

Appendix B
General terms and conditions ACS 2021

GENERAL TERMS AND CONDITIONS ACS AUDIOVISUAL SOLUTIONS BV 2021**Article 1 - Definitions**

1. "ACS": ACS Audiovisual Solutions BV, a company with limited liability incorporated under the laws of the Netherlands, with statutory seat at Amsterdam and offices at Amsterdam, Archangelkade 5a-b, 1013 BE. ACS also acts under the trade names ACS AV Company, (ACS) Avisco, ACS Projects, ACS Utrecht and/or ACS Rotterdam.
2. "The Services": The hiring out of audiovisual and ICT equipment, transport, delivery and installing thereof and the providing of services with respect to the operation of the audiovisual equipment as well as IT-services, in relation to congresses and other events, and the providing of further congress facilitating services.
3. "The Equipment": audiovisual equipment and ICT equipment as listed in the catalogue of ACS from time to time.
4. The "Client" refers to: the organisation, that hires audio-visual equipment and/or services from ACS.

Article 2 - Applicability of general terms

These general terms form an integral part of all quotations from ACS and of contracts and transactions entered into by ACS and apply to all services provided by it and all hiring out of Equipment by it. Deviation from (any of) the provisions of these general terms is only possible with ACS's prior written consent. General terms and conditions of the Client are not applicable.

Article 3 - Quotations

1. Quotations are made to measure on the basis of an estimate of the Services to be rendered and Equipment to be hired out and the cost thereof on the basis of the information provided by the Client and the specific circumstances of the event and the requests of the Client at the time of the quotation.
2. Quotations cannot be split or amended without recalculation of constituting items.
3. Quotations will be valid for the time indicated in the quotation, or a month failing such indication. ACS is nevertheless in view of the availability and planning of its Equipment and staff at all times entitled to request acceptance by the Client of quotations issued by it within 5 working days from the request, failing which the quotation will expire.
4. The quotation will form an appendix to the contract and will be considered as integral part thereof.

Article 4 - Contract

1. A contract is established after written confirmation of acceptance by the Client of the quotation of ACS issued to the Client.
2. These general conditions will form an integral part of the contract between the parties.
3. Upon request of the Client to extend the agreed Services or to provide additional Equipment, ACS shall provide the Services or Equipment requested if available on such notice. The request shall be confirmed by email by the Client to the representative of ACS prior to ACS' delivery of the same or, if urgent during the course of an event, confirmed by ACS within due course after delivery of the same, whichever occurs earlier. The extra Services shall be rendered and Equipment hired at the prices quoted by ACS if possible in view of the urgency or shall be based on the prices used by it per the date of the providing of the Service or rental of Equipment.

Article 5 - Prices and consideration

1. The applicable prices will be the prices quoted by ACS in the quotation to the Client.
2. The actual consideration due by the client will be recalculated as follows:
In case of deviation of the indicated circumstances or requests or the provision of additional Equipment or Services, ACS shall be entitled to calculate any extra Equipment or Services needed and provided by it on the basis of the quoted prices if applicable or on the basis of the prices used by it at the time of the providing of the Services in case no quotation could be made prior to the delivery of the Services. In case less Equipment or Services shall have been provided than agreed the provisions concerning cancellation shall apply.
3. A rental day for equipment starts at 8:00 a.m. and ends at midnight, unless ACS's has expressly indicated a different starting time in writing.
4. ACS is entitled to revise its prices 6 months after the date of the conclusion of the agreement or if earlier per the start of another calendar year following the year in which the agreement was concluded in accordance with the increase of cost levels involved since the date of the agreement.
5. Prices are quoted and payable in Euro.

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Article 6 - Invoicing

1. ACS is entitled to invoice 50% of the total amount due by the Client for the hire of Equipment and Services 3 months prior to the first date of hire or providing of Services.
2. ACS is entitled to invoice 90% of the total amount due by the Client for the hire of Equipment and Services 1 month prior to the first date of hire or providing of Services or the first day of the event concerned.
3. ACS is entitled to invoice the remaining 10% of the total amount as well as any additional Equipment and Services provided within one week from the end of the Event or from the last day of hire of Equipment or providing of Services.
4. Invoices may be sent electronically to the email address of the Client used in the quotation or indicated by the Client in writing to ACS.

