OIZORA - STANDARD SUBSCRIPTION TERMS (2026:1)

Oizora AB (reg. no. 559577-1170)

1 GENERAL

1.1 General Terms. These general terms and conditions (the "General Terms") apply to the delivery of the Service to the Customer and Users and their use thereof. In the event of any conflict or inconsistency between the documents forming the Agreement, the following order of precedence applies: (i) the Order; (ii) supplementary documents included or referenced in these General Terms (including the Data Processing Agreement and AI Act Compliance Addendum); and (iii) these General Terms.

1.2 Modifications. Oizora may update or modify these General Terms from time to time. Any material changes to the General Terms (including the appendices or exhibits included or referenced herein) shall be notified to the Customer in writing at least thirty (30) days before such changes take effect. The updated General Terms shall apply from the effective date stated in the notice. The Customer's continued use of the Service after the effective date shall constitute acceptance of the updated General Terms. If the Customer does not accept the updated General Terms, the Customer is entitled to terminate the Agreement by written notice to Oizora before the changes take effect. Unless expressly agreed otherwise in writing, amendments to the General Terms shall not apply retroactively.

2 DEFINITIONS

2.1 In this document, unless the context otherwise requires:

"**Agreement**" means the Order, these General Terms, and any supplementary documents referred to in such documents;

"**AI Functions**" means features or capabilities that utilise artificial intelligence, machine learning or similar technologies for transcription, analysis, summarisation, categorisation or insight generation.

"**Respondents**" means individuals invited by the Customer to record or submit responses through the Service, including employees, departing employees, job applicants or similar workforce-related respondents.

"**Confidential Information**" means any non-public information disclosed by either party in connection with this Agreement that should reasonably be understood by the Receiving Party to be confidential given the nature of the information and the circumstances surrounding its disclosure, including all Documentation;

"**Customer**" means the entity: (i) set out in the Order; or (ii) that otherwise has started using the Service after signing up through any interface provided by Oizora from time to time;

"**Customer Data**" means any information or data submitted to the Service by Customer or Users;

"**Data Protection Laws**" means all applicable laws, rules and regulations that apply to or govern the processing of personal data from time to time, including Regulation (EU) 2016/679 (General Data Protection Regulation) ("**GDPR**"), the UK GDPR, and any national implementing or supplementary legislation relating thereto;

"**Documentation**" means Oizora's user guides communicated to Customer or otherwise made available via the Service, as updated or amended from time to time;

"**Effective Date**" means the first day of the Subscription Period;

"**Feedback**" means comments, suggestions, improvements, ideas or other feedback, whether written or oral;

"**Intellectual Property Rights**" means all copyright and related rights, design rights, registered designs, patents, trade and service marks, database rights, know-how, trade secrets, rights in confidential information and all other intellectual property rights, whether registered or unregistered, throughout the world for the full term of the rights concerned;

"**Oizora**" means Oizora AB, a Swedish limited liability company, reg. no. 559577-1170, with address Rådmansgatan 22, 114 25 Stockholm, Sweden, and its affiliates from time to time;

"**Order**" means the written order, order confirmation or renewal confirmation entered into by Oizora and Customer, or otherwise made available through the Service, detailing, among other things, pricing, subscription period and other details of the Plan;

"**Plan**" means the applicable plan for Customer's use of the Service, as specified in the Order or the User interface of the Service;

"**Privacy Notice**" means Oizora's general privacy notice, available at our website, as updated or amended from time to time;

"**Service**" means Oizora, Oizora's software-as-a-service platform for: (i) collecting voice- and text-based responses from employees, former employees, candidates or other respondents; (ii) conducting EVP discovery, employee listening initiatives and exit interviews; (iii) transcribing, analysing and summarising responses using AI Functions; and (iv) providing dashboards, reports and insights to Customer administrators.

"**Subscription Period**" means the subscription period set out in the Order;

"**Users**" means any Customer staff to whom Customer provides account credentials to access and use the Service;

"**Trial Access**" means trial access for Customer and Users for purposes of evaluating the Service.

3 SERVICE DELIVERY

3.1 Service provisioning. Subject to the Customer's compliance with the Agreement, Oizora grants the Customer a non-exclusive, non-transferable and non-sublicensable right to access and use the Service during the Subscription Period solely for the Customer's internal business purposes, including EVP development, employee experience analysis and exit interview processes.

3.2 Users and Respondents. The Customer is responsible for ensuring that Users comply with the Agreement. The Customer is further responsible for ensuring that Respondents are lawfully invited to participate and that any required information notices or consents are provided in accordance with Data Protection Laws.

