

TERMS FOR THE PROVISION OF SOFTWARE LICENSING SERVICES BY GIANTSTRIDE

In this section, the terms for the provision of software licensing services by GIANT STRIDE L.P. to its Customers/contracting parties are specified and analyzed; definitions of frequently used concepts are provided; the obligations of our company GIANT STRIDE and of each Customer are explained; and the agreements for the provision of software licensing services already signed by Customers and referring to this website are supplemented.

The purpose hereof is to ensure the completeness of the terms of the executed agreement for the provision of software licensing services, with a view to achieving optimal communication and cooperation between the contracting parties.

At the same time, any visitor to our website has access to the terms of our service provision prior to engaging in cooperation with GIANT STRIDE, so as to be informed in advance of details regarding our services and the Company's mode of operation.

1. DEFINITIONS

The contracting parties (GIANT STRIDE E.E., as the "Provider", and each Customer) who enter into an agreement for the provision of software licensing services agree that, in such agreement, the terms used shall be defined and specified as follows:

Agreement: The private agreement for the provision of software licensing services entered into between the Provider and the Customer, which refers to these Terms for the Provision of Services as an integral part thereof.

Provider: GIANTSTRIDE E.E., under the trade name GIANT STRIDE.

Customer: The contracting party of GIANTSTRIDE E.E. (Provider) under the agreement for the provision of software licensing services.

Software/Program: Microsoft 365, Microsoft Azure, Sophos Firewall and Acronis Cyber Protect Cloud.

Fee: The consideration which the contracting parties agree as due and corresponding to the service provided, as further specified in the Agreement.

Force Majeure: Any exceptional and unforeseeable event, objective or subjective, which could not have been prevented even by taking measures of utmost diligence and prudence.

Data Controller: The Customer, who determines the purposes and means of the processing of personal data which they collect and process.

Intellectual and Industrial Property Rights: Means copyright and related rights (including database and catalogue rights and photographic rights), patents, utility models, design rights, trademarks, trade names, trade secrets, know-how, and any other form of registered or unregistered intellectual property rights.

2. TERM OF THE AGREEMENT WITH GIANTSTRIDE – NON-RENEWAL – TERMINATION

2.1. The term of the Agreement entered into between the Customer and the Provider is initially agreed to be one (1) year. The exact start and end dates are specified individually in each executed Agreement. Upon the expiry date of the contractual term, the Agreement is automatically renewed and becomes of indefinite duration under the same terms, unless either contracting party requests its non-renewal. The contracting parties may request non-renewal as described above by written notice sent to the other party at least thirty (30) days prior to the expiry date specified in the relevant Agreement.

2.2. If the Agreement becomes of indefinite duration as above, it may be terminated at any time by either contracting party. A notice period of at least sixty (60) days must be observed, i.e., the other party must be informed at least sixty (60) days prior to the effective date of termination. In such case, the Agreement is dissolved and the

Customer must pay the Provider all amounts for services invoiced up to the effective date of termination. If the Agreement is terminated without observing the above sixty-day notice period, the Agreement shall nevertheless be dissolved; the Customer shall pay the Provider all amounts for services invoiced up to the termination date, without prejudice to the Provider's claims against the Customer for compensation of any damage, whether direct or consequential, suffered by the Provider due to such termination without notice.

2.3. The Agreement may be terminated immediately, i.e., without any notice obligation, if bankruptcy proceedings, compulsory administration, or liquidation are initiated in respect of either contracting party, whether the legal entity or the natural persons participating in and binding the legal entity. In such case, the Agreement is dissolved and the Customer must pay the Provider all amounts for services invoiced up to the effective date of termination.

2.4. For the purposes of the Agreement, termination may also be effected by email to the email address stated by each contracting party in the Agreement.

