

## Service Order

THIS GENERAL SERVICE AGREEMENT (the "Agreement") dated today \_\_\_\_\_ between:

\_\_\_\_\_ ID \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone: \_\_\_\_\_

email: \_\_\_\_\_

("the "User")

And

**Ilandguard No. 114875**

Mailing Address: Suite 5 39 Irish Town gx11 1aa Gibraltar

email: [office@iland-guard.com](mailto:office@iland-guard.com)

Phone: 972508089737 and [www.iland-guard.com](http://www.iland-guard.com)

(the "Company")

The User hereby agrees to engage with the Company to provide the User with services (the "Services") consisting of providing real-time alerts for the identification of unusual events in the property in which the observation is being conducted, while updating the user through his mobile (the "Company's Services").

It should be clarified that use, entry and connection to the app/website, as well as ordering the Company's services, constitutes as an approval that you have read and agreed to be subject to: this agreement, any notice presented through the Company and to the Terms of use of the app/website which are an integral part of this Agreement. You can find the the Terms of use at: <https://www.iland-guard.com/terms-of-use/>

1. The User undertakes to provide accurate details about him (and / or the company on behalf of which he entered this agreement) and about the means of payment. The User also undertakes that he is authorized to enter into this Agreement on behalf of the Company and his signature obliges it.
2. The Company undertakes to keep confidential and not disclose to any person and / or corporation and / or anybody that are not employees and / or partners of the Company any information received by the Company pursuant to this Agreement for purposes other than the purpose of the engagement which is the subject of this Agreement
3. The parties declare that the Company's services do not fall under the any Guardians Law, and therefore the sections of the law do not apply to its services.
4. It is hereby clarified that the Company may be assisted by marketing companies or service providers in your area. However, this does not create a commitment between you and the assisting companies.

5. It is clarified that the User must purchase insurance coverage, without subrogation.

6. To date, the Company has succeeded in preventing approximately 98% of the exceptional cases in the assets in which the observation was carried out. The Company and / or anyone acting on its behalf do not undertake to detect all the events in the subscriber's area and will not be liable for any damage caused to the User and / or anyone acting on his behalf due to the use of the company services / app/website, an alter message and / or for any reason, including due to the Company's oversight And not towards third parties, including damages that have been caused due to a reduction in safeguards. If it finds that the company is legally responsible for compensating the subscriber or on his behalf and / or a third party for damage caused to one of them during the viewing hours, the company will pay compensation in an amount not exceeding 4 months of service.
7. The visual ability of the observation depends on various factors such as: camera object distance, lighting, camera quality, and in some circumstances, movement or activity in the property may not be detectable. It is made clear to the subscriber that the observer is watching other customers at the same
8. The Company does not provide security services but rather connects to the existing photographic system and equipment And makes an observation . Therefore, the Company is not responsible for the quality of the equipment and its level of efficiency and shall not be liable in case of damage caused by improper equipment and / or malfunctioning equipment. The Company's recommendations regarding the change / upgrade / install in equipment and the method of guarding are only recommendations and the Company shall not bear any responsibility for its efficiency. Likewise, connecting the Company's systems to the User's equipment does not constitute a confirmation of their normality and / or efficiency and / or professional opinion regarding the equipment.
9. The User hereby authorizes the Company to make the necessary changes in the equipment definitions, including changing the alarm settings from the DVR system and from the cameras, in accordance with its requirements.
10. In accordance with the procedures of the company for the Protection of Privacy The company does not manage databases and does not store recordings, the recordings are stored in the recording device available at the subscriber. The User acknowledges that in the purchase of the Company's services he gives the Company access to the user's recordings, as well as an authorization to create and save copies of the photographs and to use them For the purpose of sending the alert. And usage for the purpose of controlling and improving the services provided, training in order to maintain the Company's qualifications.
11. The Company's observers view the territory of the subscriber and warn in the event of an exceptional event, by sending alerts in the subscriber's app. After the notification is sent, it is the sole responsibility of the subscriber to act at his discretion in accordance with the information received.
12. The User undertakes that he acts in accordance with the laws of protection of privacy applicable to his place of activity. In addition, the Subscriber undertakes to update its employees / representatives / customers and all third parties regarding the existence of the cameras and to prevent situations in which third parties will be photographed in a way that violates their privacy and without their knowledge. The Company is not responsible in any way for any violation of the privacy laws.
13. The Company and / or anyone acting on its behalf shall not be liable for malfunctions due to force majeure, cybercrime, intentional / unintentional malfunction, hostile action, war, terrorist activity, natural disasters, malfunctions in credit clearing companies and any other reason Site / widget, both in action and in omission.

14. The Company may terminate Company's services at any time, Subject to prior written notice to a subscriber at least 14 days in advance..

#### **Payments**

15. The monthly subscription fee is \_\_\_\_ euro. This amount does not include VAT, since the company's place of residence is abroad. However, if the obligation to pay VAT is imposed, the subscriber will be charged VAT plus the law Subject to receipt of a lawful tax invoice . Payment will be made either by credit card or bank transfer
16. The subscriber may cancel his subscribers at any time. Cancellation will be done using the email address mentioned above and will take effect at the end of the current billing month.
17. The agreement between the Company and the User is contingent upon the User paying the monthly subscription fees to the Company. In the event that a User has not paid the subscription fee, the Company will be entitled to terminate the services immediately and without any prior notice. It should be emphasized that termination of the services does not erase the subscriber's debt towards the Company.