

General Terms and Conditions (GTC)

1. Introduction

1.1. Scope of the GTC

These General Terms and Conditions (hereinafter referred to as the "GTC" or the "General Terms and Conditions") define the general terms and conditions governing the provision and use of the services (hereinafter referred to as the "Service") associated with the CONVOY-ZERO recruitment application (hereinafter referred to as the "Application"). The specific types of Services covered by these GTC are detailed in Section 2.

1.2. Details of the service provider

The operator of the Application is ST22connect Kft., a limited liability company registered in Hungary, with its registered office: 7634 Pécs, Szentlőrinci út 15, company registration number: 02-09-088009, tax number: 32431115-2-02 (hereinafter referred to as the "Service Provider").

1.3. Adoption, modification, and amendment of the GTC

By signing contracts, submitting orders electronically, or subscribing to services, the User is deemed to have read, understood, and accepted the contents of these GTC (including any documents referenced herein) and agrees to be bound by them. The Service Provider reserves the right to amend these GTC unilaterally at any time.

1.4. Application of GTC

The Services are provided by the Service Provider upon the conclusion of individual contracts, the acceptance and confirmation of orders, and the subscription to services as specified in these GTC. Unless expressly provided otherwise, These GTC apply to the provision of all Services and form part of individual contracts, orders, and subscriptions. The GTC shall apply to all obligations between the parties, even in the absence of a separate and express provision to the contrary.

1.5. Duty to cooperate

The Parties undertake to cooperate closely in the performance of the contract and to do their utmost to ensure that the objectives of the contract are fully achieved. To this end, the Parties shall be obliged to, at the request of the other Party, take all necessary steps and provide in a timely manner all necessary information, data, and documents required for the performance of the contract.

2. Description of services

This section provides a detailed description of the Services offered through the Application. The Services are available to individuals or entities who register within the Application (hereinafter referred to as 'Users'). A User may either be a 'Driver User,' who registers as a natural person, or an 'Advertiser User,' who registers on behalf of a legal entity..

The Service Provider reserves the right, at its sole discretion, to modify, alter, or change the scope and/or specifications of the Services. The User acknowledges that, to ensure the quality and continuous improvement of the Services and to prevent potential complaints, the Service Provider may, at its discretion, send a satisfaction survey to the User via electronic means or telephone, which the User may complete voluntarily..

2.1. Driver User registration

The Driver User Registration service allows drivers to register through the Application to access job opportunities and other related services (e.g., country-specific useful information, travel updates) Natural persons who have registered and provided all the necessary data can connect with potential employers (Advertiser Users) through the Application. The Service is free of charge.

Conditions for registration:

- User are 18 years old.
- Natural person

- User must have a valid driving licence that has been valid for at least two years.
- The driver agrees to comply with the ethical and professional requirements set by the application.
- The driver accepts the General Terms and Conditions and the Privacy Policy.

The first step of the registration process is to fill in basic personal and professional information.

User will then need to upload the following documents:

- Valid driving licence (all categories in which User are entitled to drive).
- Professional references or letters of recommendation (if available).

Provide professional experience, including names of previous employers, place and time of employment, and types of vehicles driven. User can also set their preferences, such as availability periods, work locations and expected remuneration.

As part of the registration process, User will be given the opportunity to record a short video interview, based on instructions, in which User can introduce themselves, describe their professional experience and explain why User think User are suitable for the jobs on offer. This step is not compulsory, but User can only apply for a job once it has been completed.

2.2. Advertiser User registration

The purpose of the Advertiser User Registration service is to provide companies with the opportunity to register through the Application and to be able to post advertisements and use recruitment services. The Service is free of charge.

Conditions for registration:

- Only legal entities that comply with the relevant legislation and have the necessary authorisations to operate may be registrants.
- The registrant's representative must be authorised to act on behalf of the company
- A commitment to comply with the ethical and professional requirements set by the application.
- The Advertiser accepts the Terms and Conditions and the Privacy Policy.

The first step of the registration is to fill in the data indicated on the form, in particular: company name, tax number, registered office, contact name and contact details, logo, fleet size, website address, company description.

The following information about the company will be displayed to the Users of the Application:

- Name
- Logo
- Fleet size
- Headquarters
- Website
- Description

The Service Provider has the right to verify the data provided, suspend or cancel the registration in case of violation of the rules and to monitor or control the user's activities. Advertiser User is responsible for the security of his/her account, in particular for the secure management of passwords and the prevention of unauthorized access to the account. Advertiser User must notify the Service Provider immediately if they detect unauthorized access or a security incident. The Registrant acknowledges that the Service Provider has the right to verify the authenticity and legality of the data provided and may request additional documentation if necessary.

The Registrant is prohibited from using the Service for any purpose not authorized by the Service Provider, including spam, harassment, fraud, or any other unlawful activity.

2.3. CV and video interview database

Driver Users have the possibility to upload CVs and video interviews through the Application, which may be made available to Advertiser Users upon their application or consent. The Service is free of charge. The following terms and conditions apply to the uploading and storage process:

CVs can be completed by filling in the dedicated form in the Application. This includes in particular name, e-mail address, telephone number, type of driving licence, work experience, languages, working hours and type of transport, country of base, type of vehicles driven, typical countries.

To use the Service, User must provide all of the required information, without which the job search process cannot be successful.