3.3 Communication. Oizora is entitled to rely on communication from any administrators or other Customer staff when servicing the Plan.

3.4 Use restrictions. Customer will not: (i) copy, modify, adapt, hack, or otherwise attempt to discover any source code or modify the Service in any manner or form; (ii) use the Service in a manner or for any activity that is in violation of any laws or regulations, any rights of Oizora or any third party, or is otherwise harmful, obscene, offensive or fraudulent; (iii) use, or allow any third party to use, the Service in any unauthorized manner or in breach of the Agreement; (iv) rent, resell, distribute, assign, sublicense time-share or similarly exploit the Service; (v) permit Users to share credentials or logins; attempt to identify or re-identify individual Respondents where the Service is configured to provide anonymised or aggregated results; or use the Service or AI Functions as the sole basis for decisions producing legal or similarly significant effects on individuals.

3.5 AI Functions. For the avoidance of doubt, AI Functions and any output generated therefrom are subject to the limitations and restrictions set out in this Clause 3 and Clause 3.6, and shall not be relied upon without appropriate human review by the Customer.

3.6 AI Functions restrictions. Customer will not use any AI Functions or output from the AI Function or Service: (i) to mislead any person that output from the Service was solely human-generated; (ii) to make automated decisions that may have a detrimental effect on individual rights without appropriate human supervision; or (iii) in a manner that infringes, violates or misappropriates any rights of Oizora or any third party.

3.7 Changes to the Service. Subject to Clause 6.1, Oizora may change or modify any features and functionality of the Service, including AI Functions, systems, and interfaces, provided that Oizora will notify Customer of any material changes in advance if reasonably practicable. Customer agrees that its acquisition of the Service under this Agreement is not contingent on the delivery of future features or functionalities.

3.8 Trial Access. Oizora may grant Customer Trial Access free-of-charge, in accordance with and subject to all restrictions and limitations in the Order. Oizora may, without any obligation or liability, discontinue Trial Access at any time. For the sake of clarity, Oizora's warranties in Clauses 6.1-2 will not apply to any Trial Access.

4 PAYMENT

4.1 Fees and payment terms. Unless set out otherwise in the Order, Oizora will invoice Customer with payment terms 20 days from the invoice date for the

full Subscription Period: (i) at the Effective Date for each new Plan, and (ii) following the last day to provide notice of cancellation for any Plan renewed in accordance with Clause 5.2. Except as explicitly stated in this Agreement, the Service is non-cancellable and all fees are non-refundable. Customer may not withhold or reduce fees or set-off any amount against fees owed for any reason. Unpaid amounts may be subject to interest at the lesser of 1.5% per month or the maximum permitted by law, plus collection costs. Oizora may, without relieving Customer from any payment obligation and without prejudice to any other remedies available to it, temporarily restrict Customer's or Users' access to the Service until payment has been received in full.

4.2 Price increases. Oizora may increase fees at the start of any Plan renewed pursuant to Clause 5.2 by notifying Customer no later than 30 days prior to the Cancellation Date (as defined below), which notice may be in the form of an invoice, and the adjusted pricing will apply unless the Plan is canceled by Customer in accordance with Clause 5.2. If the then-current Plan is modified or changed by Customer following the notice date, Oizora will apply the new fees.

4.3 Taxes. All fees are exclusive of taxes, levies, and duties. Customer is responsible for paying all taxes, including VAT, sales tax, withholding, or similar taxes, except taxes based on Oizora's net income. Oizora may calculate taxes based on the billing information provided. If withholding is required by law, Customer will pay Oizora additional amounts to ensure the net amount received equals the invoiced amounts.

5 TERM AND TERMINATION

5.1 Term. This Agreement commences on the Effective Date and will remain in effect until all Plans granted in accordance with this Agreement have expired or been terminated, or this Agreement is otherwise terminated in accordance with its terms.

5.2 Subscription Period and renewals. Unless set out otherwise in the Order Form, the initial Subscription Period shall be twelve (12) months commencing on the Effective Date. Each Subscription will automatically renew for successive periods equal to the initial Subscription Period, based on the same Plan immediately preceding the renewal, excluding any discounts and subject to Clause 4.2, unless the Customer notifies Oizora in writing no later than thirty (30) days prior to the expiration of the then-current Subscription Period (the "**Cancellation Date**").

