

## General terms and conditions

### 1. General

- 1.1 These terms are applicable to all services provided by **IPG Contact Solutions NV**, Woluwelaan 158, 1831 Diegem, with company number 0468.082.606 (hereafter "IPG") to a customer, unless otherwise agreed in writing. The customer's general terms and conditions are excluded.
- 1.2 Specific and written agreements (offers, service agreements, data processing agreements, addenda, etc.) take precedence over these general terms and conditions.
- 1.3 Proposals or quotations from IPG are only valid for thirty (30) days, unless stated otherwise.

### 2. Term

- 2.1 The agreement enters into force when all parties have signed, on the agreed effective date or at the moment of first performance, whichever is earliest.
- 2.2 The agreement has an indefinite term as of the effective date, unless otherwise agreed.

### 3. Termination and suspension

- 3.1 If the agreement has an indefinite term, either party may terminate the agreement with 6 months' notice by registered letter.
- 3.2 Either party may terminate the agreement immediately and without intervention of courts if the other party:
  - a) Is in breach of an essential contractual obligation and has not remediated it within a duration of 15 days after a registered letter of default; or
  - b) Is declared bankrupt, requests bankruptcy, stops payments or is dissolved other than in a situation of a merger or reorganization.
- 3.3 IPG is entitled to suspend performance if the customer remains in default of an invoice for 2 weeks.

### 4. Confidentiality

- 4.1 Confidential information is all information (written, oral, electronic or visual, being marked as being confidential or not) which a party or its connected undertaking shares with the other party or its connected undertaking.
- 4.2 Confidential information will only be used by the recipient for the purpose of the agreements between the parties and their connected undertakings.
- 4.3 The recipient obligates and enforces its staff and connected undertakings to respect similar obligations of confidentiality.
- 4.4 The above obligations of confidentiality do not apply to information which was:
  - (a) lawfully made public;
  - (b) was lawfully received from a third party; or
  - (c) was independently developed by the recipient.
- 4.5 The recipient has the right to disclose confidential information insofar as this is legally required. Within the confines of the law, the recipient should inform the other party as soon as possible.
- 4.6 These obligations of confidentiality apply during the agreement and for two (2) years after its termination.

### 5. Privacy

- 5.1 The customer is the data controller and IPG is a processor as defined in the European GDPR Regulation 2016/679.
- 5.2 The customer is responsible to give complete instructions to the processor as defined in art. 28 of the GDPR. This may be done by concluding a data processing agreement, or in absence thereof, in accordance with the privacy policy on IPG's site.
- 5.3 IPG will only take action at the instruction of the customer, who remains responsible for each declaration, change or removal of personal data.

### 6. Do-not-call-me, script and licenses

- 6.1 The customer is responsible for the deletion of personal data from the submitted files if any person has made objection to be called, either directly to the customer or by any legal manner such as the do-not-call-me list. The customer will comply with all applicable legislation, such as the articles VI.110 – VI.115 of the Belgian Code of Economic Law and its royal decrees.
- 6.2 The customer is responsible for the calling script and guarantees it complies with all laws and regulations. IPG is not required to have special licenses (e.g. FSMA) or permissions to provide the services, unless otherwise agreed in writing.
- 6.3 The customer will hold IPG harmless and will compensate IPG for damages under customer's responsibility.

## 7. Human resources and authority

- 7.1 The staff of IPG will at all times remain under its authority and control, as is legally prescribed to the employer. The customer may only issue this limitative list of instructions:
- Instructions in relation to health and safety, compliant with applicable legislation;
  - Instructions in relation to customer-specific work procedures.
- 7.2 Questions, procedures and instructions in relation to HR, including the request for leave, questions about payroll, compensation, evaluation, dismissal, etc. are at the responsibility of IPG and may never be handled by the customer.

## 8. Prices, payment and invoicing

- 8.1 The services are invoiced on a monthly basis, at the end of the month they were performed.
- 8.2 Payment is due within thirty (30) days of the invoice date.
- 8.3 The customer mentions the invoice number with the payment to the bank account number mentioned on the invoice.
- 8.4 All prices are exclusive of VAT, which will separately be mentioned on each invoice.
- 8.5 The prices are automatically adjusted each year on 1 January, taking into account the evolution of the consumption price index according to the formula  $P = P_0 (C1/C0)$
- P** = new price
  - P<sub>0</sub>** = initial price (as in the agreement).
  - C<sub>0</sub>** = consumption price index of the month previous to the effective date of the agreement
  - C<sub>1</sub>** = consumption price index of the month previous to the indexation

If this was not applied automatically, by mistake, IPG has the right to retroactively claim this until 3 years prior to the claim.

- 8.6 The customer will pay an interest rate of 12% per year (pro rata) on overdue invoices as of the due date. If IPG issues a default notice, the claim is increased with an administrative cost of 10% of the invoice, with a minimum of 150 EUR per invoice.
- 8.7 All complaints in relation to performance or invoices must be submitted to IPG within fourteen (14) calendar days after the invoice date.

## 9. Liability

- 9.1 The obligations of IPG are obligations of means.
- 9.2 IPG is not liable for damages, except in case of intent or gross negligence.
- 9.3 IPG's liability for indirect damages is also excluded (e.g. loss of profit or turnover, economic damage, third party claims).
- 9.4 IPG's liability is in each case limited to 30% of the contract value with a maximum yearly aggregate of 50.000 EUR.

## 10. Miscellaneous

- 10.1 New instructions or changes should be agreed in writing and in advance. The related costs may be charged.
- 10.2 The parties will not (directly or indirectly) entice away each other's staff or encourage them to terminate their relationship. In case of a breach against this obligation, liquidated damages to the amount of 50.000 EUR per staff member shall be due. IPG may be open to negotiate this amount in good faith.
- 10.3 Clauses which would conflict with applicable laws and regulations should be regarded as individually void. The parties will negotiate in good faith at each other's simple request to replace clauses which may void the agreement.
- 10.4 The customer is not allowed to transfer this agreement.
- 10.5 IPG is allowed to transfer the agreement (in part or in full) to connected undertakings.
- 10.6 The agreement is exclusively governed by Belgian law and the courts of Brussels shall have exclusive jurisdiction.