

GENERAL TERMS AND CONDITIONS FOR REMOTE MONITORING SERVICE

Effective from 21.02.2024

Interpretative provisions:

Service Provider:

Name: Lifemax Association

Address: Hungary 4028 Debrecen, Simonyi street 14.

Registration Number: 16-02-0002122

Registration authority: Szolnok Court

Tax number: 18840227-2-09

Represented by: Tamas Winter

Contract: It is established between the Customer and the Service Provider for the purpose of using the Service remote monitoring service contract in English, from which these GTC are inseparable part.

GTC: The totality of the provisions contained in these General Terms And Conditions together with all its annexes, including their possible amendments.

Customer: Contract with the Service Provider for the use of remote monitoring services a natural or legal person, or an economic company without legal personality , or other registered organization.

Beneficiary: The natural person named by the Customer in the annex to the contract person who uses the service. The Customer and the Beneficiary are not the same person in every case, for whom the detailed rules defined in these GTC.

Customer/Customers: the Customers who require the Service and the named beneficiaries.

Dispatch Center: Continuous, 24 hours a day operated by the Service Provider center, with the help of available natural person dispatchers, the dispatch center can establish connection with the device, and the device can establish a connection with the dispatch center. The dispatch center in all cases, it acts in accordance with the the provisions of the Contract and these General Terms and Conditions.

Device: The device use to send the emergency call signal is described in detail in these General Terms and Conditions.

LifeMax SoulBuddy App: The basic function of the application is that in an emergency an emergency signal can be sent from it, which is received by the LifeMax dispatch center 24 hours a day.

In-app purchase: In the LifeMax SoulBuddy App the services can be purchased. This is called an in-app purchase. "Possibility of in-app purchases" can be read under or next tot he name of the application at play.google.com/store or apple.com/hu/app-store.

Health information: On the physical or mental health of the Customer relevant personal data, including health services provided to the Customer relevant data that carries information about the Customer's state of health.

The minimum technical requirements for using the LifeMax SoulBuddy Application:
Android 12, iOS 13 version.

1. Subject of the contract

- 1.1 The Customer orders from the Service Provider the service that the customer want, can be a rented device from the Service Provider or either downloaded and installed application from the Google Play Store or the Apple Appstore Via the LifeMax SoulBuddy App (hereinafter: App.), the dispatcher center receives it continuously, 24 hours a day signals given by the device or the app, and based on the type of signals, the dispatch center will act and follow the contract measures. (hereinafter: Remote monitoring).
- 1.2 The Customer accepts the Agreement with the conditions contained therein (including the General Terms and Conditions), by signature or by other means of binding (electronically or by telephone).
- 1.3 The Service Provider is obliged to provide the Service in accordance with the Contract and GTC for the beneficiary. The Customer is obliged to pay for the service in the fee schedule to pay a specified fee within the deadline. The terms of the Agreement Parties in other respects are mutually obliged to comply.
- 1.4 The Service Provider undertakes the service according to the Agreement from the entry into force of the Agreement provision, but not earlier than from the day on which the Beneficiary received the device took possession of or installed the App on your phone, and the service for the Service Provider paid the fee for the Customer (or otherwise give the Customer possession) of the device when the first fee of the service has been paid for the period.
- 1.5 The conclusion of the Contract and the acceptance of the General Terms and Conditions can be done in writing or orally with indicative behaviour, in accordance with the current procedures of the Service Provider.
 - 1.5.1 In person (in writing): in this case, the Service Provider's representative will sign the contract data necessary for the conclusion of the contract, as well as other data requested by the Customer give. Based on this, she/he fills out the contract and the related data sheet, then the Customer and the Service Provider's representative signs the Agreement, which is deemed to have concluded the Agreement.
 - 1.5.2 By telephone, as follows: a colleague of the Customer and the Service Provider dealing with the telephone sales contact each other and the Customer submits an order, which is considered an offer by the Customer (with a 48-hour offer commitment); then the Service Provider's Dispatch

Center will contact the Customer with the data for the purpose of clarifying, supplementing as necessary and confirming the offer; then after this has been fulfilled the Service Provider confirms the acceptance of the Customer's offer by e-mail and a contract is considered to have been established.

1.5.3 Online, as follows: under the concluding contract menu the Customer provides the data required to conclude a contract and selects from among the options, the content and conditions with which you wish to enter into a Contract, which form to send considered as the Customer's offer (with a 48-hour offer deadline); then the Service Provider accepts the Customer's offer by e-mail and confirms the Creation of a contract.

1.6 In the case of the Device, after the conclusion of the contract, the Service Provider by e-mail confirms the order. The Customer is exempt from the offer after 48 hours binding and from the obligation to enter into a contract.

2. Service

2.1 Based on the Contract, the Service Provider provides a remote monitoring service in the General Terms and Conditions and As stipulated in the contract.

