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General terms and conditions for MISP services

1. By accepting this Offer the CLIENT is deemed to have accepted these Terms and Conditions.

2. The present Terms and Conditions govern the conclusion, content and liability of the MISP Professional services.

3. Definitions:

(a)" MISP Professional Service" (MPS): is a program handled by the lead developers of MISP Project, in order to offer highly skilled services around MISP and to support the sustainability of the MISP project (https://misp-project.org/professional-services/).

(b)" Evaluation": assessment of the nature of the reported issue as a bug report or a feature request.

(c)" Modified MISP": "Any modified version of the MISP software, diverging from the upstream repository's contents and/or modifications of the data or data models contained in MISP's database by any means other than the mechanisms provided by the MISP software"

4. Services

(a) Training (https://misp-project.org/events/)

There are different custom training offerings:

- **On-site** closed trainings up to 30-50 attendees (depending on conditions of the location),
- **Online** trainings
- **Closed** trainings up to 30 attendees **in Luxembourg**

(b) MISP Support Contract (https://misp-project.org/professional-services) includes:

- debugging a reported issue;
- based on the outcome determine if it is:
  - a bug (which Luxembourg House of Cybersecurity (LHC) then resolves);
  - a misconfiguration (which Luxembourg House of Cybersecurity (LHC) gives guidance on);
  - out of scope for the current scope of the application.

(c) Sustainability support

To support the sustainability of MISP as an Open Source project, Luxembourg House of Cybersecurity (LHC) offers the display of the CLIENT's logo prominently on the MISP Project website's supporter section.

(d) Custom MISP development

Custom MISP development is an agreed development based on a statement of work between the CLIENT and Luxembourg House of Cybersecurity (LHC). The cost is based on a fixed price defined in the statement of work.

5. Billing and payment

(a) The MISP services shall be paid by the CLIENT within 30 (thirty) days of the invoice date for such fees; for the training sessions, they shall be paid in any case two weeks before the start date. In the case of custom MISP development, the service is paid after delivery by Luxembourg House of Cybersecurity (LHC).

Once the offer is duly signed and received by Luxembourg House of Cybersecurity (LHC), the service can be confirmed. If the CLIENT sends a purchase order, it should be received by Luxembourg House of Cybersecurity (LHC) before the offer validity date.

(b) In case the CLIENT fails to meet his payment obligations,
Luxembourg House of Cybersecurity (LHC) shall be entitled in its sole discretion to deem
the cancellation of the MISP services.

6. Term and termination

(a) The Support Contract and Sustainability support service takes effect as of the acceptance of the Offer by the CLIENT and conclude after one year (365 days), unless differently agreed in the offer or terminated by either party giving prior written notice in accordance with the provisions of this agreement.

(b) The Training service takes effect as of the acceptance of the Offer by the CLIENT until the end of the training session. Training sessions last 1 to 3 days.

(c) The Training service can be cancelled or rescheduled no later than two weeks before the start date. If, due to a negative advise by Luxembourg or any other public authority (e.g. disease, war, etc.), Luxembourg House of Cybersecurity (LHC) will cancel the service. If applicable, any cost incurred to Luxembourg House of Cybersecurity (LHC) for travel and hotel reservations will be invoiced to the CLIENT upon cancellation or reschedule.

(d) Each party may, at any time, terminate any of the MISP services before the expiration of the term, upon written notice, to the other party for cause: i) in case of infringement of these Terms and Conditions; ii) the party ceases to carry on its business; iii) the party becomes insolvent or bankrupt or is unable to pay his debts as they fall due.

(e) Termination of this agreement shall be without prejudice to the rights of the parties already accrued and existing. In any event, the CLIENT shall pay all (i) the Charges for services performed, (ii) any other cost of Luxembourg House of Cybersecurity (LHC)'s personnel assigned to the performance of the services and (iii) any other expenses incurred by Luxembourg House of Cybersecurity (LHC).

(f) Any rights to terminate the MISP services shall be without prejudice to the other's rights.

(g) Luxembourg House of Cybersecurity (LHC) will use its reasonable efforts to provide the services within the agreed timeframes. Luxembourg House of Cybersecurity (LHC) guarantees that the services rendered have all the agreed and assured characteristics as well as the characteristics that the CLIENT may in good faith also expect without any special agreement.