2.5. In any event of expiry/termination of the Agreement, the provided software licenses and services, as described in the relevant executed Agreement and the terms below, shall cease on the expiry/termination date, without any prior notice to the Customer. Any continued operation of the software licenses after the expiry of the Agreement (e.g., software where commitment/use is typically annual and prepaid on an annual basis and any subsequent renewal of the license may be made again only on an annual basis) shall not create any obligation for the Provider and shall not give rise to any right for the Customer.

3. TERMINATION DUE SPECIFICALLY TO CHANGES IN THE TERMS FOR THE PROVISION OF SERVICES

3.1. Due to the nature of the services provided and rapid technological developments, the Provider may at any time amend the terms for the provision of services posted on

this website. For any such amendment, the Provider shall notify the Customer at least thirty (30) days prior to the change, by any appropriate means, including by sending an email to the address declared in the Agreement, so that the Customer may consult this website and become aware of the amended terms. If the amended terms relate specifically to the type of services provided and the minimum monthly charge or any variable charges, and the Customer does not accept them, the Customer is entitled to terminate the Agreement without penalty, observing a notice period of at least fifteen (15) days. Termination shall be made by the methods provided above under Clause 2. If the above notice period is not observed, then until the date of termination the Customer shall be charged and services shall be provided under the regime applicable after the amendment. If the Customer does not terminate the Agreement, it is understood that the Customer has fully and unreservedly accepted the amendments to the terms for the provision of services.

3.2. Termination of the Agreement as above may occur either during the initial one-year term or after it has become of indefinite duration as described above.

4. CLARIFICATION REGARDING THE SERVICES PROVIDED

The Agreement does not cover support for specialized applications (commercial, custom, etc.), support for defective equipment, electrical works, repair of electronic and mechanical circuits (power supplies, monitors, printer circuits, etc.), development of application source code, data entry, spare parts and consumables, equipment relocation/removal, management and updating of the Customer's website, management of the Customer's social media accounts, management of online advertisements and online advertising accounts, creation of backups, provision of cyber security services, the process of adoption and maintenance of international standards under the ISO system, any related or similar specialized service, and, in general, no provision of services beyond those which the Provider agrees with the respective software manufacturers to provide to users.

5. EXCLUSION OF THE PROVIDER'S LIABILITY IN THE PROVISION OF SERVICES

The Provider shall have no obligation towards the Customer arising from the provision of services if the Customer:

- a) does not regularly perform the task of safeguarding and creating backup copies of files/data maintained within the Software services;
- b) uses the Software on a device that does not meet the required specifications set by the Provider or the Software manufacturer for the specific Software;
- c) uses the Software not in compliance with the Provider's instructions and those contained in the relevant user manuals, in breach of the Agreement terms;
- d) changes the computer system on which the Software operates without the Provider's prior written approval;
- e) uses consumables that do not meet the device manufacturer's specifications;
- f) permits any intervention in the Software by persons not authorized by the Provider for the relevant task;
- g) if device malfunction or deterioration of magnetic media is found, or there is interruption or drop in power supply voltage.

6. SCOPE OF USE LICENSES & RESTRICTIONS

The granted use licenses provide the Customer exclusively with the following rights:

- a) The Customer may install, use, access, display, run, or otherwise work with one copy of the Software for the same operating system, only on one computer/workstation.
- b) The Customer may install and use the Software on more than one computer/workstation only if it has obtained the corresponding license from the Provider for each computer.

c) The Customer may also store or install one copy of the Software on a storage medium, such as a network server, to be used solely for running the software on other computers through an internal network. However, the Customer must obtain and dedicate one Use License for each computer on which the software is run from the storage medium. A single software license may not be shared or used simultaneously on different computers.

The provisions in points (b) and (c) above shall not apply only in the exceptional case where software expressly permits a user holding one use license to install it on more than one computer.

d) The Provider reserves all rights not expressly granted.

e) The Customer has no right to resell or otherwise transfer the software.

f) The Customer is not permitted to engage in reverse engineering, decompilation, or disassembly of the Software's source or object code.

g) The use licenses relate to the Software as a single product. Separation of its component parts for use on more than one computer is not permitted.

h) Leasing, renting, or lending of the Software is prohibited.

