

End User License Agreement – 1 July 2025

BY USING THE PLATFORM (HARDWARE AND/OR SOFTWARE), YOU INDICATE YOUR AGREEMENT WITH THE FOLLOWING TERMS AND CONDITIONS (hereinafter called the “Terms and Conditions”)

Definitions

The following terms will have the meaning ascribed to them in these Terms and Conditions:

“The Company”: Talius Services Pty (a wholly owned subsidiary of Talius Group Ltd).

“The Platform”: related social alarm product(s) and monitoring Platforms, products and solutions for home and or commercial or any control systems or any part thereof.

“Device”: A mobile phone, personal computer, tablet or any other device or any other Platform interface that you own and/or use and/or hold and/or control, which may enable access to third-party services and Platforms.

“Service Provider”: the entity (not being the Company) that provides services and/or call-centre and or monitoring services and/or other services through the System and enables you to use the Platform.

“Monitored Party”: the third party whose activities of daily living are being monitored.

The Company provides a user interface Platform (including any updates and/or upgrades and/or patches thereto) subject always to the terms hereto for monitoring and/or controlling the System via your Device(s) (hereinafter, respectively, the “Platform”). By downloading the Platform, installing or using the Platform or any part thereof, you irrevocably agree to the following terms and conditions in these Terms and Conditions.

Certain information about you or otherwise is subject to the Privacy Policy; for more information, see the full Privacy Policy as published on the Talius website.

Article I – SCOPE OF USE

1.A. This Agreement applies worldwide, unless otherwise restricted by applicable law or as expressly notified in writing by the Company. The Licence granted under Article I extends only for the duration of this Agreement and is conditional on your ongoing compliance with its terms, including the payment of all applicable fees. Where you have purchased or subscribed to multiple products or services from the Company, this Agreement applies to each such product or service, unless a separate written agreement is in place.

1. B. The Company grants you a non-exclusive, non-transferable, non-sub-licensable, non-assignable, limited right to use the Platform solely and exclusively for your use via your Device(s) license for the intended purpose of monitoring the consenting Monitored Party for a limited time period as specified herein below (the “License”). For the avoidance of doubt, the License allows you to install and use the Platform on several Devices provided that such are owned at all times solely by you;

1. C. You agree that you shall be solely responsible for (and that the Company has no responsibility to you or to any third party) the use of the Platform, for any breach of the obligations under the Terms and Conditions, and for the consequences (including any loss or damage which the Company and/or you and/or any third party may suffer and/or incur) as a result of any such breach.

1.D. As a condition to using the Platform, you agree that certain updates, upgrades and/or patches to the Platform may be automatically received and installed on your Device(s) from time to time. Any applicable data charges will be communicated.

1. E. As a condition to using the Platform, you agree that you will receive certain messages from the Company and/or the Service Provider and/or the System, including notifications sent from the System to your Device(s); modifications, improvements and patches of the Platform; information with respect to the Company's other products; personalized information, including advertisements, from third parties, unless you elect not to receive such third party contents ("opt out"); and such other messages as the Company believes may be to your benefit or interest from time to time.

1. F You agree NOT to use the Platform:

- For any unlawful, fraudulent, or harmful purpose.
- In a way that infringes any third party's intellectual property rights, privacy rights, or other legal rights.
- For competitive analysis, benchmarking, or development of a competing product or service without the Company's prior written consent.
- In a manner that exceeds reasonable use limits or bypasses rate-limiting or security controls.