5.3 Termination for cause. Either party may terminate the Agreement and any Plan: (i) upon 30 days written notice if the other party is in material breach of this Agreement and, if curable, fails to cure such breach within the notice; or (ii) if the other party ceases its business operations or becomes subject to insolvency proceedings.

5.4 Effects of termination. Upon the termination of the Agreement for any reason: (i) any sum owing or due to Oizora will be immediately payable; and (ii) all rights of Customer and Users will be immediately canceled and Customer must delete, destroy or return all copies of the Documentation in its possession or control. Provisions of the Agreement that by their nature should survive termination or expiration of this Agreement will survive, including confidentiality obligations, indemnity, limitations of liability, and intellectual property rights, excluding any license granted by Oizora.

6 WARRANTIES AND REPRESENTATIONS

6.1 Oizora warranties. Oizora warrants that during the Subscription Period: (i) the Service will substantially comply with the Documentation; and (ii) it will not materially decrease the functionality of the Service. Oizora's sole liability and Customer's exclusive remedy in the event of a breach of the warranties in this Clause 6.1 will be for Oizora to correct the Service within a commercially reasonable time following receipt of written notice to that effect from Customer, failing which Customer will be entitled to terminate the applicable Order and receive a refund of any prepaid unused fees pertaining to the period following the termination.

6.2 Malicious code. Oizora will make commercially reasonable efforts to keep the Service free of viruses, Trojan horses, and comparable malicious code.

6.3 Customer warranties and representations. Customer warrants and represents that: (i) it is registered and validly existing under the laws of its jurisdiction of registration and will only grant Users access to the Service in that territory; and (ii) any Customer Data: (a) is, and will continue to be, true, accurate and complete; and (b) is not shared contrary to applicable law, regulation or contract, including Data Protection Laws, or otherwise in violation of any third party right; and (c) may be lawfully used, processed and transferred by Oizora and its third party service providers in accordance with this Agreement.

6.4 Warranty disclaimer. Except as expressly provided in this Agreement, and to the fullest extent permitted under applicable law, Oizora makes no representations, warranties, terms, conditions or statements, whether express or implied, statutory or otherwise, regarding the quality, content, availability or fitness for a particular purpose of the Service, or the non-infringement of any third-party intellectual property rights. Oizora does not warrant that the operation of the Service will be secure, uninterrupted or free from harmful components. The Customer assumes full responsibility for the selection of the Service to achieve its intended results.

6.5 No guarantee of outcomes. For the avoidance of doubt, any insights or analyses generated through the Service are provided for informational purposes only and do not constitute a guarantee of any specific business, employer branding or retention outcomes.

7 INTELLECTUAL PROPERTY RIGHTS

7.1 Oizora Intellectual Property Rights. Oizora, or its affiliates or licensors, will remain the exclusive owners of all Intellectual Property Rights in and to the Service and the Documentation (including the underlying technology, software and content). Except for the limited rights expressly granted under this Agreement, Oizora does not transfer any rights or interest in or to the Service.

7.2 Customer Data. Customer retains ownership of Customer Data. Oizora is granted a limited, non-exclusive right to process Customer Data solely for the purpose of providing and improving the Service (excluding training or fine-tuning of general AI models on Customer Data) in accordance with the Agreement and the DPA. AI-generated results, analyses and reports are made available to the Customer for internal business use during the Subscription Period.

7.3 Feedback. If Customer or any User provides any Feedback relating to the Service (including in connection with access to and use of the Service by the Users), Customer agrees that Oizora and its affiliates may incorporate such Feedback into the Service without any obligation of attribution, payment or restriction, whether based on Intellectual Property Rights or otherwise.

8 CONFIDENTIALITY AND PRIVACY

8.1 Use and disclosure restrictions. All Confidential Information exchanged between Oizora, Customer and Users must be kept confidential and not disclosed to any third party without prior written consent of the owner of the Confidential Information. Confidential Information will be treated and stored carefully and appropriately so that the Confidential Information is not inadvertently made available to any third party or otherwise disclosed in breach of the Agreement. Customer may not copy, make transcriptions or recordings or in any other way reproduce or duplicate any document or other medium containing Confidential Information or Oizora Intellectual Property Rights, without Oizora's written consent.

8.2 Exclusions. Notwithstanding Clause 8.1, the Agreement will not prohibit the disclosure of Confidential Information as permitted or required by law, regulation or order of a court or other governmental authority. Oizora may disclose Confidential Information on a need-to-know basis to its contractors and third party service providers who have executed written agreements requiring them to maintain such information in confidence and use it only to facilitate the performance of their Services in connection with the Service.