CVs and video interviews must contain real, up-to-date and relevant information that demonstrates the candidate's professional experience, qualifications and competences. Posting any false, misleading or untrue information is strictly prohibited and may lead to immediate disqualification.

The documents uploaded by Driver Users may contain personal data, and it is the responsibility of the uploaders to ensure that they only share information that is strictly necessary for the purposes of their employment. The Service Provider will ensure that the data is processed in accordance with applicable data protection legislation and will only make it available to Advertiser Users upon application.

Uploaded CVs and video interviews are stored in the database for 24 months from the date of upload. After 24 months, the documents will be automatically deleted by the Service Provider unless the User updates or re-uploads them. Driver Users may request the deletion of their uploaded materials at any time through the appropriate function of the Application.

The CV and video interview database can be used by Driver and Advertiser Users according to the following rules:

- **Access rights:** the data stored in the database of each Driver User may only be accessed by Advertiser Users for whose job advertisement the Driver User has applied in advance and who have the necessary subscription package.
- **Purpose of the database:** the database is intended solely to facilitate the employment of Users. The data is used for the sole purpose of recruiting and selecting employees. Any other use, in particular transfer to third parties or use for marketing purposes, is strictly prohibited.
- **Data management responsibility:** Advertiser Users must keep access confidential and ensure that the information obtained is not disclosed to unauthorised persons. They are responsible for the security of their own login details and must immediately report to the Service Provider if their access is compromised.
- **Consequences of abuse:** if the Service Provider detects any abuse, breach of the rules or unauthorized use of data, it is entitled to suspend or terminate the access of the User concerned with immediate effect and to take legal action against the User.

2.4. Bounty hunter service

Headhunter Service is a premium service designed to help companies find and hire the best drivers. This service is available to Advertiser Users who wish to pay particular attention to filling their positions and select the best possible shortlist of candidates.

The service is only available to Advertiser Users who have a Bounty Hunter Package.

To be eligible, the Advertiser User must have a valid and complete company profile in the Application. In addition, when the Service is used, an individual agreement is concluded between the Advertiser and the Service Provider, which sets out the bounty hunter fee and the details of the legal relationship.

2.5. Publication of advertisements (non-jobs)

The Application allows User to post different types of advertisements that are not job advertisements. These may include in particular:

- Advertising of services
- Sale of products:

- Promotion of events

In order to publish an advertisement, the Advertiser User must register in the Application and, after requesting a quote, enter into an individual contract with the Service Provider for the advertisement. In this contract, the type, duration and other terms of the advertisement are specified. To publish an advertisement, the advertiser must pay the advertising fee set out in the contract in advance.

The following rules apply to advertising content:

- **Legality and Morality:** advertisements must not contain any unlawful, misleading, offensive or immoral content. The information contained in advertisements must be accurate and truthful.
- **Intellectual Property Protection:** the advertiser must ensure that the advertisement does not infringe the intellectual property rights, including copyrights, trademarks and other rights, of any third party.
- **Responsibility:** the Advertiser is fully responsible for the content of the advertisement. The Service Provider excludes all liability for any infringement or damage resulting from the content of the advertisement.

Under the individual contract, the Service Provider is entitled to moderate the advertisements in advance and reserves the right to refuse or remove advertisements that do not comply with the law or general moral standards. The advertisements will be displayed once the individual contract enters into force.

The advertisement will be published no later than the working day following the day after the payment of the advertising fee is credited.

2.6. Publication of job advertisements, making applications for advertisements available

The application provides Advertiser Users with the possibility to post job advertisements.

The following conditions apply to the posting of job advertisements:

Only registered Advertiser Users may post a job advertisement. When registering, User must provide the name of the employer company, its registered office, tax number, as well as the name and contact details (email address, telephone number) of the contact person. The number of job advertisements depends on the subscription plan.

Job advertisements must contain the following information accurately and in detail:

- Name and job description of the position to be filled.
- Place of work (base country, countries covered) and type of employment (full-time, part-time, fixed-term, indefinite, etc.) and working arrangements.
- Qualifications and requirements (type of driving licence, work experience, languages spoken, working hours, type of transport).
- How and when to apply.
- Benefits (pay band, type of vehicle to drive, benefit package).
- Any other information relevant to the applicants.
- The advertisement will be deleted after 3 months of its validity period, if it has not expired.

Advertisements must comply with the relevant labour law and anti-discrimination legislation. It is prohibited to publish any discriminatory, misleading or false information. The advertiser is responsible for the legality of the content published. The advertiser undertakes to publish in the advertisement only his/her job offer for his/her actual position(s), based on real conditions.

The job advertisement will remain active until the date indicated at the time of posting, but no later than 3 months from the date of publication, after which it will automatically expire. The advertisement may be extended by the employer at any time, subject to the existence of the necessary subscription package. If the required subscription is terminated during the active period, the job advertisement will also be deleted.

Job advertisements can be for one position or for the recruitment of one person. If the Advertiser is looking for more than one person for the same position, it is considered as a new job advertisement.

The Service Provider reserves the right to pre-screen, moderate and, if necessary, reject job advertisements if they do not comply with the conditions set out in the Application.