Article II – PROPRIETARY RIGHTS

2. A. You hereby agree and acknowledge that:

(1) the Platform contains Intellectual Property Rights as well as other proprietary and confidential information that is protected by applicable intellectual property and other laws, and **(b)** The Company owns all rights, title and interest in and to the Platform and content, including without limitation upgrade, modification thereto including without limitation all Intellectual Property Rights therein and thereto. "Intellectual Property Rights" means any and all rights existing from time to time under patent law, copyright law, trade secret law, trademark law, unfair competition law, and any and all other proprietary rights, and any and all Platforms, renewals, extensions and restorations thereof, now or hereafter in force and effect worldwide. You agree that you will not, and will not allow any third party to,

(2) copy, sell, license, distribute, transfer, modify, adapt, translate, prepare derivative works from, decompile, reverse engineer, disassemble or otherwise attempt to derive source code from the Platform or content that may be presented or accessed through the Platform for any purpose, without the express written consent of the Company,

(3) take any action to circumvent or defeat the security or content usage rules provided, deployed or enforced by any functionality (including, without limitation, digital rights management functionality) contained in the Platform,

(4) use the Platform to access, copy, transfer or retransmit content in violation of any law or third-party rights, or

(5) remove, obscure, or alter the Company's copyright notices, trademarks, logos or other proprietary rights notices affixed to or contained within or accessed in conjunction with or through the Platform.

2.B. USERNAME AND PASSWORD: In order to access and use the Platform, you must obtain a valid username and password. You are solely responsible for maintaining the confidentiality of your username and password. Where available 2 two-factor authentication should be adopted. For security reasons and to avoid unauthorised access, you are required to log out in an orderly manner from the Platform at the end of each session. In any case, the Company shall not be liable for any damage or loss of any kind or nature incurred and/or suffered by you and/or by any third party as a result of the Platform being accessed and/or used by unauthorised user/s.

2.C. TERMINATION: The License is effective until terminated by the Company for any reason whatsoever (including without limitation in case that the agreement between the Company and the Service Provider expires or terminates for any reason), and will terminate automatically without notice from the Company if you fail to comply with any Terms and Conditions; in any such event the Company may block you from using and/or accessing the Platform and you shall not have any claim against the Company in connection with such restriction.

2.D The Platform may include open-source software or other third-party components, each of which is licensed under its own applicable terms. Copies of such licences are available on request. To the extent required, those third-party terms will override the terms of this Agreement for that component only.

2. E If you provide the Company with feedback, suggestions, or ideas in relation to the Platform, you grant the Company a perpetual, worldwide, irrevocable, royalty-free licence to use, modify, and incorporate such feedback into its products and services.

Article III – DISCLAIMER OF WARRANTIES

3.A. You expressly acknowledge and agree that use of the Platform is at your sole risk and that the entire risk as to satisfactory quality, performance, accuracy and effort is with you. To the maximum extent permitted by applicable law, the Platform is provided “as is” and “as available”, with all faults and without warranty of any kind, and the Company hereby disclaims all warranties and conditions with respect to the Platform, either express, implied or statutory, including, but not limited to, the implied warranties and/or conditions of merchantability, of satisfactory quality, of fitness for a particular purpose, of accuracy, of quiet enjoyment, and non-infringement of third party rights. The Company does not warrant against interference with your enjoyment of the Platform, that the functions contained in, or performed or provided by the Platform will meet your requirements, that the operation of the Platform will be uninterrupted or error-free, or that defects in the Platform will be corrected. The Company does not warrant that the Platform shall be compatible with each web browser (and each version thereof), and you are solely responsible for obtaining a browser supporting the Platform from your applicable provider. Usage of the Platform may require downloading and installing a third party software (e.g., pdf viewer Platform) and you are solely responsible for obtaining such third party software, with Company assuming no liability whatsoever in connection with such software including its availability (or lack thereof), performance, cost, or any results caused by the operation of such software. No oral or written information or advice given by the Company or its authorised representative shall create a warranty, other than as explicitly set forth in writing in these terms and conditions. Should the Platform prove defective, you assume the entire cost of all necessary servicing, repair or correction. Nothing in this Agreement excludes, restricts, or modifies any rights, remedies, guarantees, or warranties you may have under the Competition and Consumer Act 2010 (Cth), including the Australian Consumer Law, which cannot be excluded, restricted, or modified by agreement.