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(h) The Support Contract service is to be considered fully delivered and completed with a test in the public continuous integration or into MISP validation tests (https://github.com/MISP/ with the link to a continuous integration service, applied to the default code base of MISP. Luxembourg House of Cybersecurity (LHC) has no specific obligation to reach additional objectives beside the ones in testing or continuous integrations described at article 4 (b) of these Terms and Conditions. It is at Luxembourg House of Cybersecurity (LHC) discretion to determinate whether the reported issue is a bug report or a feature request.

7. Force Majeure. No party shall be held liable for any failure of or delay in the performance of this agreement for the period that such failure or delay is: i) beyond its reasonable control;
ii) materially affects the performance of any of its obligations under this agreement, and iii) could not reasonably have been foreseen or provided against, but will not be excused for failure or delay resulting from only general economic conditions or other general market effects.

8. Liability and damages

(a) Each party shall be exclusively liable for any loss, damage or injury caused by its personnel to third parties, arising out of the performance of this agreement.

(b) Luxembourg House of Cybersecurity (LHC) shall not be held liable for damages caused by accidents, abuse, misuse, misapplication, or neglect by the CLIENT or any of its agents or employees of the MISP services.

(c) It is each CLIENT's sole responsibility to comply with all relevant local laws.

9. Intellectual property rights

(a) Nothing in this agreement shall be construed as a transfer or assignment of any intellectual property rights of Luxembourg House of Cybersecurity (LHC) to the CLIENT, including but not limited to copyrights, patents, trade secrets, trademarks or any other intellectual property rights.

(b) Every contribution to MISP is performed under the MISP license scheme (https://www.misp-project.org/license/)

(c) By accepting the Sustainability Support service, the CLIENT grants Luxembourg House of Cybersecurity (LHC) a non-exclusive, non-transferable, revocable, worldwide license for the period of time between the date of the acceptance of the Offer and the end of the agreement. The use of the CLIENT logo(s) is solely and strictly for the purpose of reasonably supporting, promoting, marketing and advertising the MISP services.

10. Miscellaneous

(a) Each CLIENT agrees that if any provision of these Terms and Conditions is deemed to be invalid, the remaining Terms will remain valid, binding and enforceable.

(b) The MISP services cannot be transferred to any third party.

(c) These Terms and Conditions are governed by the laws of Luxembourg and each CLIENT submits to the exclusive jurisdiction of the courts of Luxembourg to determine any dispute arising or relating to these Terms and Conditions and the relating Offer.

(d) Nothing in this agreement shall be construed as creating a joint venture, partnership or other business association outside the terms of this agreement. Luxembourg House of Cybersecurity (LHC)'s personnel providing services to the CLIENT shall not be deemed to be an employee of the Client for any purpose whatsoever. Each party shall remain an independent contractor. Neither party shall have authority to contract for or bind the other in any manner whatsoever.

(e) These Terms and Conditions, including any documents and offers incorporated by reference, constitute the entire agreement between the Parties with respect to the subject matter hereof and supersede all prior agreements, whether oral or written, between the parties with respect to such subject matter.

(f) In the event of contradictions and/or differences between these Terms and Conditions and those of a Contract (including, where applicable, any annexes), these Terms shall prevail.

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General terms and conditions for CEREBRATE services

1. By accepting this Offer the CLIENT is deemed to have accepted these Terms and Conditions.

2. The present Terms and Conditions govern the conclusion, content and liability of the CEREBRATE Professional services.

3. Definitions:

(a)" CEREBRATE Professional Service" (CPS): is a program handled by the lead developers of CEREBRATE Project, in order to offer highly skilled services around CEREBRATE and to support the sustainability of the CEREBRATE project (https://cerebrate-project.org/professional-services/).

(b)" Evaluation": assessment of the nature of the reported issue as a bug report or a feature request.

(c)" Modified CEREBRATE": "Any modified version of the CEREBRATE software, diverging from the upstream repository's contents and/or modifications of the data or data models contained in CEREBRATE's database by any means other than the mechanisms provided by the CEREBRATE software"

4. Services

(a) Training (https://cerebrate-project.org/events/)

There are different custom training offerings:

- **On-site** closed trainings up to 30-50 attendees (depending on conditions of the location),
- **Online** trainings
- **Closed** trainings up to 30 attendees **in Luxembourg**

(b) CEREBRATE Support Contract (https://cerebrate-project.org/professional-services) includes:

- debugging a reported issue;
- based on the outcome determine if it is:
  - a bug (which Luxembourg House of Cybersecurity (LHC) then resolves);
  - a misconfiguration (which Luxembourg House of Cybersecurity (LHC) gives guidance on);
  - out of scope for the current scope of the application.