2.2 The Service Provider can require the cooperation of third parties during the performance of the Service can use and to the extent necessary for the performance of the Service, the Data Management According to the information provided, personal data about the Customer can be given to a third party.

2.3 The Service Provider's database contains the customer's address, location, contact details (necessary for the performance of the Service), as well as the consent of the Customers based on their gender, age, health status, their medical history, illnesses, medications they are taking and other things that the client needs information deemed essential for the performance of the Agreement indicated on the data sheet.

2.4 The Service Provider enables the Beneficiaries to give signal through the device and the App. The Dispatch Center receives the signals from the Devices or the App 24 hours a day, on the basis of which it identifies the given customer, initiates a callback to them, logs and associates the data provided by the customer according to the type of signal. The dispatcher immediately begins to investigate the reason for the request for help and takes the necessary and professionally justified measures. If necessary, notify the person/persons specified by the customer on the data sheet, companies, bodies, and other organizations contributing to assistance.

2.5 The Device

2.5.1 The condition for providing the service is that the Customer has Remote Monitoring with the Device necessary for it, and for continuous use in the Device with an insertable SIM card that provides mobile data traffic and is suitable for

receiving incoming calls. A detailed description and specification of the device is included in the supplied user manual.

2.5.2 The SIM card inserted in the Device is provided by the Service Provider for the Device, for it does not charge a separate fee. Data traffic and availability by the Service Provider must provide. In case of problems, errors, breaks arising within the scope of the mobile service provider the Service Provider not responsible.

2.5.3 The device can be hung around the neck, or attached to the waist or wrist on request, light and easy-to-use electronic device suitable for sending emergency signals. In addition to sending emergency signals, the device is also capable of receiving incoming calls it also works as a mobile phone, which is the inserted SIM card provided by the Service Provider can be called at any time. The device can be used anywhere within Hungary. If the technical conditions given, the Dispatch Center can locate you anywhere within the territory of Hungary thanks to the built-in GPS, with adequate accuracy in the limitations of current technology. One of the most important services provided by the Device the SOS button, which can be pressed to send a signal to the Dispatch Center. Thanks to the fall sensor, the Device automatically send signals to the Dispatch center when the Device falls. By setting the so-called "virtual space", an automatic alarm will also be sent to the Dispatch Center in case of leaving the set area.

2.5.4 By concluding the Contract, the Customer/Beneficiary undertakes to keep the Device in its possession until the termination of the Agreement. The Beneficiary can only use the device by according to the requirements of the intended use. If the Customer and the Beneficiary are different persons, so fulfillment of this the responsibility of the Customer. After the termination of the Contract, the Customer is obliged to return the Device to the possession of the Service Provider. Damages resulting from improper use of the Device the Customer is responsible. The Customer have to reimburse the damage.

2.5.5 After the conclusion of the Contract, the Service Provider is obliged to hand over the Device to the Customer and the instructions for use and operation, as well as the Apps related to the use of the Device terms of use. The orderer accepts the Device according to the handover protocol (in case of online or telephone contracts by the post office or the courier service on the same document regularized for the purpose) is acknowledged by signing. The Customer, if need it any additional information to start using the Device, in connection with its commissioning, use and continuous operation, the customer is obliged to notify the Service Provider within 15 days from the handover takeover at the following contact details:

+443300272192

-contact@lmsoulbuddy.co.uk

The Service Provider is obliged to provide the necessary information and technical assistance.

2.5.6 The Customer is obliged to bear the costs of the monthly fee for the Service. The Device and the costs of establishing a connection between the Dispatch

Center are borne by the Service Provider (SIM card monthly fee, fixed monthly subscription fee of a mobile internet package up to 50MB data traffic).

2.5.7 During the term of the Agreement, the Service Provider provides the Device. The Customer/Beneficiary will receive it. The Device remains of the property of the Service Provider. The Customer must provide the device within 8 days from the termination of the Contract for the Service Provider – to the Service Provider's headquarters in person or by post by return – at the customer own expense. If the Customer does not comply with the obligation to return it the device within 30 days after the expiry of the deadline, the Customer is obliged to pay list price of the device on the contracted day. At the time of payment, the Customer obtains the ownership of the Device in possession.

2.5.8 Defects in the Device resulting from improper use the cost of repair or replacement shall be borne by the Customer. The Service Provider in Devices as a result of malfunctions caused by improper use shall not be liable for damages or non-performance of contractual services.

2.5.9 The Customer is obliged to inform the Service Provider immediately about malfunctions and possible deficiencies in operation in the Device. The Service Provider as a result of inform absence, or from unannounced breakdowns of the Device, is not liable for damages resulting.

2.5.10 The Service Provider during the intended use of the Device or the natural repairs that become necessary as a result of wear and tear are carried out by the Service Provider at his expense as specified in the Contract. For any deficiency of the Device delivery of remuneration or repayment of fees is not obliged.