Advertiser acknowledges that the decision to publish the advertisement is at the sole discretion of the Service Provider. Appearances will be selected and published on a random basis, but the Advertiser User has the option to purchase highlights as set out in clause 2.7. The Advertiser User gives its express consent to these promotions. The Service Provider is entitled, but not obliged, to display the advertisements pursuant to this clause.

In the case of an application, the Service Provider will forward the data of the applicant (name, e-mail address, telephone number), possibly a CV or a video interview with the applicant, to the Advertiser User. The number of persons with access to their data and the number of persons whose data will be transmitted to the User depends on the subscription package. For more information on the Services included in the Subscription packages, please refer to Section 7.

The Advertiser User undertakes to notify the Service Provider immediately of any vacancy in the current advertisements or any other reason why the vacancy ceases to be valid. All damages resulting from failure to notify the Advertiser shall be borne by the Advertiser. The Service Provider may remove the outdated advertisement after notifying the Advertiser User, but the Advertiser User shall remain liable to pay the advertising fee for the entire duration of the advertisement ordered. The advertisement and the data generated in connection with it shall remain available for a period of two months following the inactivation of the advertisement.

The job advertisement will be published no later than the working day following the posting.

2.7. Job advertisement highlighting (category-based highlighting, location-based highlighting, individual highlighting)

The Application provides Advertiser Users with different highlighting options to give their ads more visibility. The following types of highlights are available:

- **Category-based highlighting:** the ad will appear at the top of the category listings, so users who are looking for a job in a particular category will see it first. To be highlighted, the ad must match the selected category and offer relevant content based on the category. The Advertising User acknowledges that there may be several simultaneous highlights within a category, and that the featured advertisements are subject to continuous rotation, i.e. the highlighting may not be continuous. It is possible to order or use a category-based highlighting if there are at least 7 days left of the expiry date of the job advertisement. The Service Provider reserves the right to limit the days on which the highlighting can be started. The Advertiser User may order multiple category-based highlights for a single job advertisement.
- **Location-based highlighting:** the ad will be highlighted based on the location of the Driver Users, especially for those who are looking for a job in the geographical area. The highlighting is conditional on the advertisement including the exact location of the job and the employer ensuring that the location in the advertisement is real and available. The Advertiser User acknowledges that there may be multiple location-based highlights in a specific location at the same time, i.e. highlights may rotate.
- **Unique highlighting:** this form of highlighting gives employers the opportunity to make the advertisement more attractive through a unique look and layout. This can include a colour background, a highlighted font or a company logo. Custom highlighting is subject to the advertiser adjusting the appearance in accordance with the guidelines set by the Service Provider.

The fees and scope of the highlighting options are set out in the individual quotation provided by the Service Provider.

2.8. Providing useful information (travel information, country-specific official matters, local communities)

The Application provides useful information for Driver Users on a variety of topics, including road information, country-specific official information and information about local communities. The following conditions apply to the use of this information:

The information is available to all registered Driver Users who have accepted the terms and conditions of the Application. Use of the Service is free of charge.

The Service Provider will endeavour to ensure that the information provided is accurate and up to date. However, the Service Provider shall not be liable for the accuracy of the information or the consequences of any decisions based on it. Driver Users use the service at their own risk. Information is collected from credible sources, including official government websites, trusted transport providers and local community platforms. We will always indicate the source of information to users where possible. To access certain information, in particular travel information, users may need to share their geolocation data.

The information is for personal use only. Users are not entitled to mass reuse, public sharing or commercial use of the information without the prior written permission of the Service Provider.

2.9. Request for help from nearby drivers

The Application provides Driver Users with a free way for nearby drivers to ask each other for help.

In order to use the request for assistance feature, the User must have a registered Sofahr User account in the Application and enable the location service. Users who are nearby and have registered with Sofahr and enabled the location and location feature will be notified of the request for assistance and can choose whether to respond.

Driver Users can request different types of assistance, such as starting a vehicle, refuelling or solving any other problem they encounter on the road. When requesting assistance, Driver Users must specify exactly what kind of assistance they need so that the assisting driver can be properly prepared.

It is strictly forbidden to use the feature for unlawful purposes. This includes, but is not limited to:

- Facilitating the commission of an offence
- Abuse and harassment
- Misuse of personal data

Driver Users must ensure that their use of the feature is in compliance with applicable laws and ethical standards. In the event of detection of illegal actions, the Service Provider is entitled to suspend or delete the user account with immediate effect and to notify the competent authorities. The Service Provider shall not be liable for the acts or omissions of drivers contacted through the nearby drivers search function.

2.10. Service offering useful tools and interesting events

In the Application, we make available to Users various interesting events, useful tools, products and links to purchase them (hereinafter "Tools and Events"), which may help Users in their own activities.

The purchase links in the Application lead to websites operated by third parties, for which the Service Provider assumes no responsibility.

The Service Provider is not responsible for the content, accuracy, quality or legality of the Tools and Events or related shopping links. Users use the Tools at their own risk, participate in the Events at their own risk and accept that the Service Provider shall not be held liable for any services, products, availability, errors or delays provided by third parties.

The purchase, use, and payment terms for tickets to Assets and Events are subject to the terms and conditions set by the third-party service provider. The Service Provider is not responsible for the purchase process, its outcome or any contractual relationship between the User and the third party.