(c) Sustainability support

To support the sustainability of CEREBRATE as an Open Source project, Luxembourg House of Cybersecurity (LHC) offers the display of the CLIENT's logo prominently on the CEREBRATE Project website's supporter section.

(d) Custom CEREBRATE development

Custom CEREBRATE development is an agreed development based on a statement of work between the CLIENT and Luxembourg House of Cybersecurity (LHC). The cost is based on a fixed price defined in the statement of work.

5. Billing and payment

(a) The CEREBRATE services shall be paid by the CLIENT within 30 (thirty) days of the invoice date for such fees; for the training sessions, they shall be paid in any case two weeks before the start date. In the case of custom CEREBRATE development, the service is paid after delivery by Luxembourg House of Cybersecurity (LHC).

Once the offer is duly signed and received by Luxembourg House of Cybersecurity (LHC), the service can be confirmed. If the CLIENT sends a purchase order, it should be received by Luxembourg House of Cybersecurity (LHC) before the offer validity date.

(b) In case the CLIENT fails to meet his payment obligations,
Luxembourg House of Cybersecurity (LHC) shall be entitled in its sole discretion to deem
the cancellation of the CEREBRATE services.

6. Term and termination

(a) The Support Contract and Sustainability support service takes effect as of the acceptance of the Offer by the CLIENT and conclude after one year (365 days), unless differently agreed in the offer or terminated by either party giving prior written notice in accordance with the provisions of this agreement.

(b) The Training service takes effect as of the acceptance of the Offer by the CLIENT until the end of the training session. Training sessions last 1 to 3 days.

(c) The Training service can be cancelled or rescheduled no later than two weeks before the start date. If, due to a negative advise by Luxembourg or any other public authority (e.g. disease, war, etc.), Luxembourg House of Cybersecurity (LHC) will cancel the service. If applicable, any cost incurred to Luxembourg House of Cybersecurity (LHC) for travel and hotel reservations will be invoiced to the CLIENT upon cancellation or reschedule.

(d) Each party may, at any time, terminate any of the CEREBRATE services before the expiration of the term, upon written notice, to the other party for cause: i) in case of infringement of these Terms and Conditions; ii) the party ceases to carry on its business; iii) the party becomes insolvent or bankrupt or is unable to pay his debts as they fall due.

(e) Termination of this agreement shall be without prejudice to the rights of the parties already accrued and existing. In any event, the CLIENT shall pay all (i) the Charges for services performed, (ii) any other cost of Luxembourg House of Cybersecurity (LHC)'s personnel assigned to the performance of the services and (iii) any other expenses incurred by Luxembourg House of Cybersecurity (LHC).

(f) Any rights to terminate the CEREBRATE services shall be without prejudice to the other's rights.

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(g) Luxembourg House of Cybersecurity (LHC) will use its reasonable efforts to provide the services within the agreed timeframes. Luxembourg House of Cybersecurity (LHC) guarantees that the services rendered have all the agreed and assured characteristics as well as the characteristics that the CLIENT may in good faith also expect without any special agreement.

(h) The Support Contract service is to be considered fully delivered and completed with a test in the public continuous integration or into CEREBRATE validation tests (https://github.com/CEREBRATE/ with the link to a continuous integration service, applied to the default code base of CEREBRATE. Luxembourg House of Cybersecurity (LHC) has no specific obligation to reach additional objectives beside the ones in testing or continuous integrations described at article 4 (b) of these Terms and Conditions. It is at Luxembourg House of Cybersecurity (LHC) discretion to determinate whether the reported issue is a bug report or a feature request.

7. Force Majeure. No party shall be held liable for any failure of or delay in the performance of this agreement for the period that such failure or delay is: i) beyond its reasonable control;
ii) materially affects the performance of any of its obligations under this agreement, and iii) could not reasonably have been foreseen or provided against, but will not be excused for failure or delay resulting from only general economic conditions or other general market effects.

8. Liability and damages

(a) Each party shall be exclusively liable for any loss, damage or injury caused by its personnel to third parties, arising out of the performance of this agreement.

(b) Luxembourg House of Cybersecurity (LHC) shall not be held liable for damages caused by accidents, abuse, misuse, misapplication, or neglect by the CLIENT or any of its agents or employees of the CEREBRATE services.