2.7. It can also be connected to devices, but it is also suitable for providing independent services terms of use of applications (Apps)

LifeMax SoulBuddy App (suitable for providing services independently)

With the help of the LifeMax SoulBuddy mobile application, you can quickly contact our dispatch service 24 hours a day. By pressing the red SOS button, the emergency signal and you last measured position by mobile phone sent by the application.

To receive an emergency alert, you must first register in the application. Pre-registration without and after the end of the trial period, you cannot send an emergency signal. The data sheet filled in during the registration, can be modified at any time later within the app.

By pressing the SOS button, the emergency signal is displayed in the system of the dispatch center. Internet access is required to send an emergency signal. The dispatcher who receives the emergency signal responds with calling the user of the app.

To implement a successful request for help, wait until the dispatcher call. The emergency signal is an additional option, in life-threatening situations it is not replaced by the National Emergency service alert!

The contents of the emergency signal: your geographical position, your registered data (Name, telephone number, health data, additional contact information and other specified data).

By registering, you consent to sharing of this information with LifeMax association in case of requesting help from the application. The LifeMax Association guarantees, the association only uses your data in case of a request for help and only to the extent necessary to provide assistance, the notifiable and necessary information provided by you will be released to the authorities involved in the assistance.

The data connection fee is used according to the tariff of the mobile service provider

The user acknowledges that the success of assistance may be affected by many factors and arrival time of emergency responders depending on the location of the incident and various other events can change.

Abuse of the application and jeopardizing thus the life, health, and physical integrity of others it may result in criminal prosecution!

The user is responsible for the correctness and up-to-dateness of the data uploaded by the user. We provide the possibility to change data through the App and Customer service.

LifeMax GuardBuddy

The main function of the application is to allow the user to monitoring the connected device(s) suitable for emergency calls (signaling device, LifeMax SoulBuddy application).

Several customer signaling devices or LifeMax SoulBuddy App can also be connected to it. LifeMax GuardBuddy app is free to use.

After downloading you need to register. For this, a real in use e-mail address required.

After logging in, a map appears in the middle of the home page. Above is the e-mail address provided during the registration. Four function buttons at the bottom. You can select by tapping on the small image on the map if you are monitoring multiple devices, which one you are seeing.

By clicking on the notifications function button, the user can find information about the given signaling device or notifications received from the LifeMax SoulBuddy app. Here will be the signal history, of that device selected on the home page.

Pressing the dispatcher button gives you two options, call the dispatcher button with which the emergency telephone number of the dispatch center can be called immediately, as well as actions you can find useful information under in case of assistance.

Sub-items of the settings function button:

Connect new device: Here enter the code of the device you want to connect. If it is a signaling device, it can be found on the label attached to the box by the beneficiary can be requested by the user of the caring app. If you want to connect an LifeMax SoulBuddy app, that is it written in the LifeMax SoulBuddy app.

Notifications: Here you can turn on and off which type of signals you will be notified about.

Clients: All clients connected so far are listed here. By clicking on the pencil icon you can edit your data, which is sent to the dispatcher system for approval. You can set a GEO fence by clicking on the map symbol. You can upload a picture by clicking on the pencil symbol. The appearance of the image requires some time.

2.8 Service outside Hungary.

Outside Hungary, the service operates as described in this point.

Outside of Hungary, we can only provide services to our customers through a mobile application. (LifeMax SoulBuddy and LifeMax GuardBuddy).

LifeMax SoulBuddy: our service exclusively for panic patients is as follows:

- LifeMax SoulBuddy download, registration
- Sending a test signal
- Telephone consultation with the dispatch center

The dispatch service uses relaxation techniques to help avoid panic situations, these techniques are NOT a substitute for medical care!

IMPORTANT: In the case of our users outside of Hungary, we are unable to notify the authorities in the event of an emergency (Ambulance, Fire Department, Police)!

In the event that our dispatchers are unable to avert the panic situation, the person to be notified (family member, contact person) specified during registration will be notified. LifeMax is not responsible and cannot be held responsible for the consequences of events following notification.

3. Additional rights and obligations of the Service Provider

3.1. The Service Provider is not responsible for the following damages caused to the Customer occurred due to:

- the customer does not comply with the Terms & Conditions or the Contract

- the customer commits an omission intentionally or due to negligence
- using the service in an inappropriate manner for reasons not attributable to the Service Provider occurs or fails, including mobile service failure
- a third party abuses the service at the customer's expense.

3.2. The remote monitoring service is only functional if the system is working necessary telephone and internet lines, GPS and other systems are also functional. Provided data from third parties and GPS for damages caused by errors in IT system operated which ones does not belong to the Service Provider it is not responsible.