The User acknowledges that the third party service provider is responsible for the third party's data management practices when using the Tools and participating in Events. The Service Provider is not responsible for the third party's data management policies and practices. The User is obliged to inform itself about and accept the third party's data management practices.

The Service Provider reserves the right to modify, remove, or add available Tools and Events or purchase links in the Application at any time without prior notice. The Service Provider shall not be obliged to compensate Users for any discontinuation or change in the availability of Tools and Events.

Users agree to use the Tools and Events only for lawful purposes and not for any unlawful activity. Users must also comply with any terms of use set by a third-party.

3. User rights and obligations

3.1. General rights and obligations of Users

Users are required to use the services provided by the Service Provider in compliance with these GTC and the applicable laws. Users have the right to use the Services as intended, provided they take all necessary measures to ensure the safe and lawful use of the Services. Users are responsible for providing the necessary data and equipment (e.g. internet connection, appropriate hardware and software) to use the Services at their own expense. Users must prepare all text recorded in the Application in accordance with the spelling rules published by the Hungarian Academy of Sciences. The Service Provider may make corrections to the text of the advertisement in accordance with the Hungarian spelling rules without the need to consult the User. The User may not make any negative comments about the Service Provider or the Service Provider's group of companies, its products, services, employees, contracted partners or persons acting on its behalf in any public statements (including the Internet), nor may the User engage in any other conduct that may harm the business interests of the Service Provider or the Service Provider's group of companies.

3.2. Conditions for using the services

Users are required to provide accurate, truthful, and complete information throughout the registration process for the Services. Users are obliged to update any changes to such information without delay. Users are given a unique user account for access to the Services, for which they are fully responsible for security. Users shall keep the password and other access data associated with their account confidential and shall not disclose them to third parties. The User is entitled to change his password at any time. The Advertiser declares that the operations carried out in the Application are carried out exclusively by persons authorised and entitled to represent the company. The Advertiser User shall use the access rights for the intended purpose and for the intended purpose and shall not grant, transfer or make available access to unauthorised third parties. In case of breach of these obligations, the registered company shall be fully liable. During registration and use, it is possible to enter a contact e-mail address.

The Service Provider shall consider any request, any other statement or communication received from the e-mail address provided by the Advertiser User as a legal declaration of the Advertiser User. The Advertiser User is responsible for the activities of all its contacts in connection with the Application and the legal relationship between the Advertiser User and the Service Provider.

If there is any change in the contact persons provided by the Advertiser, the Advertiser shall immediately notify the Service Provider. This may be changed on the basis of a duly signed declaration. The Service Provider will delete the e-mail address and password of the previous contact person and will assign and send a new password to the e-mail address provided to the contact person concerned.

3.3. Prohibited conduct and consequences

Users may not use the Services for any unlawful, unfair or abusive purpose. User are expressly prohibited from uploading, sharing or transmitting any content that infringes the rights of others, including intellectual property rights, the protection of personal data, or that is in any way offensive, defamatory or dishonest. The Service Provider has the right to monitor the content uploaded by Users and, in the event of illegal or infringing conduct, to remove it with immediate effect and terminate the User's access to the Services.

In particular, but not exclusively, the content shall be deemed to be infringing if.

- infringes the rights or legitimate interests of any third party, copyright, related rights, moral rights or other rights of personality or other personal rights,
- contains unlawful data or information; untrue or misleading facts; data, business or personal secrets obtained by unlawful means; data of a misleading nature; incitement or suggestion of crime; or elements of a nature to cause offence by reason of their sexual, violent or obscene content;
- and advertising; contains facts, data, opinions or other matter which are defamatory or libellous or likely to impair the mental, physical or moral development of minors; and does not respect the sense of public morality and human dignity; are or may be likely to provoke serious or widespread opposition; are defamatory or degrading; incite or may incite racial, religious or political hatred; create a sense of unacceptable fear or distress; infringe the requirement of equal treatment in a manner contrary to law; or cause an unwarranted interference with the privacy or peace of any person.

The Advertiser User agrees that "robot/automated" software is not allowed to use, extract or save data obtained from the application. In addition, it is prohibited to use any software, tools, scripts, robots or any other device or process for the purpose of detecting, copying, systematically extracting data, text and data mining of the Service, not including search services provided electronically to remote users. The Service Provider prohibits the collection and use of any content published by it, any database produced by it, by means of automated systems or automated software (data scraping). It is prohibited to use the Service Provider's content for the development of any software, including but not limited to teaching machine learning or artificial intelligence (AI) systems. This prohibition shall not apply in cases where the Service Provider directly authorises this under a separate usage agreement. Furthermore, the Service Provider prohibits the use of software or tools that allow access to non-public data or databases without the permission of unauthorised persons; or that are capable of circumventing restrictions, conditions or technological measures imposed by the Service Provider. The use of any software/device that imposes an unreasonable or disproportionately large load on the Service Provider's network or infrastructure is prohibited. User must not do anything that may render impossible, damage or alter the operation or appearance of the Services.

The Service Provider may refuse to publish the advertisement, delete the advertisement already published or suspend the provision of the Service if:

the Advertiser is in serious breach of the provisions of the GTC or the specific contract, or
if the ad is unlawful or in breach of official regulations.

In addition to termination with immediate effect, the Service Provider may also order the User to compensate the damages and costs caused. The User agrees that the Service Provider shall not be liable for any damages or claims arising from the removal of the advertisement or the termination of access due to the fault of the User, the breach of the GTC or the contract.