7. INTELLECTUAL & INDUSTRIAL PROPERTY

7.1. The Software belongs to its manufacturers and is protected by applicable national, EU, and international legislation on intellectual and industrial property. The Use License grants no rights in relation to any trademarks of the manufacturers' products or services. To the maximum extent permitted by applicable law, the Software manufacturers retain all rights therein not expressly stated below and in any copy thereof, including its documentation, logos, trademarks, icons, and user interface, in whole or in part.

7.2. If the Customer copies or uses all or part of the Software without observing the Agreement or without having obtained the written approval of the manufacturers, or

breaches any term of the Agreement, it infringes the manufacturers' intellectual property rights and applicable IP laws, and shall be liable to compensate any damage, both to the Software manufacturers and to the Provider who sub-licenses the use licenses, without prejudice to any criminal sanctions against the Customer.

7.3. All intellectual property rights included in content accessible through the use of the Software belong to the respective content owner and may be protected by applicable IP laws and treaties or other laws and agreements. The software use licenses granted under the Agreement grant the Customer no right to use such content.

7.4. The Provider bears no liability if the Software, systems, and the Customer's informational material contained therein infringe third-party intellectual property rights. In such case, liability lies entirely with the Customer, and if the Provider becomes aware of such case, the Agreement shall be terminated immediately and automatically, and any Fee paid shall remain with the Provider as compensation for termination due to the Customer's fault. Additionally, the Customer must compensate any damage, direct or consequential, suffered or to be suffered by the Provider due to exposure arising from unlawful material delivered by the Customer, and must, without objection, cover any expense incurred by the Provider to prove it bears no responsibility for such material.

7.5. In connection with the above, it is clarified that any opinion expressed by the Provider's employees, associates, or any third parties engaged by the Provider, in the course of the provided services, regarding the legal status of the installed Software in relation to intellectual property rights (licensing), is strictly personal to the person expressing it and in no case may be deemed to express the Provider's views or bind the Provider. The Provider does not provide services for interpreting the legal licensing status of the installed Software and shall bear no liability for any damage incurred by the Customer who relied on personal opinions of employees, associates, or third parties.

7.6. It is also expressly agreed that the Provider bears no liability for unlawful content found on the Customer's premises or equipment. Such content includes indicatively

the use of unlawful software, infringement of intellectual property rights as defined in Greek Law 2121/1993 as in force, infringement of rights falling under Regulation (EU) 2016/679 (GDPR), and Greek Laws 2472/1997, 3471/2006, 3783/2009, 3917/2011 as in force or amended/replaced, and generally any content falling under criminal laws and the framework of legislation on intellectual, copyright and industrial property. It is agreed that, should an investigative or prosecutorial authority request any information from the Provider regarding activities within the above indicative framework or any other provision, the Provider shall promptly provide any requested information without any prior obligation to inform the Customer, and the Customer shall have no claims against the Provider for such provision of requested information.

7.7. Subject to all the above, all intellectual property rights in the Provider's services or related thereto (including database rights, patents, utility models, design rights, trademarks, trade names, trade secrets, know-how, and any other form of registered or unregistered IP rights), as well as all relevant documents and copies thereof, shall remain the exclusive property of the Provider. These service terms do not grant the Customer any intellectual property rights in the Provider's services, and all rights not expressly mentioned herein are reserved by the Provider.