Article 7 - Payment

1. Payment by the Client of invoices of ACS is due within 21 days from the date of the invoice of ACS.
2. ACS is entitled at its sole discretion on the basis of the financial situation of the Client or in case of arrears in payments experienced by it, to request a bank guarantee with respect to payment by the Client of any amounts due by the Client to ACS for provision of the Services or Equipment, prior to its providing of the Services or Equipment to the Client.
3. The Client is not entitled to offset any amounts due to ACS with amounts due to it by ACS, unless expressly approved in writing by ACS.
4. ACS is entitled to suspend its obligations in case payments due by the Client shall not have been received by it per the due date.
5. In case of late payment by the Client, ACS is entitled to interest in accordance with the Netherlands statutory interest rate for late payment of commercial debts from the date payment is due until the date of payment.

Article 8 - Providing of Services and Equipment

1. ACS will provide the Equipment and Services as agreed in writing by the Parties.
2. ACS will use its best endeavours to provide up to standard and state of the art Equipment and to use good and up to standard craftsmanship in supplying the Services to the Client.
3. In case of breakdown or malfunctioning of Equipment the Client shall inform ACS as soon as reasonably possible and confirm the same in writing within 2 working days and ACS shall use its best endeavours to restore the same or supply replacement Equipment as soon as possible.

Article 9 - Use of Equipment

1. The Client will handle the rented Equipment with due care and attention and in accordance with ACS's technical terms and instructions. The Client is not entitled to modify or repair any part of the Equipment or have it repaired or modified by third parties. The Client shall not use software or data storage devices in combination with the Equipment other than prescribed or authorized by ACS.
2. The Client will allow ACS to inspect the rented Equipment at all times. ACS reserves the right to recover the rented Equipment for technical inspection and maintenance, whereby ACS will provide replacement Equipment.
3. In case the Client uses the Equipment or Services of ACS for the benefit of third parties, the Client shall stipulate application of these general terms in its contracts with the third party, failing which the Client will hold ACS harmless against claims of the third party concerned. In case of claims by these third parties for malfunctioning of the Equipment or Services of ACS or damages incurred by these third parties in connection with the use of the Equipment or Services of ACS, the Client shall refrain from accepting liability on behalf of ACS and forward the claim to ACS for direct settling.
4. If the rented Equipment or parts thereof are lost or damaged beyond repair as a result of negligence or misuse on the part of the Client, the Client shall pay ACS a sum equal to the purchase price of replacement equipment or of spare parts and the cost of replacing the same.
5. In the event of damage to or loss of Equipment, the Client is obliged to notify this immediately in writing to ACS and provide all requested or necessary information in relation thereto.

Article 10 - Supervision of Equipment

1. The Client will take all necessary measures and will ensure that there is adequate security, during the Event during and after working and opening hours, in order to prevent theft or misappropriation of or damage to the Equipment.
2. For as long as ACS is directly servicing or supervising the Equipment at the premises of the Client or the venue rented or used by the Client, the risk of loss and damage will fall under the responsibility of ACS. From the time that ACS is no longer directly servicing or supervising the Equipment at the premises of the client or the venue of or used by the Client or after opening hours of the venue, the supervision of the Equipment will fall under the responsibility of the Client.

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Article 11 - Equipment insurance

1. The Equipment is insured by ACS within Europe against damage as a result of fire and water - both during transport and during the hire and rental days and the days that the Services are performed.
2. The insurance of ACS does not cover the risk of loss or theft or misappropriation of the Equipment at the premises of the Client or the venue rented or used by the Client. The Client is therefore liable for loss resulting from theft (with or without traces of forced entry) and misappropriation of the Equipment, or for any other loss which is caused by negligence of or misuse by the Client, or third parties engaged by it during the time that the Equipment is not actually serviced or operated by ACS.

Article 12 - Inspection of Equipment and Services

The Client shall have inspected the Equipment upon installation of the same at the location concerned prior to the start of the Event concerned at the latest 2 hours prior to the start of the Event or within 12 hours from the request of ACS if earlier. The Equipment and installation thereof will be considered in good order and accepted by the Client failing a written notice by the Client to the contrary 2 hours prior to the start of the event or within 2 hours from inspection if inspected earlier.