3.4. Liability and compensation

Users are liable for any damage caused by their use of the Services, including damage resulting from the infringement of third party rights. The User shall indemnify the Service Provider against any claim, demand or damage arising as a result of any unlawful or infringing conduct of the User. The Service Provider reserves the right to take legal action and claim damages against the User who has engaged in infringing conduct.

4. Rights and obligations of the service provider

4.1. Provision of services

The Service Provider undertakes to provide the services set out in these GTC to the highest possible standard for the users. The Service Provider is obliged to make every effort to ensure that the services are available at all times and to ensure their smooth operation. The Service Provider reserves the right to extend, modify or, where appropriate, discontinue the scope of the services, giving prior notice to the users.

4.2. Rules on data protection and data security

The Service Provider is committed to protecting the personal data of its Users and processes it in accordance with the applicable data protection legislation. The Service Provider ensures that Users' data is secure and takes all necessary technical and organizational measures to protect it. The detailed rules on data management can be found in the Privacy Policy.

4.3. Maintenance and development of services

The Service Provider may carry out maintenance work from time to time to ensure the smooth operation of the Services. During the period of maintenance, the Services may be temporarily limited or unavailable. The Service Provider shall notify Users in advance of any planned maintenance work. The Service Provider shall continuously develop and update the Services in order to improve the user experience and adapt to market needs.

4.4. Termination or modification of services

The Service Provider reserves the right to terminate, modify or introduce new services. In the event of termination or significant modification of the services, the Service Provider shall notify the Users at least 30 days in advance. If the service is terminated, the Service Provider shall provide the Users with the necessary information to back up the data or take other necessary measures.

4.5. Fault management and support
The Service Provider undertakes to correct technical errors and problems that occur during the use of the Services as soon as possible. Users may report errors and problems to the Service Provider's customer service.

4.6. Change of deadline

The Service Provider reserves the right to deviate from the deadlines set out in the GTC in case of proper notification (e.g. in case of public holidays, in case of a strike, other force majeure event, in case of claims other than those set out in the GTC), which the User acknowledges and accepts.

4.7. Contracting with competitors

The User accepts that the Service Provider is entitled to refuse to conclude the contract, to refuse the subscription and order, to withdraw from the contract concluded with the User or to terminate it with immediate effect if:

- the User,
- a direct or indirect controlling member/shareholder of the User, and/or
- the User's managing director or managerial employee, and

an entity controlled by a close relative of the above

an actual or potential competitor of the Service Provider or a company belonging to the Service Provider's group of companies. The Service Provider is also entitled to refuse the order, refuse to conclude the contract, withdraw from the existing contract or terminate it with immediate effect if the User's activity infringes or, in the Service Provider's (discretionary) judgement, endangers the business or economic interests of the Service Provider or a company belonging to its group.

4.8. Use of data by service providers

The User accepts that in order to maintain and improve the quality of the services and to prepare job market analyses, the Service Provider is entitled to compile statistical analyses and studies from the data generated in connection with the use of its services, in particular the use of the frequency of application, duration, list of frequently visited pages, even with the participation of third parties, to publish and use them for business development and business acquisition purposes. The Service Provider undertakes not to identify natural persons on the basis of the data used, and to process the data for statistical, research and service development purposes only.

The User agrees that the Service Provider may use facts and data obtained in the course of providing the service, which have not been specifically disclosed by the User, for its own business and other purposes such as statistics and research, and may disclose them to authorized employees of the Service Provider or third parties

5. Order, subscription

Bounty hunting services are ordered in the manner specified in the specific contract between the Parties. Additional Services are ordered, used and subscribed to via the dedicated interface of the Application.

The order or subscription is possible only after all required data indicated on the interface has been fully provided. The order for each Service can only be successful if the User has the required subscription. The content of the subscription packages is described in section 7. The Service Provider shall not be liable if the User has not provided the required information and is therefore unable to use the services included in his subscription package. If the advertisement does not comply with the required conditions, the Service Provider reserves the right to modify or delete it. If the modification requires the cooperation of the User, the time required for the modification shall be included in the advertising period.

The User is not entitled to a refund if they have not used all the services included in their subscription package within the prescribed period or if his advertisement has been cancelled.

The starting date of the Service or subscription is the date on which the Service starts and the last date of the Service is the expiry date according to the ordered service periods. On the day after the last day of the Service period, the Service is no longer available. If the Advertiser does not use the Services, or does not use them in their entirety, within the time available to him, the Services or any element thereof may no longer be used, may not be continued and the Service Provider shall not refund, in whole or in part, the price of the unused Service.

6. Creation of a contract

With the exception of the Headhunter service contract, the contract is concluded with the subscription or the confirmation of the order of the advertisement. The order shall be deemed to be a contract concluded by electronic means and shall be governed by the provisions of the Civil Code (Act V of 2013), Act CVIII of 2001 on certain aspects of electronic commerce services and information society services and the Regulation of the European Parliament and of the Council (EU) on the Digital Single Market and amending Directive 2000/31/EC (DSA Regulation/Digital).

7. Subscriber Packages and Services

The Application offers different subscription packages, which provide different services. The available packages and their contents are described below.