3.3. If the obligations contained in this contract, the Service Provider is unable to complete for reasons arising within its scope of interest, the Service provider is obliged to notify the customer immediately and in a verifiable manner. After notification for the provision of the service the Service Provider is not responsible. If the service is not available exceeds 15 days, the customer is entitled to a time-proportionate fee for the period of out of service.

3.4. The device Service Provider cannot be blamed for the duration of its malfunction or fault for damage caused to the Customer and/or Beneficiary the Service Provider disclaims responsibility.

3.5. The service provider is obliged to pay the service fee at the beginning of the period (month, year). Issue an invoice for the service fee to the Customer at least 8 days in advance and send in electronic form. If you choose to pay by card, the Service Provider send a notification about the service fee in electronic form regarding the use of the service to the Customer to the electronic contact given in the contract. In this case, the issue of the invoice and its dispatch shall constitute financial after the payment has been made. The deadline for payment of the service fee is the date of the first day of the period to which the service relates. The period for which the service charge is payable is the period referred to in point 4.5. from the date of conclusion of the Contract (at the option of the Customer) one month or one year.

3.6 In the event of an emergency call from the Device and the App. Unless otherwise instructed by the Customer, the Service Provider shall notify the individuals listed in the order specified in the Contract to the first available. In the event of an unsuccessful call, the service provider must try to dial the telephone numbers of all natural persons listed in the Contract at least once after that the first natural person have to receive an SMS from the Dispatch Centre. The SMS contains a request to call back the Dispatch Center. Notwithstanding this point, where the person acting on behalf of the Service Provider on the basis of the circumstances feels necessary, entitled to notify a person authorised to deal with a possible emergency and/or capable of dealing with an emergency situation, or any other authority or body (ambulance, police, fire brigade, etc.).and to provide informations to the notified party requested by the notified party (including where applicable, certain personal data of the Customers).

3.7 The Service Provider is entitled to record telephone calls between the Device and the Dispatch Centre and keep them for a period of 5 years, during which time the Service Provider may shall be obliged, at the written request of the Customer or at the request of a public authority, handing over the record to the Customer or to the public

authority for a period of up to five years from the date of the request. PARLIAMENT AND THE COUNCIL (EU) of the European Parliament and of the Council (EU) on the protection of individuals with regard to the processing of personal data protection of individuals with regard to the processing of personal data and on the free movement of such data and on the Regulation (EC) No 95/46/EC (General Data Protection Regulation) 2016/679 (General Data Protection Regulation)

3.8 The Service Provider is entitled to use third parties to fulfil its obligations under the contract. The Service Provider shall be liable for the conduct of third party as if it had acted itself.

3.9 The Service Provider shall be liable for fixing any faults and malfunctions in the device and the app within 5 days of notification. In the case of an Appliance, this time limit shall be binding on the Service Provider if the Customer accepts the date offered by the Service Provider and provides the availability of the device for the Service Provider. In the event of a fault that cannot be repaired on site within a short period of time, the Service Provider provide a replacement and put it into service. In case of mobile applications changes accepted by Google or Apple to the App happens in 0-5 working days. The Service Provider in case of mobile applications faults and malfunctions extend the deadline of fixing.

3.10 The Service Provider's activities under this Agreement are not for the protection of persons or property.

3.11 Process of the service

3.11.1 Initiated by pressing the SOS button on the Device and in the App. an emergency alert. When a fall is detected (only when using the Device), or virtually in the event of a virtually set fence (when leaving the specified area), or atrial fibrillation when a smart device is connected, to signal atrial fibrillation (App. only automatically triggers an alarm in the Dispatch Centre, which is simultaneously triggered by the sends to the Dispatch Centre the GPS position of the device and the coordinates of the Device.

3.11.2 At the same time as receiving a signal from a device, the Dispatch Centre identify the Beneficiary, while the software displays the information about the Customer previously provided by the Customer.

3.11.3 As soon as possible after receiving the alert, the Dispatch Centre will contact the Customer's device as soon as possible. Based on the conversation with the Beneficiary and the Beneficiary's instructions, as appropriate in the circumstances, the Dispatcher shall call the number specified in the telephone conversation, as indicated in the Annex and, in the event of a serious or imminent emergency, to the person(s) named in the person and/or authority authorised and/or capable of dealing with the emergency, other (ambulance, police, fire brigade, etc.)

3.11.4 In the case of a notification received from the Device and the App. dial the telephone numbers of all natural persons listed in the Contract at least once until someone is reached. If no one can be reached, The Dispatch Centre will send a text message to the first person to be contacted requesting a callback.

3.12 The Service Provider is entitled to unilaterally modify the terms and conditions of the GTC, in whole or in part. The GTC and any amendments thereto shall be published on the date of their The Service Provider shall be obliged to notify the amended GTC to the User of the amendment. shall be made published at least 15 days before the amendment enters into force. The Customer shall be entitled to terminate the Contract (and, if the Service Provider has not yet commenced performance, to the last day of the current period of payment of the charges in accordance with Clause 4.5, if the GTC have been amended to the detriment (in his opinion) of the customer.