Article 13 - Return of Equipment

The Client is obliged to enable ACS to recover the hired Equipment on the very day of the end date of the rental period or per the end of the Event, whichever occurs earlier.

Article 14 - Third party materials and rights

1. ACS will handle materials entrusted to it, such as videotapes, cd-roms, dvd's, usb sticks or other data storage devices, documents and other materials, hereafter referred to as "Materials" containing information, images, sound and other data, hereafter referred to as "Content" to be reproduced with the Equipment or incorporated into the Equipment, with great care.
2. ACS disclaims all liability for loss of or damage to Materials and Content provided to it or loaded into the Equipment for reproduction purposes, from whatever cause, except in the case of wilful intent or gross negligence on the part of ACS.
3. In cases involving valuable or irreplaceable unique Materials or Content to be reproduced with the Equipment, the Client must notify this in advance in writing and very emphatically and in detail to ACS's handling staff.
4. The Client shall fully indemnify ACS and its subcontractors and hold ACS and its subcontractors harmless against claims from owners of or right holders with respect to the Materials or Content concerned or from other third parties with respect to claims of infringement of such third party trademark, copy, neighbouring, performing, video or other intellectual or industrial property rights on the basis of the Materials and its Content.

Article 15 - Collection of Materials

If it has been agreed with the Client that Materials processed by ACS or provided to ACS will be collected by the Client on a stipulated date and the Client shall not have collected the same by that date, ACS shall be entitled to have these Materials stored or sent to the Client's address at the Client's expense and risk.

Article 16 - Information

Parties shall provide adequate and timely information to each other with respect to the requirements to be observed by the other party and the details of the event reasonably necessary for the providing of the Services by the other party.

Article 17 - Cancellations

1. In case of cancellation by the Client of the total of the rental of Equipment or the Services to be provided or a substantial part thereof more than twelve (12) months prior to the first date of the rental or providing of Services, the Client shall owe to ACS one (1) per cent of the total amount due according to the Quotation(s) agreed upon and laid down in an Appendix to the Agreement between the Parties, with a minimum of seven thousand five hundred (7,500.00) Euros, plus VAT. In case of cancellation by the Client between twelve (12) and six (6) months as further formulated above, the Client shall owe to ACS two and a half (2,5) per cent of the Quotation(s) as formulated above, with a minimum of ten thousand (10,000.00) Euros, plus VAT. In case of cancellation by the Client between six (6) and three (3) months as further formulated above, the Client shall owe to ACS five and a half (5,5) per cent of the Quotation(s) as further formulated above, with a minimum of fifteen thousand (15,000.00) Euros, plus VAT. In case of cancellation by the Client between three (3) and one (1) month(s) as formulated above, the Client shall owe to ACS fifty (50) per cent of the Quotation(s) as further formulated above plus VAT. In case of cancellation less than one (1) month prior to the first date as formulated above, the Client shall owe to ACS the total amount of the Quotation(s) plus VAT. Any prepaid instalments shall be reimbursed to the Client after deduction of the above mentioned amounts.

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2. The Client will notify a cancellation of a contract/order or part of an order in writing or by email to the account manager of ACS mentioned in the quotation or contract with acknowledgment of ACS of such notice.

Article 18 - Liability

1. In case of malfunctioning of Equipment or failure in the providing of Services the Client will enable ACS to repair or replace the same or provide the Services once again if reasonably possible. In case of non functioning or malfunctioning of Equipment or in case of non fulfilment of the Services because of fault or negligence of ACS, ACS will refrain from charging for that part of its performance concerned or will grant a reasonable deduction to its prices.
2. ACS is not liable for acts and omissions by the Client or third parties engaged by the Client.
3. ACS's liability is in all cases restricted to the amount covered under its liability insurance policy and if no coverage is awarded to the amount of the order concerned.
4. ACS is never liable for indirect or consequential or immaterial damages resulting from whatever cause.
5. ACS waives any liability for any claims not notified to it in writing with adequate justification within 1 month from its occurrence.