7.1. Free Package

- Advertiser Users can appear as a company in the application, but are not entitled to receive badges (e.g. "recommended", "trusted").
- The possibility to publish an active advertisement.
- Users can only see the first three applicants and the total number of applicants.
- Video interviews are not available.

7.2. Advertising Package (9.990 Ft/month)

- Subscribed Advertiser Users can appear as a company in the application, but are not entitled to receive badges (e.g. "recommended", "trusted").
- User can publish an active advertisement to recruit up to three people.
- Subscribed Users can view the details of all applicants, but are not entitled to view video interviews with them.
- User can request 10 video interviews per month.

7.3. Premium Advertising Package (29.990 HUF/month)

- Subscribed Advertiser Users can appear in the app on behalf of up to three companies and are eligible to receive badges (e.g. "recommended", "trusted").
- A maximum of fifteen active recruitment ads can be published and are highlighted.
- Subscribed Users can view the details of all applicants and can request any number of video interviews.

7.4. Bounty Hunter Package (fee to be paid per individual contract)

- Subscribed Users can use all the services of the Premium package.
- They can use the active search function, i.e. the app searches for drivers based on parameters User specify and the target group can be notified - if they agree.
- Possibility to arrange a pre-interview, so that only the most suitable candidates need to be interviewed.

8. Payment terms

8.1. Fees and Payment Methods

The use of the Services provided by the Service Provider is subject to a fee, unless the Service Provider specifically states that the Service is available free of charge. The current tariffs for the Services are published by the Service Provider on its website or in the App and include the prices valid at the time of ordering the Service. The Service Provider reserves the right to change the tariffs, but the changes shall not apply to services already ordered.

8.2. Payment methods and conditions

Payment for the services can be made through the payment methods provided by the Service Provider. The Service Provider accepts payment by credit card, online bank transfer. When ordering or subscribing to the Service, the User must provide the necessary payment details in the online payment interface. If the User wishes to make payment by bank transfer, they must indicate this by sending an e-mail to partners@convoyzero.com. Payment and crediting of the fee to the Service Provider's bank account is a condition for activating the Service. In any case, the User is obliged to pay in advance. The prices indicated are in HUF and include VAT.

The date of payment is the date of crediting of the invoice amount to the bank account number indicated on the invoice or successful completion of the online payment. An objection to any invoice affects only the disputed item and does not change the other items or the due date of the invoice. Any questions or objections to an invoice must be made in writing within 8 calendar days of receipt. No complaints may be lodged after this deadline, and the User expressly waives the right to dispute the invoice. The Customer expressly acknowledges and accepts the provisions of this clause.

In the event of late payment, the Service Provider shall be entitled to interest on late payments at the rate specified in the Civil Code for business-to-business contracts and, without a payment demand by the Service Provider, to the collection costs at the rate specified in Act IX of 2016 on the collection costs rate, unless the User excuses the delay.

8.3. Billing and refund rules

The Service Provider issues an electronic invoice for the amount paid, which is sent to the e-mail address provided by the User. The invoice will be issued automatically after the payment has been made. The User is responsible for the provision and accuracy of the billing data. In the event of non-compliance with the payment deadlines, the Service Provider is entitled to suspend the provision of the Service or block the User's account until the full amount has been paid.

8.4. Transferability and refund conditions

The User is not entitled to transfer or assign their subscription or advertising rights, in whole or in part, to any third party. The User shall be entitled to publish only his/her own advertisements in the Application. Furthermore, they are not entitled to transfer the password of the service which is the subject of this contract or the access and other rights arising from this contract to a third party. Any breach of this obligation and/or of the prohibition on transferring advertising shall be considered a serious breach of contract. In this case, he shall pay to the Service Provider a penalty equal to ten times the price of his subscription package in force at the time he became aware of the infringement. The Service Provider may claim damages in excess of the penalty and all other claims arising from the breach of contract.

The Advertiser User is entitled to a refund if they were not able to use the purchased Service due to a technical error of the Service or other reasons attributable to the operator of the application. The User must submit a written request for a refund to the Application's customer service within 14 calendar days of the problem being detected. The request must describe in detail the reason for which the refund is requested and must be accompanied by all relevant evidence. Requests received will be processed by the Application Customer Service within 30 calendar days of submission. If the refund request is accepted, the Advertiser User may choose to request a refund in the form of a cash refund or equivalent credited Services.

If the refund request is accepted, the refund will be made by the payment method originally used by the Advertiser User, unless the User requests it in the form of credited Services. In the case of a cash refund, the amount will be transferred within a maximum of 14 calendar days of the decision.

8.5. Default interest and other charges

If the Advertiser fails to pay by the due date, the Service Provider is entitled to charge interest on late payments, the amount of which is determined by the applicable legislation. In addition to the interest on late payment, the Service Provider shall be entitled to charge the Advertiser User for any other costs incurred in connection with the collection of the overdue debt (e.g. lawyers' fees, administrative costs). The Service Provider will send a prior written warning to the Advertiser User before resorting to these measures.

8.6. Promotions and discounts

From time to time, the Service Provider may offer special offers, discounts and promotions (hereinafter referred to as "Discounts") to Advertiser Users. The terms and conditions and duration of such promotions are typically published by the Service Provider on its own or its partners' websites or in the App, or by means of a newsletter. Promotions and discounts may only be used during the duration of the promotion and may not be combined with any other discounts or promotions, unless otherwise provided by the Service Provider.