8.3 Personal Data of Users and Respondents. The Customer shall ensure that Users and Respondents are provided with all required information regarding the processing of personal data and, where applicable, that any necessary consents or other lawful bases for processing are obtained in accordance with Data Protection Laws.

8.4 Special categories of personal data. The Customer acknowledges that Respondents may, at their own initiative, provide information that may constitute special categories of personal data under Data Protection Laws. The Customer remains responsible for ensuring a lawful basis for the processing of such data. Oizora shall process such data solely in accordance with the Agreement and the Data Processing Agreement.

8.5 Data processing agreement. The data processing agreement set out in Appendix 1 applies to any personal data processed by Oizora on behalf of the Customer in connection with the Service. For such processing, the Customer acts as data controller and Oizora acts as data processor. Oizora may also process certain personal data relating to the Customer or Users as a data controller, in which case Oizora's Privacy Notice shall apply to such processing.

9 LIABILITY LIMITATIONS

9.1 Limitation of liability. Oizora's liability for direct damages arising out of or relating to this Agreement shall be limited to the total amount paid by the Customer for the Service in the twelve (12) months preceding the first event giving rise to liability. Oizora shall not be liable for any indirect, special, punitive or consequential damages, including but not limited to loss of profits, revenue, data or business, except in cases of gross negligence or willful misconduct.

9.2 Non-excluded liability. Nothing in this Agreement limits or excludes either Party's liability for death or personal injury caused by its negligence, fraud or fraudulent misrepresentation, or any other liability that may not be excluded or limited by applicable law.

10 MISCELLANEOUS

10.1 Notices. All notices or any other communication required or permitted under this Agreement will be in writing and will be deemed given when delivered to the email address specified in the Order.

10.2 Force Majeure. No party will be liable for any failure or delay in performing its obligations under the Agreement, excluding any monetary obligations, if the failure or delay is due to circumstances beyond its reasonable control, and the time for any performance be deemed to be extended for a period equal to the

duration of the conditions preventing performance for a maximum term of six months.

10.3 Assignment. Oizora may assign or transfer the Agreement, in whole or in part, in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all of its assets. Customer may not assign or transfer this Agreement without the prior written consent of Oizora.

10.4 Entire agreement. The Agreement constitutes the entire agreement between the parties and supersedes all prior and contemporaneous understandings, agreements, representations, and warranties, both written and oral, regarding its subject matter. Any additional or different terms or conditions in any order form or other response from Customer will be null and void unless expressly agreed to in writing by Oizora.

10.5 No Waiver. The failure of either party to enforce any right or provision of this Agreement will not constitute a waiver of future enforcement of that right or provision. The waiver of any such right or provision will be effective only if in writing and signed by a duly authorized representative of the party granting the waiver.

11 APPLICABLE LAW AND DISPUTE RESOLUTION

11.1 Applicable law. This Agreement shall be governed by the laws of Sweden. Any dispute arising out of or in connection with this Agreement shall be resolved by the Swedish courts, with the Stockholm District Court as the court of first instance.

APPENDIX 1
Data Processing Agreement

1 GENERAL

1.1 This Data Processing Agreement (the "DPA") forms part of the General Terms and the Agreement between Customer and Oizora which incorporates this DPA by reference.

1.2 Customer instructs Oizora, and Oizora agrees to, process certain personal data in accordance with this DPA for purposes of providing the Service per the Agreement. Customer is, or will be regarded as, a controller of the personal data and Oizora is, or will be regarded as, processor of the personal data.

1.3 Capitalized terms used but not defined in this DPA will have the meanings set out in the General Terms. Terms defined under Data Protection Laws and which are used in this DPA have the same meaning as set out in Data Protection Laws even if they do not begin with capital letters in this DPA such as the terms "data subject", "personal data", "processing" and "third-country".

2 CUSTOMER OBLIGATIONS

Customer shall:

(i) ensure that there is a legal basis for the processing of personal data, and maintain a record of this;

(ii) notify Oizora of incorrect, corrected, updated, or deleted personal data that are subject to Oizora's processing;

(iii) document and, upon Oizora's, request, inform about the categories of data subjects and categories of personal data that will be processed;

(iv) provide documented instructions to Oizora regarding Oizora's processing of personal data (see Sub-Appendix A); and

(v) comply with Data Protection Laws.