Article 19 - Force majeure

1. If a party is prevented from fulfilling its obligations in full or in part or in time due to force majeure, that party is entitled to suspend its obligations in so far as they have not been fulfilled, without the other party having any claim against that party for damages as a result, notwithstanding subparagraph 3 hereof.
2. Each party is entitled to dissolve the contract without being liable for damages with respect to the non-performed part thereof if the force majeure event continues until or during the period of the event/congress for which the contract was concluded and cannot reasonably be fulfilled timely thereafter, notwithstanding subparagraph 3 hereof.
3. The Client remains nevertheless obliged to pay ACS (i) an administration fee of one (1) per cent of the total amount due by the Client according to the Quotation(s) agreed upon and laid down in an Appendix to the Agreement between the Parties, with a minimum of seven thousand five hundred (7,500.00) Euros, plus VAT in the unfortunate event that the Event cannot and will not be fulfilled within the period of six (6) months after the original planned date(s) and (ii) any performed part of the Services or provided Equipment or cost involved therewith.
4. Force majeure includes all involuntary and unforeseeable disruptions or obstructions beyond the control of a party that make it impossible for that party to perform its obligations, such as amongst other causes, storms, floods, earth quakes or volcano eruptions and other natural disasters, obstructions by third parties, strikes, civil commotion, lock-outs, riots, war or threat of war, terrorism or nuclear disasters, epidemics, and loss of or damage to materials which have originated from an unforeseeable cause beyond that party's control. Cancellation of an event for lack of or insufficient participants cannot be considered as a force majeure event.

Article 20 - Termination

Termination of the agreement for Services or hire of Equipment with immediate effect is possible by either party by registered letter to the other party, without prejudice to its claim for damages against the other party:

- a. If the other party shall have failed by its fault or negligence to comply with any substantial term or condition of the agreement upon written notice to the other party to remedy such failure within a reasonable period set by such notice;
- b. if the other party fails to pay any amount due on the basis of the agreement;
- c. If the other party is declared bankrupt or a request for insolvency proceedings or moratorium of debts shall have been filed by or against that party.

In case of termination of the agreement between the parties, the Client shall put the rented Equipment at the disposal of ACS or return the same promptly to ACS at its request.

Article 21 - Notifications

All notifications by a party to the other party shall be made by letter or email to the email address and to the attention of the account manager of the other party stated in the quotation or in the contract, or in any later explicit notification thereof by that party to the account manager of the other party, with acknowledgement or proof of receipt of the notification by that other party, or proof of receipt of the notification, unless otherwise indicated in these general terms.

Article 22 - Assignment

1. The Client is not entitled to assign its rights under the agreement to third parties or to allow third parties to use the Equipment or to use the Equipment at another location than agreed, unless otherwise agreed in writing.
2. ACS is entitled to assign the contract to a third party in the course of a transfer of its business activities to such third party.

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- ACS is allowed to delegate part of the performance of the contract to a third party or subcontractor while maintaining its liability under the agreement with respect to the performance of that party concerned.

Article 23 - Applicable law and Competent Court

- These general terms and all contracts between ACS and the Client and all acts by and obligations of ACS are governed by the laws of the Netherlands.
- All disputes arising from these general terms or relating to the fulfilment of contracts between ACS and the Client and the providing of Services and Equipment by ACS to the Client will be adjudicated exclusively by the competent court in Amsterdam, notwithstanding the right of ACS to elect the jurisdiction of the competent court of the Clients residence or the court of the location where the Services are (to be) performed.

DATA PROCESSING AGREEMENT

This Data Processing Agreement forms an integral part of the GENERAL TERMS AND CONDITIONS ACS AUDIOVISUAL SOLUTIONS BV (hereinafter "General Terms").

Article 24 – Additional definitions.

- "DPA": This Data Processing Agreement, being article 24 up to and including article 36 of the General Terms.
- "Agreement": The terms and conditions that govern the provision of the Services, including the General Terms.
- "GDPR": Regulation (EU) 2016/679 (General Data Protection Regulation).
- "Personal Data" information relating to an identified or identifiable natural person that ACS processes as a data processor on behalf of the Client.
- These definitions only apply in the DPA.
- The definitions incorporated in article 4 of the GDPR apply in the DPA as well, unless another definition has been explicitly used in this DPA.

