply.

8. Privacy

SOSME respects your privacy.

Our collection, use, and protection of personal information are governed by TCP-PRI-001 – Privacy Policy.

By using the Services, you acknowledge that your information may be processed in accordance with that Policy.

9. Third-Party Services

Some SOSME Services may integrate with third-party applications, websites, payment providers, cloud services, or other technologies.

SOSME is not responsible for third-party products or services unless expressly stated otherwise.

Your use of those services is subject to their own terms and privacy policies.

10. Availability of Services

SOSME continually develops and improves its Services.

We may:

- ♦ introduce new features;
- ♦ modify existing functionality;
- ♦ perform maintenance;

- ♦ suspend certain features; or
- ♦ discontinue Services where appropriate.

Planned maintenance may occur from time to time and may temporarily affect the availability of certain Services.

We will make reasonable efforts to minimize disruption but do not guarantee uninterrupted availability.

11. Disclaimer

The Services are provided on an "as available" and "as is" basis, except where otherwise expressly agreed in writing.

While SOSME strives to provide accurate and reliable information, we do not guarantee that:

- ♦ all content will always be complete or accurate;
- ♦ Services will always be uninterrupted or error-free; or
- ♦ AI-generated outputs will always be accurate or suitable for every purpose.

12. Limitation of Liability

To the maximum extent permitted by applicable law, SOSME shall not be liable for indirect, incidental, consequential, special, exemplary, or punitive damages arising from the use of the Services.

Where you have entered into a separate subscription agreement with SOSME, liability shall be governed by the applicable contractual agreement.

13. Electronic Communications

By using the Services, you agree to receive electronic communications relating to your account, the Services, legal notices, operational updates, and other communications required to provide the Services. Electronic communications satisfy any legal requirement that such communications be provided in writing, unless otherwise required by applicable law.

14. Changes to These Terms

SOSME may update these Terms from time to time.

The latest version will always be available on our website and will become effective upon publication unless otherwise stated.

Continued use of the Services after changes become effective constitutes acceptance of the revised Terms.

15. Governing Law

These Terms shall be governed by the laws identified in the applicable subscription agreement or, where no such agreement exists, the laws specified on the SOSME website for the relevant jurisdiction.

Need Help?

If you have any questions about these Terms or your use of SOSME, we're here to help.

You can contact the SOSME Legal & Compliance team using the contact details published on our official website.

We will make reasonable efforts to respond to your enquiry in accordance with applicable laws and our internal procedures.

Our Digital Trust Commitment

At SOSME, trust is fundamental to everything we build.

We are committed to:

- ♦ Protecting your information through Security by Design.
- ♦ Respecting your privacy.
- ♦ Developing and using Artificial Intelligence responsibly.
- ♦ Being transparent in how our Services operate.
- ♦ Continuously improving our platform.
- ♦ Building long-term relationships based on trust, integrity, and accountability.

Thank you for choosing SOSME.

Business. Rebuilt.

Related Policies

For additional information, please refer to:

Related Trust Center Documents

- ♦ TCP-PRI-001 – Privacy Policy

- ◆ TCP-PRI-002 – Cookies & Similar Technologies Policy
- ◆ TCP-GEN-001 – Acceptable Use Policy
- ◆ TCP-SEC-001 – Security Statement
- ◆ TCP-AI-001 – Responsible Artificial Intelligence Policy
- ◆ TCP-AI-002 – AI Transparency Statement

Related Legal Documents

- ◆ LEG-002 – Master Subscription Agreement (where applicable)
- ◆ LEG-005 – Evaluation License Agreement (where applicable)
- ◆ LEG-007 – Customer Success Support Agreement (where applicable)

The latest versions of all SOSME legal policies are available through our official website.