3.13 The Service Provider undertakes that, after the first instalment of the fee has been received, will post (or deliver the activated Device by courier service) with uploaded details of to the Beneficiary's within 3 working days.

4. Additional rights and obligations for Customers

4.1 The Customer shall be obliged to comply with the GTC in force at the time and the annexes thereto, as well as with the Beneficiary shall be informed of the provisions of the Contract.

4.2 The Customer shall use the Service the Device and the App. and must use it as intended. The Customer must prevent unauthorised persons from accessing the Device and the App. The Customer shall keep the Device and the App. and the SIM card in his possession and keep condition for its intended use (the errors, and damages must be reported to the Service Provider), missing this point the customer bear the consequences of it.

4.3 The Customer is obliged to refrain from converting and modifying the Device and App. as well as from any changes to its operating method and regulation. The Customer is liable for any resulting damages.

4.4 Error or damage to the Device, or the error of the App, its software IT vulnerability (if discovered) the Customer must to report immediately to the Service Provider.

4.5 The Customer is obliged to use the Service in the publicly available tariff At the time of conclusion of the contract, or 5.4. defined in the amendment according to point to pay a service fee. The Service Provider is entitled to determine unilaterally circumstances (so in particular the Beneficiary's state of health, property or in relation to his family situation or his socially important activity), the existence of which provides a discount for the Customer, which discounts are current the Service Provider provides information on its extent and conditions under the menu item: conclusion of contract. The service provider has the right to modify or, at its discretion, without prior notice cancel the discounts referred to in this point. According to the Customer's statement you are free to choose from different payment periods:

-Annual fee payment

-Monthly fee payment

- 4.6 If the Customer wishes to change the selected fee payment period, and notify the service provider in writing at least 30 days before the start of the period affected by the new fee payment period is the previous fee-based period after (i.e. after the last day of the period in respect of which the fee for the Service Provider has been paid in full) will be applied (and in case of non-compliance with the deadline will be applied after this later fee payment period).
- 4.7 The Customer is obliged to fulfill his obligation to provide data related to the Service comply with the provision of data. Untrue or misleading information is mandatory refrain from its service. The Customer is obligated to give the right contact details of the mentioned contact persons in the contract. Service provider is not responsible for damages resulting from inaccurately provided data. Customer obligated to share the content of the GTC and the contract with the mentioned contact persons in the contract. The service provider is not responsible for the damages and event which are based on the wrong data.
- 4.8 The Customer must notify changes to the data as follows: if the change is foreseeable, within 30 days before the change occurs. If it becomes known shortly before the change, within three days of becoming aware of it. If the change does not become known, within 24 hours after it becomes known. The customer is liable for any damage caused to the service provider due to incorrect or incomplete data or facts. The provider is not liable for the damages or events caused to the customer due to incorrect or incomplete data or facts. The Customer shall also be liable if his/her disclosure of data or statement relating to the provision of the service is not accurate. The Customer may make the communication in writing (by post or electronically) to the Service Provider.
- 4.9 The customer is entitled to use the application only in justified cases, with the exception of trial notifications. In the event of an unjustified or accidental call, even if not attributable to the Customer, the Customer shall bear the costs of any official action and shall compensate the Service Provider for all damages incurred by the Service Provider, including all other costs incurred as a result of the unjustified or accidental call.
- 4.10 The service provider shall not be liable for any damage resulting from the unavailability of the persons to be notified by the customer, the behaviour of the persons concerned after notification and the resulting failure to take official or other action. The service provider's obligation shall be limited to attempting to contact the persons indicated by the customer by telephone and, in the event of a successful call, to communicate the available information.
- 4.11 The user must send a test signal to the dispatch centre once every calendar month. He/she shall notify the service provider immediately by telephone, e-mail or post of any failure to send a test signal. In the event of failure to send a test signal, the customer shall not be entitled to claim compensation from the service provider for any defects or damage caused to the application. The service provider is entitled but not obliged to call the user's attention to the sending of the test signal.

- 4.12 The customer shall be liable for any damage caused by failure to comply with its obligations under the contract or the general terms and conditions.

5. The service charge

- 5.1. The customer is obliged to pay a monthly or annual fee for the ongoing service, according to the contract. The download of the application is free of charge, but certain additional services within the application are only available through an in-app purchase, with the express consent of the customer.
- 5.2. The contractual fee for the use of the application is paid by the customer to the store in accordance with the terms and conditions of the store of the application used by the customer. The way of payment of the fee and the related administration shall be governed by the rules of the application store.