Article 25 – Scope of the DPA

- This DPA applies where and only to the extent that ACS processes Personal Data on behalf of the Client as a data processor in the course of providing Services and the conclusion of an agreement as meant in article 28 GDPR between ACS and the Client is mandatory according to the GDPR.
- In case of any inconsistencies between the Agreement and this DPA, the provisions of this DPA shall prevail to the extent of that inconsistency.

Article 26 – Details of the processing of Personal Data

- Subject matter: The subject matter of the data processing under this DPA is the Personal Data.
- Purpose: The purpose of the data processing under this DPA is the provision of Services to the Client and the performance of ACS's obligations under the Agreement
- Nature of the processing:
 - ACS hosts presentations during a congress or other event and a certain period thereafter according to the instructions of the Client (hereinafter: "Presentation-Management").
 - ACS creates and hosts a webcast during a congress or other event and/or hosts a webcast during a certain period after the congress or other event according to the instructions of the Client (hereinafter: "Webcast-service").
- Types of Personal Data and categories of data subjects:
 - Presentation-Management and Webcastservice: any Personal Data that is included in the presentation, such as the name of the speaker and images and information concerning other data subjects;
 - Webcastservice only: Video images of the visitors of the event and the speaker, any Personal Data that is included in the presentation (see above) and audio fragments of the speaker.

Article 27 – The processing of Personal Data by ACS

- As between ACS and the Client, the Client is the data controller of Personal Data and ACS shall process Personal Data only as a data processor under the responsibility of the Client.
- ACS shall process the Personal Data only for the purposes described in the DPA and only according to ACS's written lawful instructions, unless ACS is required to process Personal Data by law in which case ACS shall inform the Client of that legal requirement before processing, unless that law prohibits such information on important grounds of public interest.
- ACSS shall comply with the GDPR according to its obligations laid down in this DPA. It is up to the Client to decide on the basis of this information whether ACS provides sufficient guarantees to implement appropriate technical and

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organisational measures in such a manner that processing will meet the requirements of the GDPR and ensure the protection of the rights of the data subject.

Article 28 – General obligations

1. ACS and the Client shall provide each other reasonable support necessary for a correct observance of the GDPR, national implementing legislation and guidelines and directions from the competent supervisory authorities.
2. ACS shall assist the Client in ensuring compliance with the obligations pursuant to articles 32 to 36 of the GDPR, taking into account the nature of processing and information available to ACS.

Article 29 – Confidentiality

ACS shall ensure that any person who is authorized by ACS to process Personal Data (including its staff, agents and subcontractors) shall be under an appropriate obligation of confidentiality.

Article 30 – Security

1. ACS shall implement and maintain appropriate technical and organizational measures as meant in article 32 of the GDPR (hereinafter: “Security Measures”) taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing Personal Data as well as the risk for the rights and freedoms of natural persons.
2. At the request of the Client, ACS shall provide information regarding the Security Measures.
3. The Client acknowledges that the Security Measures are subject to technical progress and development and that ACS may update or modify the Security Measures from time to time provided that such updates and modifications do not result in the degradation of the level of protection of the Personal Data.

Article 31 – Security Incidents

1. ACS cannot guarantee that the Security Measures are adequate under all circumstances. Upon becoming aware of a personal data breach as meant in article 4 sub 12 of the GDPR (hereinafter “Security Incident”), ACS shall inform the Client with undue delay and shall provide timely information relating to the Security Incident as it becomes known or as is reasonably requested by Customer.
2. ACS itself reserves the right to notify the Security Incident to the competent supervisory authority and/or data subjects, subject to prior consultation of the Client.

Article 32 – Information and Audits

1. At the request of the Client, ACS shall provide the Client all reasonable information necessary to demonstrate observance of the DPA.
2. The Client is entitled to execute an audit in order to verify the observance of the DPA by ACS, which will be executed by an independent third party only. ACS will provide all reasonable support and information in the course of the audit. The audit will not be executed before ACS and the Client agree on the timing and the scope of the audit.

