

DISCLAIMER:

Please read the following information carefully before you download any software from our website or purchase services/products. (Revised 1/29)

REFUNDS

Upon purchase, all sales are final. Unlike physical goods, electronically distributed software and software licenses cannot be returned or exchanged. There are no refunds for any services rendered by **Talk With Us International** or **JEMA International**. Services include any K.I.T.S. subscription packages, Tech Session, 4-digit dial plan or software installations. There is a 20 percent restocking fee for products ordered and received.

There are inherent dangers in the use of any software available for downloading on the internet and Talk With Us International and JEMA cautions you to make sure that you understand the potential risks before downloading any software.

All files provided have been virus scanned; however, for your own protection, you should scan these files again (as you should for any file downloaded from the Internet). **Talk With Us International and JEMA** uses reasonable care to ensure that software products, files etc are safe to operate when installed according to the manufacturer's installation instructions and that all products are free from any known software virus. If you have any doubt at all about the safety and operation of software made available to you, do not download the software.

You are solely responsible for adequate protection and backup of data and equipment used in connection with any of the software and **Talk With Us International and JEMA** will not be liable for any damages that you may suffer in connection with using, modifying, or distributing any of the software.

Talk With Us International and JEMA uses a secure remote control software which enables us to work on a remote computer in real time as if we were using your own keyboard and mouse.

We at **Talk With Us International/JEMA** take the protection of your personal data very seriously and strictly abide by the regulations of the data protection act. Personal data will only be collected to an extent that is technically required. In no case this data will be sold or passed on to third parties for any other reasons.

The following declaration gives you an overview on how this protection is guaranteed and which kind of data is collected for which purposes.

COLLECTION, PROCESSING AND PASSING ON OF PERSONAL DATA

In principle you can visit our website without leaving any personal data. Personal data is only collected if you give it voluntarily, e.g.:

- When you open a support ticket on our website.

- When you place an order in our web shop.
- When you create a Talk With Us International account for using telecom services and the Global Virtual Support Desk, respectively.
- When registering for our newsletter.

CONSENT AND USE OF DATA ONLY FOR THE PURPOSE STATED

When entering personal or business-related data (e-mail addresses, names, addresses), the disclosure of the data takes place on a completely voluntary basis. By entering the data you give your consent to the collection, processing and use of the same for purposes of establishing contact, processing of orders, for advertising and for the protection of our own legitimate business interests with regard to advising and supporting our customers and prospects. A collection, processing and use for any other purposes does not take place. This consent can be revoked with effect for the future at any time.

A passing on of your data will not take place unless you explicitly wish so.

ANONYMOUS COLLECTION OF DATA ON OUR WEBSITE

Talk With Us International and JEMA automatically collects and saves in its server log files information which is transmitted by your browser. This is e.g.

- type/version of the browser
- used operating system
- referrer URL (the previously visited website)
- host name of the accessing computer (IP address)
- time of the server request

This data cannot be associated by **Talk With Us International and JEMA** with specific persons. A merging of this data with other data sources is not carried out; the data will be deleted after a statistical analysis.

COOKIES

Our websites use so-called cookies in several places. They help make our offer more user-friendly, effective and secure. Cookies are small text files which are put on your computer and saved by your browser. Most of the cookies used by us are so-called "session cookies" which will be deleted after your visit. Cookies do not cause any damage on your computer and do not contain any viruses.

RIGHT TO INFORMATION

You are entitled to request information as to which data is stored concerning your person, its origin, its recipients as well as the purpose of the storage. Our data protection official will provide you with information at privacy@talkwithus.com.

In addition you have a right to have your personal data corrected, blocked and deleted in accordance with the legal regulations.

SECURITY

Talk With Us International and JEMA has sophisticated technical and organizational measures in place to protect the data provided to us against accidental or premeditated

manipulation, loss, destruction and access by unauthorized persons. Our security measures are continuously improved in accordance with the technological development.

ADDITIONAL INFORMATION

Your trust is important to us. Therefore, we will answer all of your inquiries regarding the processing of your personal data. If you have any questions which are not answered in this data protection declaration or if you wish to have more in-depth information on a certain issue, please feel free to contact our data protection official via privacy@talkwithus.com at any time.