6. Limitation of Liability

- 6.1. The contracting parties agree that in the event of a breach of contract by either party, their obligation to compensate for the damage caused shall be limited to ten times the service fee per incident. This shall apply to those events for which there is no legal provision allowing no derogation.
- 6.2. The contracting parties have set the service fee taking into account the limitation of liability set out in this clause.
- 6.3. Force majeure shall be deemed to exist and thus neither contracting party shall be liable for any failure, defect or delay in the performance of any obligation under the contract if the direct or indirect cause thereof is due to circumstances beyond its reasonable control. Including natural disasters, earthquakes, fires, floods, extreme weather, war, civil or military disturbances, acts of terrorism, sabotage, strikes, epidemics; quarantine; and other restrictions on freedom of movement; demonstrations; power cuts; computer malfunction and similar circumstances reasonably beyond the reasonable control of the contracting party or involving loss or failure of utility services, transportation, computers (hardware and software) or telecommunications services; and labor disputes; civil, administrative or military action by public authorities; or unavailability of labor, materials, equipment or transportation facilities. In the event of force majeure, the Service Provider shall be entitled to terminate the Contract unilaterally with immediate effect.
- 6.4. The service provider is not responsible for the failure or delay of law enforcement agencies, medical or technical assistance.

7. Duration and termination of the contract

7.1 The Parties conclude the Contract for an indefinite period of time from the date of its signature, not including cases where the Customer has concluded a contract for a fixed term in accordance with the provisions of Clause 11 the conclusion of a fixed-term contract. In this case, the duration of the Contract and other applicable provisions shall be determined in accordance with Clause 11.

7.2. The service is provided for the period of time for which the fee is charged, which is automatically extended by the next fee payment period.

7.3 This contract terminate in specified applicable legislation cases.

7.4 The period of notice is 15 days and may be terminated at the end of the period covered by the fee. The Service Provider or the Customer shall notify the other party of the termination in writing. Contract receipt of the notice of termination, sent to the e-mail address of termination and in the case of a declaration, after its arrival at the addressee, with the fee ends on the last day of the covered period.

7.5. If one of the parties seriously and repeatedly violates it the contract the other party is entitled to terminate the contract in writing with immediate effect. The service provider is entitled to terminate the contract with immediate effect if the customer is in arrears with his payment obligation. The payment notices are sent by the Service Provider is entitled to send it to the Customer on paper or by e-mail. The service provider is also entitled to terminate the contract with immediate effect, if the Customer damages the rented Device, or the Device or the App. dont uses it as intended, or not in accordance with a contractual purpose uses. It is recorded by the contracting parties,that the Customer is the 5.4. according to the provisions of point, the existence of the conditions laid down there may terminate the Agreement in the event of.

7.6. Contracting parties in the event of death of the Beneficiary a Contract Act V of 2013 on the Civil Code 6:180. According to § (1). considered to be impossible, in which case the Contract shall be sent to the Service Provider in writing is terminated on the day of its notification.

7.7. In the event of the Beneficiary's death, the Customer or his legal successor shall oblige the Service Provider a notify as soon as possible, but no later than 48 hours.

7.8. The contracting parties agree that if the Contract is covered by the fee ceases or is terminated during the period, the Service Provider will be reimbursed the fee obligation arises only if the Contract is signed by the Customer, the Service Provider is terminated with immediate effect due to breach of contract. In this case, the Service

Provider is obliged to actually apply for the period following the immediately effective termination to refund the paid fee to the Customer.

7.9. Right of withdrawal without reason within 1 month of receiving the Device – the right of termination upon commencement of service provision - the Customer is entitled to regarding contract. Accordingly, contracts between the consumer and the business 45/2014 on its detailed rules. (II. 26.) Consumer right of withdrawal contained in the Government Decree is also part of the Agreement. In case of termination of the contract - including cancellation according to this point exercise of law as well - the Customer shall returned the Device at the Customer's own expense to the Service provider's specified seat. The Customer is responsible for the depreciation of the Device, which is the result of use. The consumer's right of termination according to this point does not apply to Customer.

8. Management of personal data

8.1. The Service Provider declares that its primary interest is the Customer, or Protection of personal data provided by the beneficiary. Therefore, the Service Provider the Customer's or Beneficiary's personal data confidentially, in force manages and ensures their safety in accordance with legislation, they are only to bodies to be notified in the event of an immediate emergency (ambulance services, firefighters, police), it is handed over for the purpose of successfully averting an emergency situation.

8.2. The Service Provider is obliged to share its effective Data Management Information with the Customers to make it known, as well as for the conclusion of the Contract and the provision of the service to obtain the consent of the Customers for necessary data management.

8.3. If the Ordering Party orders for the benefit of a third party Beneficiary a service and concludes the Contract, the Customer is obliged to giving informations for the Beneficiary about the conclusion of the Agreement, the essential elements of the Agreement, and During the conclusion of the contract for the Beneficiary, for the Service Provider with regard to personal data to be provided (primarily in the Data Management information about reservations). If the person of the Beneficiary and the Customer is not identical, the Customer declares by signing the Contract, aware of his criminal liability, that the Beneficiary has fully authorized the processing of his data and the Contract to bind. If the Customer wishes to provide it on behalf of the Beneficiary the Service Provider is obliged to check the personal data to see if they are covered by his right of representation to do.