8. LIMITATION OF LIABILITY

8.1. The Software belongs to third-party manufacturers who require payment to provide the relevant use licenses and to sublicense functionalities to the Provider. In order to facilitate uninterrupted service provision to the Customer, i.e., use of the Software without interruptions, the Provider initially purchases the Software licenses and then grants them to the Customer against consideration. The Provider's action is limited solely to granting the Customer the Software licenses and in no case does the Provider store, retain, or otherwise process the Customer's files/data, which are stored and retained exclusively within the applications of the aforementioned third-party manufacturers. Therefore, and as expressly and specifically provided in Clause 8.4(d)

below, if the Customer fails to frequently create backups of its files/data within the relevant Program/Software, the Provider bears no liability whatsoever if such data is deleted or otherwise lost for any reason. Likewise, and as expressly and specifically provided in Clause 10.1 below, if the Customer fails to take the required actions to ensure that access to its files/data is limited solely to itself, as the party responsible for their protection and as the party carrying out their processing, the Provider bears no liability whatsoever if the data contained in such files is breached or otherwise subjected to unlawful processing in any manner.

8.2. In addition to the Customer's obligation to create backups, in the event of termination of the Agreement and, in general, dissolution thereof in any manner and for any reason, the Customer declares that:

a) in order to avoid problems with the management of its business files/data, which in their entirety will be stored and retained in the cloud services of the above third-party Software manufacturers that require payment of a license fee for continued services, it will refer to the official websites and support services of the software companies to obtain detailed instructions on how to continue access to the Software, as well as information on the period during which its business files/data will remain stored in the Software services;

b) it shall have no claim against the Provider for the Provider to undertake the above actions on its behalf to safeguard its business files/data;

c) it acknowledges that once the Agreement is terminated or otherwise dissolved, it may not seek any liability from the Provider for any loss of its business files/data or any restrictions on access thereto imposed by the software companies.

8.3. The Provider shall not be liable in any case towards the Customer for any direct or indirect damage or loss arising from or connected in any way with the Software/Program or other items or services provided under this Agreement. Furthermore, the Provider bears no liability in the event of inability to perform due to strikes, social unrest, fortuitous events and other force majeure incidents.

8.4. Although the Provider has checked the reliability and quality of the Software, it provides no warranty regarding its reliability and any errors therein. The Provider does not warrant the completeness of the information contained in the Software, nor its absolute accuracy. The Customer, acknowledging the possibility of error or omission in the Software, must cross-check and verify the information obtained against original sources. The Provider bears no liability whatsoever for damage or deterioration due to:

- a) accident, fall, crushing, environmental conditions, magnetic fields, irregular power supply, hardware damage;
- b) misuse or use contrary to the Software's user instructions by the Customer;
- c) any unauthorized intervention and/or modification of the Software by a person not specifically authorized by the Provider;
- d) the Customer's failure to frequently create backups of files/data (backup) and the Software system;
- e) interaction with other software products or electromechanical products (hardware).

8.5. The Provider does not warrant the quality, performance, merchantability, or fitness of the Software for any specific use/application by the Customer. The Software is provided "as is" and the Customer assumes exclusive responsibility and risk for its suitability and performance. Under no circumstances shall it be considered that this Agreement provides any express, implied, or inferred warranty for anything not expressly stated herein.

8.6. The Provider and its developers shall in no case bear primary or secondary liability for compensation of any direct and/or consequential damage, and/or interest, and/or loss of profits, arising from any present or future defect or malfunction of the Software. Indicatively and without limitation, the Provider shall not be liable for the proper operation of the Customer's computers and peripheral devices in combination with any other software programs or computer networks, for the effectiveness of the Software in combination with any other software product or third-party peripheral device, or for loss of data, files, or software programs.