3.B. You are solely responsible for any damage to your device(s) or loss of data that results from using the Platform.

3.C. You expressly understand and agree that the Company cannot assure and takes no responsibility that some or all of the information sent via the Platform will be sent and/or reach the intended recipient and/or not be sent and/or not reach other third parties, in which case the Company will not be liable for any damage and/or loss of any kind or nature incurred and/or suffered by you and/or by any third party as a result thereof.

3.D. You expressly understand and agree that the Company cannot assure and takes no responsibility that the Platform will successfully provide notices to your device or to your service provider, nor that the system and/or any part of the system will successfully trigger notices or otherwise will conform or operate, in which case the Company will not be liable for any damage and/or loss of any kind or nature incurred and/or suffered by you and/or by any third party as a result thereof.

3.E. You expressly declare: that you have received the monitored party's prior written consent to view and/or monitor the system information as defined herein; that you will treat the system information with the upmost discretion; and, that you will not store and/or share and/or publish the system information or any part thereof.

3.F. You expressly understand and agree that the Company cannot assure and takes no responsibility for measures taken and/or not taken by your service provider in order to protect the system information, and in no case will the Company be liable for any damage and/or loss of any kind or nature incurred and/or suffered by you and/or the monitored party and/or by any third party in case the system information gathered and/or stored by your service provider is exposed to third parties.

3.G. You expressly understand and agree that although the Company will take reasonable measures in order to protect the system information stored on the Company's servers and prevent penetration of the Company's servers by third parties, there is a possibility that some or all of the system information may, for whatever reason, without the Company's and/or your service provider's consent, be exposed to third parties, in which case the Company will not be liable for any damage and/or loss of any kind or nature incurred and/or suffered by you and/or the monitored party and/or by any third party as a result thereof.

3.H. You explicitly acknowledge that the Platform: (i) enables and provides the tracking and monitoring of users', as well as third parties' activities, including without limitation, their whereabouts, daily activities and habits, whether by visual or by other types of methods (the "data"); (ii) enables and provides the ability to collect and compile, and analyse the data; (iii) may facilitate, enable or otherwise assist generation of files containing the data; (iv) enable and allow further uses and activities for which you were advised and made aware of by the Company or the service provider or by any other means become aware of from time to time.

3.I. You explicitly acknowledge that use of the Platform may violate or infringe upon your and/or third parties' rights (including the monitored party), including, without limitation, the right to privacy.

3.J. You explicitly acknowledge that the Platform is not a medical or lifesaving device, product or service; does not provide any medical, life-saving or otherwise pre-emptive measure against injury or otherwise bodily harm or death; nor assume in any way to replace or be in lieu of any such.

3.K. In addition to and without derogating from any and all other limitation of liability provisions herein, in no event shall the Company be liable for any incidental, indirect, collateral, special, third-party, punitive, exemplary or consequential damages or losses of any kind. Excluded damages or losses include, but are not limited to, bodily injury and/or death, cost of removal or reinstallation, ancillary costs to the procurement of substitute goods or services, labour costs, loss of goodwill, loss of profits, loss of savings, loss of use, loss of data, or business interruption, or other pecuniary loss arising out of the use of the Platform, or otherwise arising out of, or in connection with, these terms and conditions, whether or not Company was advised of the possibility of such damage. To the maximum extent permitted by law, the Company's total aggregate liability for all claims arising under or in connection with this Agreement is limited to an amount equal to the total fees paid by you for the Platform in the 12 months preceding the event giving rise to the claim. The exclusions and limitations in this Agreement do not apply to liability for death, personal injury, fraud, or wilful misconduct.

3.L. The Platform is designed to provide information regarding the Monitored Party and related and/or additional activities, and as such, may be provided from time to time. Company shall have no responsibility for failure of data transmission, corruption or unauthorized access.