8.4. Regarding the management and protection of personal data in the Contract and Informational self-determination in matters not regulated in the Data Management Notice CXII of 2011 on law and freedom of information. law and European Parliament

and the Council (EU), for natural persons regarding the processing of personal data protection and the free flow of such data, as well as Regulation 95/46/EC Regulation No. 2016/679 on its externalization (hereinafter: GDPR) shall govern.

9. Cooperation, information and the process of concluding a contract

9.1. The Customer and the Service Provider are obliged in the course of their contractual relationship arising from the Agreement cooperate with each other. To this end, about facts significant from the point of view of the service, they are obliged to inform each other of circumstances and changes without delay provide all data and information, the disclosure of which is contractual necessary for its fulfillment.

9.2. The parties undertake that the electronic data specified in the Agreement their availability is regularly monitored, resulting from failure to do so- present related to legal relationship- the responsibility for events rests with the defaulting party, no burden of the other party responsibility. In the case of an electronic contract, it is related to the contract modifications of any kind are made electronically.

9.3. The contracting parties agree that any question related to this contract, in the event of a claim, legal dispute or lawsuit, Hungarian law is the governing law.

9.4. The parties agree that any legal dispute arising from this contract they primarily try to settle it peacefully, if this proves to be ineffective, so depending on the value limit, it is set by the District Court of Debrecen and the Court of Debrecen exclusive jurisdiction, if this does not allow for consumer rights or other deviations does not break the rules.

10. Communication

10.1. In the case of postal delivery, the date of delivery is the day indicated by the Parties on the receipt or the day of the attempted delivery, if the recipient refused to accept it, while twice in case of unsuccessful delivery (if the shipment was "not searched for", "recipient unknown", "address returned to the sender with the indication "insufficient" or "moved") of the second post the fifth working day following the day of attempted delivery.

10.2. In the case of personal or courier delivery of a letter, as the day of delivery, the addressee the date of the acknowledgment of receipt signed by its representative or the employee receiving the deliveries be accepted.

10.3. In the case of an e-mail message, as the day of delivery (in the event of a dispute between the Parties), the sending are accepted if the sending party has received confirmation of the delivery of the e-mail.

11. Special conditions for fixed-term contracts

11.1. In relation to the Service, a fixed-term contract based on these GTC 12 or 24 months. In the event that the Customer enters into a fixed-term Contract with the Service Provider regarding the service, the Customer can be reached at the following link undertakes to provide discounts under the contract conclusion menu item (hereinafter the given the customer is entitled to a discount with regard to the choice of a fixed-term contract: "Loyalty discount").

11.2. If the Loyalty Discount is not determined in connection with a one-time fee, so it belongs to the Customer only for the fixed duration of the Contract (so the Contract not under the scope of the permanent contract that replaces it).

11.3. In its communication with the public, the Customer also refers to for a fixed-term Contract, such as a "loyalty" contract or subscription, for a fixed period and also as "loyalty time". The "loyalty period" in this case is a fixed-term contract temporal scope.

11.4. The Customer is entitled to the provisions contained in the General Terms and Conditions of the Contract— especially 7.4. and 7.10. according to the rules laid down in points - 30 days old to terminate with a notice period, in case of the death of the Beneficiary or the Service Provider's termination without reason or the Service Provider's breach of contract for a reason other than a unilateral contract amendment or the termination of the Service Provider without a legal successor ceases, the Customer is obliged to reimburse the Service Provider through the Service Provider provided the full amount of the Loyalty Discount until the date of termination of the Agreement by termination of the Contract cannot have any other adverse legal consequences for the Customer.

11.5 From the point of view of the notice of termination in writing coming into force in point 10 of the General Terms and Conditions the guidelines are described.

11.6. The fixed-term contract will be replaced by an indefinite contract after the specified period duration Agreement (to which the provisions of this title do not apply), unless the Customer unilaterally - or the Customer and the Service Provider by common will - declares in writing before the end of the fixed period that a terminates the contract after a fixed period of time.

11.7. The fixed time shall be calculated starting from the first day of the provision of the Service. Pause, restriction and suspension are not included in the fixed period, if it happened for a reason arising in the Customer's interests.

11.8. A fixed-term contract (after expired) will not turn to an indefinite-term subscription contract, if the Contract refers to the use of a Subsidized Legal Relationship.

11.9 The Service Provider invoices once within 90 days before the end of the fixed period in its annex, or by electronic means adapted to the nature of the service, notifies the Customer about the date when will the fixed-time contract will turn to an indefinite-term subscription contract and the service similar to the Customer's fixed-term Contract from the Service Provider about contractual offers with content and a definite duration, if those offers are available in that time.