8.7. The Customer declares that prior to concluding the Agreement it has become aware of the terms of use imposed by the Software manufacturers on any user. Indicatively and without limitation, and specifically in relation to the Acronis Backup Program, the Customer declares that it has been informed and accepts that:

a) Acronis cannot decrypt the Customer's files if the Customer has chosen to encrypt them;

b) Acronis bears no liability for deletion, loss, or avoidance of data and has no obligation to monitor the use of services and/or data transmitted or stored through its Software;

c) Acronis reserves the right, in accordance with data privacy and other user data protection requirements applicable in the jurisdiction where data is stored and, where required by applicable law, regulation, legal process, or governmental request/order, to disclose user data (i.e., the Customer's data) or other information, but only to the extent required to satisfy such laws, regulations, or orders;

d) support services for its programs may be provided from countries other than the country where the user is located;

e) use of Acronis software and services is at the Customer's sole responsibility;

f) Acronis software and services are provided "as is";

g) it is at the user's discretion and risk to download and use Acronis software and the user is solely responsible for any damage to its computer systems or any loss of data that may result;

h) Acronis makes no warranties or representations that the functions contained in its software or services meet the user's requirements;

i) Acronis Cyber Protect is not intended for use in aircraft navigation, nuclear facilities or communication systems, weapons systems, direct or indirect life support systems, air traffic control, or any application or installation where failure could lead to death, serious bodily injury, or property damage;

j) Acronis may at any time suspend access to its products and services, in whole or in part, for reasons including (indicatively) compliance with contractual, legal, and/or regulatory obligations or requests/orders by law enforcement or competent judicial/governmental/supervisory/regulatory bodies; reasonable suspicion of fraudulent, illegal, criminal, or harmful conduct by the service provider, resellers, or end users; breach of contractual/legal/regulatory obligations; force majeure; compromise of product access credentials; protection of operational availability of any Acronis product/service; prevention/protection against fraud or falsification; protection of the Company and its affiliates and respective officers, directors, shareholders, employees, and agents against actual or potential adverse financial impact; failure or refusal to provide information or provision of false information about past/current use; maintenance of corporate APIs/infrastructure/services; or continued use of any end-of-life product/service (i.e., after support and/or security updates are discontinued).

9. METHOD OF PAYMENT

Any Fee payable to the Provider must be paid within five (5) days from the date the relevant invoice is sent to the Customer. Late payment of any invoice entitles the Provider to charge the Customer default interest and to suspend the provision of services, by notifying the Customer of such suspension via email two (2) business days prior to the suspension. With such notice, the Provider may grant the Customer an additional deadline of up to five (5) days to pay the amount due. If this additional deadline also elapses and the Customer fails to pay, the Provider is entitled to terminate the Agreement immediately and without penalty, while naturally preserving its claims against the Customer arising from non-performance of contractual obligations.

10. CUSTOMER OBLIGATIONS

10.1. The Customer, as the end user of the Software in which its files/data are stored—such files/data potentially containing third-party personal data, business confidential information, customer lists, etc.—must, immediately after installation of the Software, restrict access to the Software by any third party, including the Provider, by changing any access password initially set for installation, and generally ensure by all means that only the Customer, as end user, has access to the Software and the files/data stored therein. Furthermore, and specifically for Acronis Cyber Protect, the Customer must, upon first installation on its systems, enter the Software settings and disable the Provider’s access thereto.

10.2. The Customer is responsible for taking backups of its data whenever it deems necessary in accordance with its security policy and in any case at least once per week. The Provider bears no liability for any data loss.

10.3. In addition to the commitments and obligations undertaken under the Agreement, the Customer also undertakes the commitments and obligations arising from the Software manufacturers, as described in the websites listed below respectively:

- a. <https://www.acronis.com/en/support/eula/>
- b. <https://www.datto.com/legal/autotask-psa-datto-rmm-datto-commerce-and-datto-edr-terms-of-us/>
- b. <https://www.kaseya.com/legal/kaseya-master-agreement/>
- c. <https://www.threatlocker.com/terms-and-conditions>
- d. <https://www.siportal.com/?rID=Policy>
- e. <https://www.cloudflare.com/terms/>
- f. <https://aka.ms/customeragreement>
- g. <https://www.microsoft.com/en-ww/microsoft-365/business/terms-and-conditions>
- h. <https://azure.microsoft.com/en-us/support/legal/subscription-agreement/>
- i. <https://www.sophos.com/en-us/legal/sophos-services-agreement.aspx>

j. <https://www.bitdefender.com/site/view/legal-terms.html>

k. <https://support.huntress.io/hc/en-us/categories/14691882119187-Legal-Documentation>

l. <https://www.kaseya.com/legal/kaseya-master-agreement/>

m. <https://www.keepersecurity.com/termsfuse.html>

11. MISCELLANEOUS TERMS

The Agreement shall be governed by and construed in accordance with Greek law.