The Discount provides a predetermined fixed amount of the service fee expressed in HUF or a discount expressed as a percentage of the service fee.

The Service Provider shall provide prior information on the amount of the Discount, the period of its use and the conditions of its use.

The Discount will be automatically deducted from the price of the Service in each form of validation. The Discount is not transferable to a third party and cannot be combined with other discounts. Only one Discount may be applied per order or per monthly subscription.

The Service Provider reserves the right to reclaim the unlawfully used Discount in case of unlawful use of a price-fixing factor or Discount, even if the order has already been confirmed, but the unlawful use of the Discount was discovered later. This provision shall also apply where an individual contract provides for a benefit in the event of the occurrence of a specific condition, but the relevant condition is not fulfilled.

9. Limitation of liability

9.1. Limitation of the provider's liability

The Service Provider will provide the Services with the utmost care but will not be liable for any indirect, direct, incidental, special, or consequential damages, including but not limited to loss of data, loss of profits, loss of business opportunities, interruption of services, or breach of obligations by users to third parties arising out of the use of the Services. The Service Provider's liability for any damages arising from the use of the Services shall be limited to the amount paid for the Services.

9.2. Dealing with force majeure situations

The Service Provider shall not be liable for any damage or unavailability of the Services resulting from force majeure events, which are beyond the Service Provider's control. A force majeure event is any event beyond the control of the Service Provider that prevents, delays or makes it difficult for the Service Provider to perform its contractual obligations, including but not limited to natural disasters, epidemics, wars, insurrections, acts of terrorism, governmental actions, strikes or other labour disputes.

9.3. User liability and compensation

Users are fully liable for all activities that occur from their user account, including but not limited to unauthorized access by third parties, unlawful or unauthorized use of the Services, and violations of the rights of other Users. Users must ensure that the login data (e.g. password, username) associated with their account are kept confidential and are not disclosed to third parties. If Users become aware that their account has been used without authorisation, they must immediately notify the Service Provider.

Users shall compensate the Service Provider for all damages, costs, and losses incurred by the Service Provider due to any unlawful actions or breaches of contract by the Users. The obligation to indemnify includes, but is not limited to, material damage suffered by the Service Provider, claims brought by third parties and the Service Provider's legal and administrative costs. The Service Provider shall be entitled

to enforce its claims for damages against Users directly, including the blocking of the User's account and the limitation of access to the Services.

In the event of legal action against the Service Provider by a third party due to the activities of the Users, the Users shall defend the Service Provider against any such claim, suit, or proceeding and provide all necessary legal assistance. Users shall also reimburse the Service Provider for all costs incurred in the legal defense, including attorney's fees and litigation expenses.

The Advertiser acknowledges that the User shall be fully liable for any damages and other claims arising from any unauthorized processing of data by the User in accordance with applicable law. In the event that any third party asserts any claim against the Service Provider in connection with the unlawful processing of the User's data by the Service Provider, the Advertiser User shall cooperate fully with the Service Provider or indemnify the Service Provider in full in connection with the claim asserted against it within 8 days of the Service Provider's request to that effect.

The Advertiser accepts that in the event that they act in violation of the provisions of the GTC and the data protection legislation, the Service Provider shall be entitled to claim a penalty of HUF 25 million.

9.4. Service availability and errors

The Service Provider shall not be liable for the continuous and uninterrupted operation of the Services, in particular in the event of unavailability of the Services due to force majeure, system maintenance, technical failures, errors in third party services or other events beyond the Service Provider's control. The Service Provider will endeavor to rectify any faults as soon as possible; however, Users acknowledge that there may be occasional downtime or access difficulties.

9.5. Services provided by a third party

The Service Provider is not responsible for any third party services or products made available as part of the Services. The Provider is not responsible for the content, security, legality or operation of third party websites or services. Users acknowledge that they use the services provided by the third party at their own risk and that the terms, conditions, contracts and privacy policies associated with such services are determined by the third party.

9.6. Damage caused by users

The Service Provider shall not be liable for any damages caused by Users to other Users, third parties or the Service Provider itself during the use of the Services. Users shall be solely liable for the content they publish, their conduct in using the Services and for any damages claimed against the Service Provider or third parties arising from their activities. The Service Provider reserves the right to take legal action and claim damages against users who cause such damage.

9.7. Damage resulting from the provision of services

The Service Provider shall not be liable for any damages or other claims arising out of any employment or other legal relationship resulting from its services. The User acknowledges that the Service Provider shall not be held liable for the lack of visits to the advertisement or the unsuccessful search for an employee. The Service Provider does not assume any responsibility for the content of the CVs uploaded/filled in the database, in particular for their authenticity, genuineness and timeliness.

10. Termination of contract (cancellation of subscription)

10.1. Bounty Hunter contract

The rules for terminating the bounty contract are detailed in the specific agreement between the Parties.

10.2. Common understanding

The Parties are entitled to terminate their contract at any time by mutual agreement.

10.3. Unilateral termination

Either Party may terminate a contract of indefinite duration at any time with a 30-day notice period. The termination shall not have retroactive effect and the User shall be liable to pay the charges incurred up

to the date of termination. In the case of a contract concluded for an indefinite period, the right of termination is excluded, unless otherwise provided for in these GTC.