3.M. You are responsible for supplying high-speed Internet access. The Company does not provide Internet service; maintain Internet connection, wireless access or communication pathways, computer, smartphone, electric current connection or supply. As long as the Service Provider makes payments to the Company for remote access for your use of the Platform as well as to the System, the Company will authorise your access. The Company is not responsible for your access to the Internet or any interruption of service or downtime of remote access caused by loss of Internet service, radio or cellular or any other

mode of communication used by you for the Platform and the access to the System. You acknowledge that the System can be non-functional or compromised if the Internet codes or devices used for access are lost or accessed by others, and Company shall have no liability for such third-party unauthorised access. The Company is not responsible for the security or privacy of any wireless network system or router. Wireless systems can be accessed by others, and it is your responsibility to secure access to the system with passwords and lockouts.

3.N. The Platform is designed to utilise your enabled cellular Device to access the System. The Device will work only in areas where the cellular service has coverage, and the Company has no control over such coverage. The Company is authorised to record and maintain audio transmissions, data and communications, and shall be the exclusive owner of such property. You are responsible for all permits and permit fees, if any, and agree to file for and maintain any permits required by applicable law and indemnify or reimburse Company for any fines relating to permits. Should Company be required by existing or hereafter enacted law to perform any service or furnish any material not specifically covered by this Terms and Conditions you agree to pay Company for such service or material Company does not monitor signals and communications received by or from your enabled cellular device excluding information regarding login/ logout from the Platform and all Platform usage.

3.O. You acknowledge that signals which are transmitted over telephone lines, wire, air waves, internet, VOIP, or other modes of communication pass through communication networks wholly beyond the control of Company and are not maintained by Company and Company shall not be responsible for any failure which prevents transmission signals from reaching your Internet enabled Device or damages arising therefrom, or for data corruption, theft or viruses to your Internet enabled Device.

To the maximum extent permitted by law, you agree to defend, indemnify and hold harmless the Company, its affiliates and their respective directors, officers, employees, representatives and agents from and against any and all claims, actions, suits or proceedings, as well as any and all losses, liabilities, damages, costs and expenses (including attorneys' fees) arising out of or accruing from your use of the Platform, including your downloading, installation, or use of the Platform, or your violation of the Terms and Conditions.

The Company reserves the right to modify without prior notice the Platform, and the Terms and Conditions governing its use, at any time, including but not limited to charge fees in order to access and/or use the Platform. The Company also reserves the right to terminate any or part of the Platform or any use thereof at any time in its sole discretion without prior notice.

Article IV - LICENSE CHANGES

4.A. The Company reserves the right to update and change, from time to time, this End User License Agreement and all documents incorporated by reference. At all times, you can find the most recent version of the Terms & Conditions on the Company's website or request a copy from the Company's support team. Use of the Platform after such change constitutes acceptance of such changes. If the Company makes any material change to this Agreement or the Platform that reduces its functionality in a material way, the Company will provide at least 30 days' notice.

4.B. These Terms and Conditions, and any new versions, between the Company and you, cover all your use of the Platform, including, without limitation, the Platform. You can accept these Terms & Conditions by clicking on such acceptance buttons or links as may be designated by the Company. If you disagree with any of the terms below, the Company does not grant you a license to use the Platform.

4.C. Your contractual relationship with your Service Provider and/or other third parties, including payment, delivery of goods or services, and any other terms, conditions, privacy policies, warranties or representations associated with such dealings, is solely between you and such provider and/or third party. You agree that the Company will not be responsible or liable for any loss and/or damage of any

kind or nature incurred and/or suffered by you and/or any third party as a result of the presence of such provider and/or third parties on the Platform.

4.D. These Terms and Conditions constitute the entire agreement and understanding between you and the Company relating to the Platform and govern your use of the Platform, and completely replace and supersede any prior or contemporaneous agreements between you and the Company regarding the Platform.