Article 33 – Sub-processors

1. The Client agrees that ACS may engage other processors to process Personal Data on behalf of ACS. (hereinafter: “Sub-Processors”). The Sub-Processors currently engaged by ACS and authorized by the Client are listed below

Sub-Processors: NONE

2. ACS shall inform the Client of any intended changes concerning the addition or replacement of Sub-Processors at least 10 days prior to any such changes. The Client may object in writing to ACS’ appointment of a new Sub-Processor within 5 calendar days of such notice. In such event, ACS and the Client shall discuss the concerns of the Client in good faith with a view to achieving resolution.
3. ACS shall enter into a written agreement with the Sub-processor imposing comparable data protection obligations as set out in this DPA in order to protect the Personal Data in such a manner that the processing will meet the requirements of the GDPR.
4. Where the Sub-Processor fails to fulfil its data protection obligations, ACS shall remain responsible to the Client for the performance of the obligations as set out in this DPA.

Article 34 – Rights of Data Subjects

ACS shall reasonably assist the Client in the fulfilment of its obligation to respond to requests for exercising the data subject’s rights laid down in Chapter III of the GDPR.

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Article 35 – Limitation of liability

To the extent permitted by law, any claims brought under or in connection with this DPA shall be subject to the terms and conditions, including but not limited to, the exclusions and limitations as set forth in the Agreement.

Article 36 – Duration and termination of the DPA

1. This DPA shall remain in force until the termination of the Agreement in accordance with its terms.
2. Premature termination of the DPA is excluded.
3. Within one month after termination of the DPA, ACS shall delete the Personal Data (including existing copies), unless a longer storage period is required by law.

DIGITAL SERVICES AGREEMENT

This Digital Services Agreement forms an integral part of the GENERAL TERMS AND CONDITIONS ACS AUDIOVISUAL SOLUTIONS BV (hereinafter “General Terms”).

Article 37 – Additional definitions

1. “DSA” : This Digital Services Agreement, being article 37 up and to including article 45.
2. “Agreement”: the terms and conditions that govern the provision of the Services, including the General Terms.

Article 38 - Introduction

1. This DSA contains additional arrangements for any digital services provided by ACS to the Client under the Agreement, including but not limited to facilitating an online platform which allows users to attend to online events or watch content ‘on demand’ afterwards (“Digital Services”)
2. The provisions of this DSA complement the provisions contained in the General Terms and Conditions. In case of contradictions, the provisions laid down in this DSA shall prevail, to the extent of that inconsistency.
3. All capitalized terms not otherwise defined in this DSA, shall have the meaning ascribed to such in the General Terms and Conditions.

Article 39 – Accounts

1. The Client and the end users of the Digital Services may need an account in order to use the Digital Services. The Client itself is responsible for ensuring that login details are treated confidentially. Accounts are personal and may not be used by multiple people.
2. Unless explicitly agreed otherwise in writing, the Client itself is responsible for creating, managing and, where required, withdrawing accounts. The Client itself must monitor whether the authorisations and access rights granted to end users are still up to date.
3. All actions that are carried out via an account will be at the Client’s expense and risk. ACS is entitled to assume that those actions have been carried out by the Client itself or with the Client’s permission.
4. If the Client suspects or concludes that an account is being misused, it must immediately take any measures that may be necessary to prevent (further) misuse, for instance by changing the password. If it is not possible for the Client to take appropriate measures itself, the Client must immediately inform ACS in writing, in order to enable ACS to take the necessary measures.

Article 40 – Terms of use

1. The Client warrants that the Digital Services will not be used in contravention of Dutch law or other applicable laws and regulations, or in a way that is otherwise unlawful. Furthermore, it is explicitly forbidden to use the Digital Services
 - a. to wilfully distribute malware or any other harmful software,
 - b. to send promotional communication, for example by means of unsolicited e-mail (‘spam’), in violation of any applicable laws and regulations,
 - c. to store or disseminate materials that infringe any intellectual property rights or other third party rights,
 - d. to violate the privacy of third parties, including in any case, but not exclusively, the unauthorized distribution of personal data of third parties,
 - e. to store or disseminate materials that are threatening, libelous, defamatory, obscene, pornographic or offensive, or,
 - f. in any manner that may cause hindrance for other users of the Digital Services, or that may damage the systems or networks of ACS or third parties.