(c) It is each CLIENT's sole responsibility to comply with all relevant local laws.

9. Intellectual property rights

(a) Nothing in this agreement shall be construed as a transfer or assignment of any intellectual property rights of Luxembourg House of Cybersecurity (LHC) to the CLIENT, including but not limited to copyrights, patents, trade secrets, trademarks or any other intellectual property rights.

(b) Every contribution to CEREBRATE is performed under the CEREBRATE license scheme (https://www.cerebrate-project.org/license/)

(c) By accepting the Sustainability Support service, the CLIENT grants Luxembourg House of Cybersecurity (LHC) a non-exclusive, non-transferable, revocable, worldwide license for the period of time between the date of the acceptance of the Offer and the end of the agreement. The use of the CLIENT logo(s) is solely and strictly for the purpose of reasonably supporting, promoting, marketing and advertising the CEREBRATE services.

10. Miscellaneous

(a) Each CLIENT agrees that if any provision of these Terms and Conditions is deemed to be invalid, the remaining Terms will remain valid, binding and enforceable.

(b) The CEREBRATE services cannot be transferred to any third party.

(c) These Terms and Conditions are governed by the laws of Luxembourg and each CLIENT submits to the exclusive jurisdiction of the courts of Luxembourg to determine any dispute arising or relating to these Terms and Conditions and the relating Offer.

(d) Nothing in this agreement shall be construed as creating a joint venture, partnership or other business association outside the terms of this agreement. Luxembourg House of Cybersecurity (LHC)'s personnel providing services to the CLIENT shall not be deemed to be an employee of the Client for any purpose whatsoever. Each party shall remain an independent contractor. Neither party shall have authority to contract for or bind the other in any manner whatsoever.

(e) These Terms and Conditions, including any documents and offers incorporated by reference, constitute the entire agreement between the Parties with respect to the subject matter hereof and supersede all prior agreements, whether oral or written, between the parties with respect to such subject matter.

(f) In the event of contradictions and/or differences between these Terms and Conditions and those of a Contract (including, where applicable, any annexes), these Terms shall prevail.

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General terms and conditions for VULNERABILITY-LOOKUP services

1. By accepting this Offer the CLIENT is deemed to have accepted these Terms and Conditions.

2. The present Terms and Conditions govern the conclusion, content and liability of the VULNERABILITY-LOOKUP Professional services.

3. Definitions:

(a) "**VULNERABILITY-LOOKUP Professional Service**" (VLPS): is a program handled by the lead developers of VULNERABILITY-LOOKUP Project, in order to offer highly skilled services around VULNERABILITY-LOOKUP and to support the sustainability of the VULNERABILITY-LOOKUP project (https://vulnerability-lookup-project.org/professional-services/).

(b) "**Evaluation**": assessment of the nature of the reported issue as a bug report or a feature request.

(c) "**Modified VULNERABILITY-LOOKUP**": "Any modified version of the VULNERABILITY-LOOKUP software, diverging from the upstream repository's contents and/or modifications of the data or data models contained in VULNERABILITY-LOOKUP's database by any means other than the mechanisms provided by the VULNERABILITY-LOOKUP software"

4. Services

(a) Training (https://vulnerability-lookup-project.org/events/)

There are different custom training offerings:

- **On-site** closed trainings up to 30-50 attendees (depending on conditions of the location),
- **Online** trainings
- **Closed** trainings up to 30 attendees **in Luxembourg**

(b) VULNERABILITY-LOOKUP Support Contract (https://vulnerability-lookup-project.org/professional-services) includes:

- debugging a reported issue;
- based on the outcome determine if it is:
  - a bug (which Luxembourg House of Cybersecurity (LHC) then resolves);
  - a misconfiguration (which Luxembourg House of Cybersecurity (LHC) gives guidance on);
  - out of scope for the current scope of the application.

(c) Sustainability support

To support the sustainability of VULNERABILITY-LOOKUP as an Open Source project, Luxembourg House of Cybersecurity (LHC) offers the display of the CLIENT's logo prominently on the VULNERABILITY-LOOKUP Project website's supporter section.

(d) Custom VULNERABILITY-LOOKUP development

Custom VULNERABILITY-LOOKUP development is an agreed development based on a statement of work between the CLIENT and Luxembourg House of Cybersecurity (LHC). The cost is based on a fixed price defined in the statement of work.