3 OIZORAS'S OBLIGATIONS

Oizora shall:

(i) process the personal data only in accordance with Data Protection Laws, this DPA and documented instructions from Customer;

(ii) notify Customer without undue delay if Oizora does not have an instruction on how to process personal data in a specific situation or believes an instruction provided to it infringes upon Data Protection Laws;

(iii) inform Customer prior to carrying out any processing of personal data in violation of Customer's instruction due to Data Protection Laws requirements, except if Data Protection Laws prohibit such notice based on important grounds of public interest;

(iv) ensure that personnel authorized to process the personal data have received appropriate training and instructions and are subject to confidentiality obligations;

(v) refer any request concerning personal data covered by this DPA from data subjects, competent authorities, or any other third party to Customer, and, against reasonable compensation, assist Customer in fulfilling its obligations under Data Protection Laws, including allowing data subjects to exercise their rights under Data Protection Laws;

(vi) on request, and against reasonable compensation, assist Customer in conducting data protection impact assessments or prior consultations with supervisory authorities as required under Data Protection Laws; and

(vii) permit Customer or its independent third-party auditor to audit Oizora's compliance once per calendar year, or more frequently if required by a competent supervisory authority or in case of a personal data breach. Audits shall be conducted during normal business hours and shall not unreasonably interfere with Oizora's operations. Oizora may satisfy audit requests by providing relevant certifications (e.g., ISO 27001, SOC 2) and third-party audit reports where available. Customer shall bear its own audit costs unless a material breach is identified.

(viii) use of AI and machine learning. Oizora shall only use artificial intelligence and machine learning technologies to process Customer Data for the purpose of providing the Service in accordance with this DPA and the documented instructions of the Customer. Oizora shall not use, and shall ensure that its subprocessors do not use, Customer Data to train, fine-tune or improve general artificial intelligence or machine learning models. For the avoidance of doubt, Customer Data shall not be used for automated decision-making within the meaning of Article 22 GDPR.

4 SUBCONTRACTORS

4.1 Customer gives Oizora a general authorisation to subcontract any processing of personal data under this DPA to any third party subprocessor.

4.2 Oizora will impose data protection terms to an equivalent standard as provided for under this DPA for all its subprocessors and will, as between Customer and Oizora, be fully liable for the processing of the Personal Data by its subcontractors under this DPA.

4.3 Sub-Appendix B contains a list of pre-approved Oizora subprocessors. If Oizora wishes to appoint additional subprocessors, it will notify Customer and Customer may object to any additional subprocessor within fifteen days from receipt of notice based solely on reasonable data protection concerns per Data Protection Laws. In the event of an objection, the parties will discuss the concerns in good faith. If the parties are unable to reach a mutually agreeable solution, Customer may, as its sole and exclusive remedy, terminate the Plan and Oizora will refund any prepaid, unused fees for the terminated portion of the applicable subscription term for the affected Plan.

4.4 Where personal data is transferred outside the EU/EEA, Oizora shall ensure that:

(i) the recipient is certified under the EU–US Data Privacy Framework; or

(ii) Standard Contractual Clauses (EU Commission Implementing Decision 2021/914) are in place; and

(iii) a documented Transfer Impact Assessment has been conducted where required.

Personal data shall be encrypted in transit and at rest using industry-standard encryption protocols.

5 SECURITY

5.1 Oizora will implement appropriate technical and organizational measures to protect the personal data against accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or access.

5.2 Oizora will notify Customer of any personal data breach involving the personal data without undue delay, and in any case, within 72 hours from Oizora becoming aware of the personal data breach. Oizora will provide reasonable assistance and information in the investigation of a personal data breach.

6 TERM AND TERMINATION

6.1 This DPA shall remain in force from the Effective Date for as long as Oizora processes personal data on behalf of the Customer. In the event the Agreement is amended or terminated, this DPA shall continue to apply for as long as Oizora processes personal data on behalf of the Customer.

6.2 Upon termination of the Agreement, Oizora will ensure that the personal data in its possession or control, in accordance with Customer's instructions, are returned to Customer or destroyed. If Customer has not informed Oizora of its choice within one month from the termination of the Agreement, Oizora may destroy personal data. Oizora will, at Customer's request, confirm in writing that the personal data has been destroyed.

7 LIABILITY

Oizora will indemnify and hold harmless Customer from and against claims brought by a third party arising from or relating to Oizora's breach of its obligations under this DPA, subject to Customer notifying Oizora without undue delay of such claims.

8 GOVERNING LAW AND VENUE

This DPA shall be governed by the laws of Sweden.