11.10. The Parties agree on the extension of the duration of the fixed-term contract at the time of conclusion and in the case of the Customer's express declaration before the expiration of the fixed period they can decide by amending the contract.

12. Final Provisions

12.1. Changes in the address of the service provider, and concerning the present legal relationship all data changes, notifications and information must publish on its website (www.lifemax.hu). and notify the Customer.

12.2. Written declarations sent by registered post or registered letter on the 5th working day after posting, the Parties consider it delivered. The other side is delivery presumption can only be resolved by proving the postal service provider's unlawful procedure. The delivery is not possible with reference to a change of residence or notification address to rebut the presumption, in case of failure to report it in writing. Electronic in the event of a contract, any kind of modification related to the contract is electronic takes place in the form.

12.3. Service provider e-mail address: contact@lmsoulbuddy.co.uk , phone number: +443300272192; which will provide information about its change via the www.lmsoulbuddy.co.uk website.

12.4. The customer has arisen in connection with the GTC and the contractual relationship you can report complaints in a letter sent to the Service Provider's headquarters or by email at contact@lmsoulbuddy.co.uk. At the Service Provider's customer service every working day of the week from 9 a.m. to 3 p.m it is possible to handle complaints by phone on the phone number +443300272192, if possible with a detailed description of the circumstances of the case in order to smoothly solve the problem. The service provider will remedy the complaint immediately, if it has the

opportunity to do so. If the complaint it is not possible to remedy it immediately, due to the nature of the complaint, or if the complaint is the Customer does not agree with its handling, then the Service Provider will keep a record of the complaint - which for five years, a together with the substantive response to the complaint, it is retained – recorded. The Service Provider in writing will respond to the complaint within 30 days. If the complaint is rejected The Service Provider informs the Customer concerned of the reason for the rejection.

12.5. If a potential consumer dispute exists between the Service Provider and the Customer It is not settled during negotiations with the service provider, the Customer, who is considered a consumer, to the Conciliation Board competent according to your place of residence or residence (hereinafter:"Board") can turn to and initiate the Board's proceedings. The Customer is the Service Provider you can also apply to the competent Conciliation Board according to your seat, and you can also file a complaint with at the consumer protection authority.

Competent body according to the seat of the service provider:

HAJDÚ-BIHAR COUNTY CONCILIATION BOARD

Headquarters: 4025 Debrecen, Vörösmarty u. 13-15.

Customer reception hours: Tuesday, Wednesday and Thursday: 9:00-12:00 and 13:00-15:00; Monday and on Friday: reception is closed

Customer reception location: 4025 Debrecen, Vörösmarty u. 13-15.

Phone: +36-52-500-710, 52-500-745

Fax: 52-500-720

E-mail: bekelteto@hbkik.hu

12.6. In the event of a legal dispute arising in connection with the legal relationship established on the basis of the Agreement, the Service Provider is entitled to appoint a lawyer to represent him, if the Service Provider wins the lawsuit determination, the Customer is obliged to the Service Provider as determined by the court to pay an amount of compensation together with the legal and other costs incurred in the lawsuit. The Customer is also entitled to this right.

12.7. In matters not regulated in these General Terms and Conditions, the Civil Code. and the relevant other Hungarian the provisions of legislation are the governing rules.

12.8. By concluding the Contract, the Customer accepts the General Terms and Conditions and its provisions takes note of it, recognizes it as binding on itself.

13. Supported Legal Relationship

13.1. In the event that the Service Provider enters into an individual contract in such a way that some non-natural person with the Customer to several Beneficiaries based on this individual contract provides services ordered by the Customer for these Beneficiaries and which based on the Customer's payment obligation (hereinafter: "Subsidized Legal Relationship"), and this Agreement expressly refers to the Sponsored Legal Relationship of these General Terms and Conditions relevant provisions, as well as the General Terms and Conditions with the deviations contained in this point 13 and to be used with additions.

13.2. In the case of a Subsidized Legal Relationship, the Customer is not entitled to these General Terms and Conditions fixed rights, which by their nature can only be granted to natural persons.

13.3. In the case of Customer Subsidized Legal Relationship, only with Beneficiaries provide your contact information to the Service Provider. The data the Customer guarantees its legality.

13.4. The Contract concluded with regard to the Subsidized Legal Relationship is for a fixed period contract, however, the provisions laid down in point 11 of these General Terms and Conditions do not apply provisions.

13.5. If these GTC and the Sponsored Legal Relationship are concluded by the parties an individual contract provides differently in some subject area, or if it is unique contract contains an express deviation, the provisions of the individual contract shall apply.

13.6. In the case of the Supported Legal Relationship, the Service Provider contacts the Beneficiary, informs about the characteristics of the service, is included in the Contract the data required to fulfill and offers can be provided in connection with the service the possibility of entering other data.