5. Billing and payment

(a) The VULNERABILITY-LOOKUP services shall be paid by the CLIENT within 30 (thirty) days of the invoice date for such fees; for the training sessions, they shall be paid in any case two weeks before the start date. In the case of custom VULNERABILITY-LOOKUP development, the service is paid after delivery by Luxembourg House of Cybersecurity (LHC).

Once the offer is duly signed and received by Luxembourg House of Cybersecurity (LHC), the service can be confirmed. If the CLIENT sends a purchase order, it should be received by Luxembourg House of Cybersecurity (LHC) before the offer validity date.

(b) In case the CLIENT fails to meet his payment obligations,
Luxembourg House of Cybersecurity (LHC) shall be entitled in its sole discretion to deem
the cancellation of the VULNERABILITY-LOOKUP services.

6. Term and termination

(a) The Support Contract and Sustainability support service takes effect as of the acceptance of the Offer by the CLIENT and conclude after one year (365 days), unless differently agreed in the offer or terminated by either party giving prior written notice in accordance with the provisions of this agreement.

(b) The Training service takes effect as of the acceptance of the Offer by the CLIENT until the end of the training session. Training sessions last 1 to 3 days.

(c) The Training service can be cancelled or rescheduled no later than two weeks before the start date. If, due to a negative advise by Luxembourg or any other public authority (e.g. disease, war, etc.), Luxembourg House of Cybersecurity (LHC) will cancel the service. If applicable, any cost incurred to Luxembourg House of Cybersecurity (LHC) for travel and hotel reservations will be invoiced to the CLIENT upon cancellation or reschedule.

(d) Each party may, at any time, terminate any of the VULNERABILITY-LOOKUP services before the expiration of the term, upon written notice, to the other party for cause: i) in case of infringement of these Terms and Conditions; ii) the party ceases to carry on its business; iii) the party becomes insolvent or bankrupt or is unable to pay his debts as they fall due.

(e) Termination of this agreement shall be without prejudice to the rights of the parties already accrued and existing. In any event, the CLIENT shall pay all (i) the Charges for services performed, (ii) any other cost of Luxembourg House of Cybersecurity (LHC)'s personnel assigned to the performance of the services and (iii) any other expenses incurred by Luxembourg House of Cybersecurity (LHC).

(f) Any rights to terminate the VULNERABILITY-LOOKUP services shall be without prejudice to the other's rights.

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(g) Luxembourg House of Cybersecurity (LHC) will use its reasonable efforts to provide the services within the agreed timeframes. Luxembourg House of Cybersecurity (LHC) guarantees that the services rendered have all the agreed and assured characteristics as well as the characteristics that the CLIENT may in good faith also expect without any special agreement.

(h) The Support Contract service is to be considered fully delivered and completed with a test in the public continuous integration or into VULNERABILITY-LOOKUP validation tests (https://github.com/VULNERABILITY-LOOKUP/ with the link to a continuous integration service, applied to the default code base of VULNERABILITY-LOOKUP. Luxembourg House of Cybersecurity (LHC) has no specific obligation to reach additional objectives beside the ones in testing or continuous integrations described at article 4 (b) of these Terms and Conditions. It is at Luxembourg House of Cybersecurity (LHC) discretion to determinate whether the reported issue is a bug report or a feature request.

7. Force Majeure. No party shall be held liable for any failure of or delay in the performance of this agreement for the period that such failure or delay is: i) beyond its reasonable control;
ii) materially affects the performance of any of its obligations under this agreement, and iii) could not reasonably have been foreseen or provided against, but will not be excused for failure or delay resulting from only general economic conditions or other general market effects.

8. Liability and damages

(a) Each party shall be exclusively liable for any loss, damage or injury caused by its personnel to third parties, arising out of the performance of this agreement.

(b) Luxembourg House of Cybersecurity (LHC) shall not be held liable for damages caused by accidents, abuse, misuse, misapplication, or neglect by the CLIENT or any of its agents or employees of the VULNERABILITY-LOOKUP services.

(c) It is each CLIENT's sole responsibility to comply with all relevant local laws.

9. Intellectual property rights

(a) Nothing in this agreement shall be construed as a transfer or assignment of any intellectual property rights of Luxembourg House of Cybersecurity (LHC) to the CLIENT, including but not limited to copyrights, patents, trade secrets, trademarks or any other intellectual property rights.