Any dispute arising between the Provider and the Customer in relation to the interpretation and/or application of any term of the Agreement, or in relation to rights, claims, and obligations of the contracting parties arising therefrom, shall fall under the exclusive jurisdiction of the Courts of Athens, whose jurisdiction the parties expressly accept.

The Customer permits the Provider to refer to and present the Customer in its client list, on its website or in its promotional material, always in a positive manner and in no case disclosing the Customer's internal information.

Amendment of the Agreement is possible only following a subsequent agreement between the Customer and the Provider, for which an exclusively written form with a certain date is required.

The Customer is prohibited from assigning rights or obligations arising from the Agreement to any natural or legal person without the Provider's prior written consent. Any such assignment without the Provider's prior written consent shall be deemed null and shall not bind the Provider.

Each Agreement shall bind the universal or special successors of both Customer and Provider.

Date of last amendment of the above Terms for the Provision of Services: 11-09-2025

Lefteris Karafilis



Certificate of Completion

Summary

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Document name: IT Subscriptions Terms - 11-9-2025 EN

Sent by: Lefteris Karafilis <lkarafilis@giantstride.gr>

Organization: Giant Stride
1 Aggistis St., Athens, Attica, Greece 11855

Sent on: Jan 26, 2026 10:03:01 EET

Completed on: Jan 26, 2026 10:03:01 EET

Sign order: Random

No. of documents: 1

Time zone: Europe/Athens

Signers: 1

Receives a copy: 0

Approvers: 0

Witnesses: 0

Recipient reviewers: 0

Recipients

 Lefteris Karafilis
Signer lkarafilis@giantstride.gr

Signature



Emailed on: -

Viewed on: -

Terms agreed on: -

Signed on: Jan 26, 2026 10:03:01 EET

Accessed from: 62.38.140.213

Device used: Web

Authentication type: None

Legal Disclosure

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

Please read the following information carefully. By clicking the 'I agree' button, you agree that you have reviewed the following terms and conditions and consent to transact business electronically using Zoho Sign electronic signature system. If you do not agree to these terms, do not click the 'I agree' button.

Electronic documents

Please note that Giant Stride ("we", "us" or "Company") will send all documents electronically to you to the email address that you have given us during the course of the business relationship unless you tell us otherwise in accordance with the procedure explained herein. Once you sign a document electronically, we will send a PDF version of the document to you.

Request for paper copies

You have the right to request paper copies of these documents sent to you electronically from lkarafilis@giantstride.gr. Alternatively, you also have the ability to download and print these documents sent to you electronically, and re-upload a scanned copy of the printed and physically signed documents. If you, however, wish to request paper copies of these documents sent to you electronically, you can write back to the sender.

Withdrawing your consent

At any point in time during the course of our business relationship, you have the right to withdraw your consent to receive documents in electronic format. If you wish to withdraw your consent, you can decline to sign a document that we have sent to you and send an email to lkarafilis@giantstride.gr informing us that you wish to receive documents only in paper format. Upon request from you, we will stop sending documents using Zoho Sign electronic signature system.

To advise Giant Stride of your new email address

If you need to change the email address that you use to receive notices and disclosures from us, write to us at lkarafilis@giantstride.gr

System requirements

Compatible with recent versions of popular browsers such as Chrome, Firefox, Safari, and Internet Explorer. Zoho Sign is also available on iOS and Android devices.