4.E. The failure of the Company to exercise or enforce any right or provision of these Terms and Conditions does not constitute a waiver of such right or provision, which will still be available to the Company.

4.F. The provisions of these Terms and Conditions are independent of and severable from each other. If any provision is found to be invalid or unenforceable for any reason, that provision shall be deemed modified to the extent necessary to make it valid and operative, or if it cannot be so modified or eliminated, the remainder of these Terms and Conditions shall continue in full force and effect as if these Terms and Conditions had been signed with the invalid portion so modified or eliminated.

4.G. These Terms and Conditions and your limited relationship, which is only specified herein, with the Company under these Terms and Conditions, will be governed by the laws of Queensland, Australia, without regard to its conflict of laws' provisions. You and the Company agree to submit to the exclusive jurisdiction of the courts located within Queensland, Australia, to resolve any legal matter arising from these Terms and Conditions.

4.H. You may not assign or transfer your rights or obligations under this Agreement without the Company's prior written consent. The Company may assign or subcontract its rights or obligations under this Agreement without your consent.

4.I. Neither party will be liable for any delay or failure to perform its obligations under this Agreement due to events beyond its reasonable control, including natural disasters, government actions, labour disputes, internet or telecommunications failures, or acts of third parties.

4.G. This Agreement, together with any documents expressly incorporated by reference, constitutes the entire agreement between the parties in relation to its subject matter and supersedes all prior agreements, understandings, or arrangements, whether written or oral.

4.H. Before commencing litigation, the parties must follow this process:

- Negotiation – senior representatives meet to attempt resolution within 14 days of notice of a dispute.
- Mediation – if unresolved, either party may refer the dispute to mediation administered by an agreed mediator or, failing agreement, the Resolution Institute of Australia.
- Litigation – if mediation fails after 30 days, either party may commence legal proceedings.

ADDENDUM A – PRIVACY POLICY

You may visit the Company website (the “Site”) or the Service Provider’s website.

By downloading or using the Platform or by entering the Site, you fully understand and unambiguously consent to the collection and processing of such information and to the terms of the Privacy Policy. If you do not agree to the terms of the Privacy Policy, you must not use the Platform or Site.

This Privacy Policy may be amended or updated from time to time. If we make any material changes to the Privacy Policy, the Service Provider shall update you of these changes. Our website will reflect changes in the Privacy Policy as well, and you are advised to consult the Privacy Policy regularly for any changes.

Personally Identifiable Information

In the course of using the Platform, we might ask you to provide us with certain personally identifiable information that can be used to contact or identify you (“Personal Information”). Personal Information may include, but is not limited to, your name, country of residence, email address and website address.

Non-Personally Identifiable Information

When you use the Platform (whether such use is performed on the System or a Device, on the Site or on a website of one of our partners or other third parties), we collect information regarding your use of the Platform, and information that your browser sends whenever you visit a site or online service, including, without limitation, your computer’s Internet Protocol (IP) address, browser type, the web page you were visiting before, and information for which you search.

When you use a widget or any other tool offered by us, whether on the System or a Device, on the Site or on a third party website, including a website owned or operated by you, we may record data related to that activity, the deployment of the widget or tool, your location and any other account related data.

Like many websites, we use “cookies” to collect information. A cookie is a small data file that we transfer to your computer’s hard disk for record-keeping purposes. You can instruct your browser, by changing its options, to stop accepting cookies or to prompt you before accepting a cookie from the website you visit. If you do not accept cookies, however, you may not be able to use all portions of the Site or all functionality of the Platform.

We may present links in a format that enables us to keep track of whether these links have been followed.

Third Party Sites

This Privacy Policy applies only to the Platform functionality on the System or a Device under your control, or on the Site. The Site may include links and references to the websites of others or third-party advertisers. These other sites may place their own cookies or other files on your computer, collect data or solicit personal information from you. Other websites follow different rules regarding the use or disclosure of the Personal.