(b) Every contribution to VULNERABILITY-LOOKUP is performed under the VULNERABILITY-LOOKUP license scheme (https://www.vulnerability-lookup-project.org/license/)

(c) By accepting the Sustainability Support service, the CLIENT grants Luxembourg House of Cybersecurity (LHC) a non-exclusive, non-transferable, revocable, worldwide license for the period of time between the date of the acceptance of the Offer and the end of the agreement. The use of the CLIENT logo(s) is solely and strictly for the purpose of reasonably supporting, promoting, marketing and advertising the VULNERABILITY-LOOKUP services.

10. Miscellaneous

(a) Each CLIENT agrees that if any provision of these Terms and Conditions is deemed to be invalid, the remaining Terms will remain valid, binding and enforceable.

(b) The VULNERABILITY-LOOKUP services cannot be transferred to any third party.

(c) These Terms and Conditions are governed by the laws of Luxembourg and each CLIENT submits to the exclusive jurisdiction of the courts of Luxembourg to determine any dispute arising or relating to these Terms and Conditions and the relating Offer.

(d) Nothing in this agreement shall be construed as creating a joint venture, partnership or other business association outside the terms of this agreement. Luxembourg House of Cybersecurity (LHC)'s personnel providing services to the CLIENT shall not be deemed to be an employee of the Client for any purpose whatsoever. Each party shall remain an independent contractor. Neither party shall have authority to contract for or bind the other in any manner whatsoever.

(e) These Terms and Conditions, including any documents and offers incorporated by reference, constitute the entire agreement between the Parties with respect to the subject matter hereof and supersede all prior agreements, whether oral or written, between the parties with respect to such subject matter.

(f) In the event of contradictions and/or differences between these Terms and Conditions and those of a Contract (including, where applicable, any annexes), these Terms shall prevail.

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General terms and conditions for AIL Professional Services (AILPS)

1. By accepting this Offer the CLIENT is deemed to have accepted these Terms and Conditions.

2. The present Terms and Conditions govern the conclusion, content and liability of the AIL Professional Services.

3. Definitions:

(a) "AIL Professional Service" (AILPS): is a program handled by the lead developers of AIL Project to offer highly skilled services around AIL project and to support the sustainability of the AIL ecosystem. (https://ail-project.org/professional-services.html).

4. "Services":

(a) Custom Trainings

Custom training may be provided upon special request by the CLIENT. Custom Trainings are tailored to the specific needs of the CLIENT and may cover a wide range of topics related to the AIL Project. :

(b) AIL Support Contract () includes:

- the fast-tracked resolution of 5 issues
- prioritizing issue resolution, configuration requests, and bug fixes for the AIL Project core software or feeders.

(c) Sustainability Support

To support the sustainability of AIL as an Open Source project, the Luxembourg House of Cybersecurity (LHC) offers the display of the CLIENT's logo prominently on the AIL Project website's supporter section. In addition, this package includes the prioritized resolution of 6 issues, configuration requests, or fast-tracked bug fixes for the AIL core software or modules maintained by LHC.

(d) Additional Support Offerings (optional)

The CLIENT, holding an active AIL Support Contract, may access optional additional services including remote advisory, installation, integration support, and project-based development of new or custom features, with pricing based on scope and complexity.

5. Billing and payment

(a) The AIL Services shall be paid by the CLIENT to LHC within 30 (thirty) days of the invoice date for such fees; for the training sessions, they shall be paid in any case two weeks before the start date.

Once the Offer is duly signed and received by the Luxembourg House of Cybersecurity (LHC), the Service can be confirmed. If the CLIENT sends a purchase order, it should be received by Luxembourg House of Cybersecurity (LHC) before the offer validity date.

(b) In case the CLIENT fails to meet his payment obligations, Luxembourg House of Cybersecurity shall be entitled in its sole discretion to deem the cancellation of the AIL Services.

6. Term and termination

(a) The Support Contract and the Sustainability Support Services take effect as of the acceptance of the Offer by the CLIENT and conclude after one year (365 days), unless differently agreed in the Offer or terminated by either party giving prior written notice in accordance with the provisions of this agreement.

(b) The Custom Training service takes effect as of acceptance of the Offer by the CLIENT until the end of the training session. Custom Training sessions last 1 to 3 days.