10.4. Consequences of termination of the contract

The User must immediately cease using the Services and delete all data, information, or software related to the Services from their devices. The Service Provider reserves the right to permanently delete the user account and the data associated with it after the termination of the contract.

10.5. Cases of termination with immediate effect

The Service Provider is entitled to terminate the contract with immediate effect without reason, in particular if:

- the User breaches any provision of these Terms and Conditions,
- the User abuses the services or engages in illegal activities,
- the User fails to meet its payment obligations,
- the Service Provider ceases to provide the service, or
- the User engages in conduct that seriously infringes the rights or interests of the Service Provider or third parties.

The Service Provider will notify the user of the termination in writing, which may include the immediate blocking of the user account and the termination of access to the services.

10.6. Consequences of termination of the contract

Termination of the contract shall not relieve the User from the payment of fees, costs and other obligations incurred up to the date of termination. The User shall pay the charges incurred until the termination of the contract, including the pro rata temporis charges for any services used.

11. Complaints handling

11.1. Ways and deadline for lodging a complaint

Users have the right to report any complaints regarding the Services, including unlawful content under the EU Digital Services Regulation, to the Service Provider in writing, electronically, or by post. Electronic complaints should be sent via the dedicated menu of the Application or by e-mail to partners@convoyzero.com, complaints submitted by post should be sent to the registered office of the Service Provider. Complaints will be investigated and responded to by the Service Provider as soon as possible after receipt, but within 30 calendar days at the latest. The User shall notify the Service Provider in writing of any complaint or warranty claim immediately upon becoming aware of it, but no later than within 14 (fourteen) calendar days from the date of the completion of the provision of the service. The Service Provider shall not accept any complaints after this deadline. The User expressly waives any right to assert claims beyond this period.

11.2. The complaints handling process

The Service Provider will assign a unique identification number to each complaint, which will be communicated to the complainant in writing. The Service Provider shall inform the complainant in writing about the outcome of the complaint investigation. If the complaint is justified, the Service Provider shall take the necessary measures to remedy the infringement and prevent its recurrence. If the complaint is rejected, the Service Provider shall send a detailed reasoned reply to the complainant.

11.3. Remedies

If the user is not satisfied with the outcome of the Service Provider's complaint handling, they have the right to seek redress. The user may turn to the competent consumer protection authority, conciliation body or court. Disputes relating to the EU Regulation on Digital Services may be submitted by the Customer to the out-of-court dispute resolution bodies available on the website of the National Media and Infocommunications Authority (NMHH), such as the Online Platform Dispute Resolution Council, after having tried to settle them directly with the Service Provider. The purpose of the out-of-court dispute resolution bodies is to reach a settlement between the parties or to make a recommendation for the resolution of the dispute. To initiate the procedure, the complainant must have exhausted the Service Provider's internal complaint handling possibilities. Anyone may also lodge a complaint with the President of the National Media and Infocommunications Authority about a breach by the Service Provider of the rules of the EU Digital Services Regulation and Act CIV of 2023 on certain rules of Internet intermediary services.

The Service Provider will provide information on the legal remedies and details of the procedure to be followed in the notification of the rejection of the complaint.

12. Final provisions

12.1. Possibilities for amending the GTC

The Service Provider reserves the right to amend these GTC unilaterally at any time, providing notice to the User. The Service Provider shall notify users of any changes to the GTCs at least 15 days before the changes enter into force, either electronically, by e-mail or by means of an announcement published in the Application. Acceptance of the changes is subject to the continued use of the services.

It is not considered an amendment to the GTC if the Service Provider corrects any errors, spelling mistakes or clarifications that may occur in the GTC, which do not have a relevant impact on the performance of the contracts. The modification of the Supplier's own data shall not constitute an amendment to the GTC. The time limit for communicating amendments to the GTCs as listed above, and for communicating amendments required by a change in the law, an act or decision of a public authority or otherwise in order to comply with a legal obligation, may be shorter than 15 days.

12.2. Applied language

The contract will be concluded in Hungarian and/or English only. In case of dispute, the Hungarian version of the contract shall prevail, the English version shall be considered as a translation. The customer service is available in Hungarian and English.

12.3. Choice of law and applicable law

These GTC and the legal relationship between the Service Provider and the Users shall be governed by the laws of Hungary. The parties shall attempt to settle any disputes arising in connection with these GTC primarily by amicable means, through conciliation. If the negotiations do not lead to a result, the Pécs District Court or, depending on the jurisdiction, the Pécs General Court shall have exclusive jurisdiction to settle the dispute.

12.4. Partial invalidity

If any provision of these GTC is held to be invalid or unenforceable, this shall not affect the validity of the other provisions of these GTC. The parties shall replace the invalid or unenforceable provision by a valid and enforceable provision that comes as close as possible to the economic purpose of the original provision.

12.5. Contact and notifications

Contact with the Service Provider and any notifications required under these GTC shall be made in writing only. Written notices shall be sent to the Service Provider's official e-mail address or via the contact form in the Application. Notifications sent by Users shall become effective upon receipt.

12.6. Confidentiality

The User and the Service Provider declare that they will not disclose the details of the legal relationship between them, within the limits of the law, during and after the legal relationship.