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2. All end user activities are at the Client's expense and risk. The Client itself is responsible for informing them of the applicable terms of use and any other applicable terms and conditions.
3. If ACS finds that the Client has violated the terms of use or any other conditions, or receives a complaint about this, it will give the Client a warning. If this does not lead to a satisfactory solutions, ACS may intervene itself. In urgent or serious cases, ACS may intervene without warning.

Article 41 – Availability

1. ACS will endeavor to keep the Digital Services available at all times, but cannot guarantee uninterrupted availability. ACS will be entitled to take the Digital Services temporarily out of operations for the purpose of maintenance activities and will notify the Client timely thereof.
2. If any obstruction, loss or other threat arises or may arise for the operation of ACS's computer systems or network or third-party computer systems or networks, for instance due to excessive sending, uploading or downloading of data, network attacks, poorly protected systems, or activities of viruses or other harmful software, ACS will be entitled to take all measures that it deems reasonably necessary to avert or prevent this threat. ACS will inform the Client of this as soon as possible.

Article 42 – Maintenance and support

1. ACS and its suppliers can release updates and upgrades to resolve errors in the Digital Services or improve its performance. This may result in changes in functionality.
2. ACS shall announce major updates and upgrades at least thirty days in advance. Minor updates that, in the opinion of ACS, do not affect the functionality of the Digital Services in a meaningful way, will be made without prior notice.
3. If the Client and/or end users requests technical and/or practical support in the use of the Digital Services, ACS is entitled to charge additional costs for this, unless such support is expressly part of the agreed Services.

Article 43 – User limits

1. ACS may impose a maximum limit on the capacity the Client and end users may or can use within the framework of the Digital Services. Examples include a maximum number of accounts or a maximum quantity of data storage or network traffic.
2. If the usage limits are exceeded, ACS may charge additional costs, or (after providing a written warning) limit the use of the Digital Services to the permitted capacity.
3. If no limit has been set for the capacity, a fair use policy will apply to the Digital Services concerned.
4. ACS is not liable for the consequences of the Digital Services not functioning properly if the Client exceeds the applicable usage limit, whether or not based on fair use.

Article 44 – Intellectual Property Rights

1. Unless otherwise agreed in writing, all intellectual property rights and related rights, including but not limited to copyright, database rights, rights to domain names, trade name rights, trademark rights, design rights, neighboring rights, patent rights as well as rights to know-how ("Intellectual Property Rights"), pertaining to the Digital Services and other materials developed or provided by ACS under the Agreement shall remain with ACS or its suppliers.
2. The Client only acquires a non-exclusive, non-transferable right to use the Digital Services and other materials for the term of the Agreement in accordance with the provisions contained therein.
3. The Client is forbidden from modifying the Digital Services and other materials or modifying or removing any indications of Intellectual Property Rights from these.
4. The Client is expressly not entitled to access the source code or the source files of the Digital Services and other materials, except in those circumstances in which this is permitted pursuant to mandatory law.
5. The Client is forbidden from reverse engineering the Digital Services and other materials (for instance by means of decompilation), except in those circumstances in which this is permitted pursuant to mandatory law.
6. ACS can take technical and other measures to protect the Digital Services or materials. Where such security measures have been implemented, the Client may not remove or circumvent these.

Article 45 – Customer data

1. All rights to any data stored by the Client or individual end users with the Digital Services, or otherwise made available to ACS by the Client in the context of the Agreement ("Customer Data"), shall remain with the Client or end user. ACS will only use the Customer Data to the extent necessary for the provision of the Digital Services.

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2. If and in so far the Customer Data consists of personal data within the meaning of the General Data Protection Regulation (“GDPR”), the arrangements laid down in the Data Processing Agreement (articles 24 – 36 of the General Terms and Conditions) apply to the processing thereof.
3. If the Agreement is terminated, regardless of the reason for such termination, ACS will destroy or delete the Customer Data as soon as possible.

Amsterdam, October 2021