(c) The Custom Training service can be cancelled or rescheduled no later than two weeks before the start date. If, due to a negative advise by Luxembourg or any other public authority (e.g. disease, war, etc.), Luxembourg House of Cybersecurity (LHC) will cancel the service. If applicable, any cost incurred to Luxembourg House of Cybersecurity (LHC) for travel and hotel reservations will be invoiced to the CLIENT upon cancellation or reschedule.

(d) Each party may, at any time, terminate any of the AIL Services before the expiration of the term, upon written notice, to the other party for cause: (i) in case of infringement of these Terms and Conditions; (ii) the party ceases to carry on its business; (iii) the party becomes insolvent or bankrupt or is unable to pay his debts as they fall due.

(e) Termination of this agreement shall be without prejudice to the rights of the parties already accrued and existing. In any event, the CLIENT shall pay all (i) the Charges for services performed, (ii) any other cost of Luxembourg House of Cybersecurity 's personnel assigned to the performance of the services and (iii) any other expenses incurred by Luxembourg House of Cybersecurity.

(f) Any rights to terminate the AIL Services shall be without prejudice to the other's rights.

(g) Luxembourg House of Cybersecurity (LHC) will use its reasonable efforts to provide the services within the agreed timeframes. Luxembourg House of Cybersecurity guarantees that the services rendered have all the agreed and assured characteristics as well as the characteristics that the CLIENT may in good faith also expect without any special agreement.

(h) The Support Contract Service is to be considered fully delivered and completed with a test in the public continuous integration or into AIL validation tests Luxembourg House of Cybersecurity has no specific obligation to reach additional objectives beside the ones in testing or continuous integrations described at article 4 (b) of these Terms and Conditions. It is at Luxembourg House of Cybersecurity (LHC) discretion to determinate whether the reported issue is a bug report or a feature request.

7. Force Majeure

No party shall be held liable for any failure of or delay in the performance of this agreement for the period that such failure or delay is: (i) beyond its reasonable control; (ii) materially affects the performance of any of its obligations under this agreement, and (iii) could not reasonably have been foreseen or provided against, but will not be excused for failure or delay resulting from only general economic conditions or other general market effects.

8. Liability and damages

(a) Each party shall be exclusively liable for any loss, damage or injury caused by its personnel to third parties, arising out of the performance of this agreement.

(b) Luxembourg House of Cybersecurity (LHC) shall not be held liable for damages caused by accidents, abuse, misuse, misapplication, or neglect by the CLIENT or any of its agents or employees of the AIL Services.

(c) It is each CLIENT's sole responsibility to comply with all relevant local laws.

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9. Intellectual property rights

(a) Nothing in this agreement shall be construed as a transfer or assignment of any intellectual property rights of Luxembourg House of Cybersecurity to the CLIENT, including but not limited to copyrights, patents, trade secrets, trademarks or any other intellectual property rights.

(b) Every contribution to AIL is performed under the AIL license scheme

(c) By accepting the Sustainability Support service, the CLIENT grants Luxembourg House of Cybersecurity a non-exclusive, non-transferable, revocable, worldwide license for the period of time between the date of the acceptance of the Offer and the end of the agreement. The use of the CLIENT logo(s) is solely and strictly for the purpose of reasonably supporting, promoting, marketing and advertising the AIL Services.

10. Miscellaneous

(a) The CLIENT agrees that if any provision of these Terms and Conditions is deemed to be invalid, the remaining Terms will remain valid, binding and enforceable.

(b) The AIL Services cannot be transferred to any third party.

(c) These Terms and Conditions are governed by the laws of Luxembourg and each CLIENT submits to the exclusive jurisdiction of the courts of Luxembourg to determine any dispute arising or relating to these Terms and Conditions and the relating Offer.

(d) Nothing in this agreement shall be construed as creating a joint venture, partnership or other business association outside the terms of this agreement. Luxembourg House of Cybersecurity 's personnel providing AIL Services to the CLIENT shall not be deemed to be an employee of the Client for any purpose whatsoever. Each party shall remain an independent contractor. Neither party shall have authority to contract for or bind the other in any manner whatsoever.

(e) These Terms and Conditions, including any documents and offers incorporated by reference, constitute the entire agreement between the Parties with respect to the subject matter hereof and supersede all prior agreements, whether oral or written, between the parties with respect to such subject matter.

(f) In the event of contradictions and/or differences between these Terms and Conditions and those of a Contract (including, where applicable, any annexes), these Terms shall prevail.

October 2025

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