SUB-APPENDIX A
Processing instructions

Processing	
The purposes and nature of the processing	The personal data are processed for the purpose of providing the Service, which enables customers to collect, analyze, and derive insights from employee and candidate feedback on behalf of the customer. The Service primarily processes textual data, including transcripts derived from optional voice inputs (where enabled by the customer), to generate aggregated insights, summaries, and analytics. Oizora may perform the following processing operations: - collection of responses; - transcription of audio inputs into text; - analysis, summarisation, and categorisation of textual data; - aggregation and anonymisation of insights; - storage and organisation of data; - logging and monitoring; - use and presentation of insights via dashboards and reports; - erasure or anonymisation of data.
Categories of data subjects	- Users (customer administrators and employees) - Individuals whose personal data is included in Customer Data (e.g. employee feedback or survey responses) - Job applicants/candidates - Respondents providing input via surveys, interviews, or voice-enabled features
Categories of personal data	- Contact information / user account data (e.g. name, email address) - Textual responses, transcripts, and feedback data - Optional voice recordings (used only for transcription, not for biometric identification) - Metadata related to responses (e.g. timestamps, themes, tags, sentiment indicators) - Technical and usage data (e.g. IP address, system logs) - Security-related data (e.g. logs, incident data) - AI-generated summaries and aggregated insights derived from the above data
Human oversight and AI use limitations	The Service is not intended to perform automated decision-making producing legal or similarly significant effects on individuals. All outputs are intended to support, and not replace, human decision-making.
Geography	
The personal data will be processed (*e.g.,* stored or accessed) in the following locations	EU and US (subject to appropriate safeguards)

APPENDIX 2
AI Act Compliance Addendum

This AI Act Compliance Addendum forms part of the Agreement and is incorporated by reference into the General Terms.

1 PURPOSE AND SCOPE

1.1 This AI Act Compliance Addendum ("AI Addendum") supplements the Agreement between Customer and Oizora AB regarding the use of AI Functions within the Service.

1.2 This Addendum describes how the Service aligns with Regulation (EU) 2024/1689 (Artificial Intelligence Act) ("EU AI Act").

2 AI SYSTEM CLASSIFICATION

2.1 The Service includes AI Functions used for transcription, summarisation, categorisation, and analytical insight generation.

2.2 The Service is not designed or intended to:

- perform automated decision-making producing legal or similarly significant effects on individuals;
- conduct biometric identification;
- evaluate or score individuals for recruitment, promotion, termination or other employment decisions;
- perform social scoring or behavioural prediction.

2.3 Based on its current intended purpose and configuration, the Service does not constitute a high-risk AI system within the meaning of Annex III of Regulation (EU) 2024/1689 (EU AI Act).

3 HUMAN OVERSIGHT

3.1 AI-generated outputs are provided for informational purposes only.

3.2 The Customer is solely responsible for:

- reviewing AI-generated outputs;
- applying appropriate human judgment;
- ensuring that AI outputs are not used as the sole basis for employment or other legally significant decisions.

3.3 The Service requires and presumes meaningful human oversight in all decision-making processes.

4 TRANSPARENCY

4.1 The Service informs Users and administrators that AI technologies are used in the generation of transcripts, summaries, and analyses.

4.2 AI-generated content may contain inaccuracies, incomplete interpretations, or unintended bias.

4.3 Customer is responsible for informing Respondents, where required under applicable law, that AI-assisted processing is used.

4.4 Where Respondents interact directly with AI-enabled functionalities of the Service, the Service is designed to enable appropriate disclosure that such interaction involves artificial intelligence technologies.

5 DATA USE AND MODEL TRAINING

5.1 Customer Data is processed solely for the purpose of providing the Service.

5.2 Customer Data is not used to train, fine-tune, or improve general-purpose AI models.

5.3 AI Functions operate under processor obligations as defined in the Data Processing Agreement.

6 LOGGING AND TRACEABILITY

6.1 The Service maintains appropriate logs of processing activities and system events to ensure traceability and accountability.

6.2 Logs are retained in accordance with applicable data protection and security policies.

7 RISK MANAGEMENT

7.1 Oizora applies appropriate technical and organisational measures to mitigate risks associated with AI use, including:

- controlled model usage,
- output review requirements,
- security controls,
- contractual restrictions on misuse.

7.2 Customer remains responsible for conducting any required Data Protection Impact Assessments (DPIA) or internal AI risk assessments related to its use of the Service.

8 ALLOCATION OF RESPONSIBILITY

8.1 Oizora provides AI-enabled analytical tools.

8.2 Customer determines:

- the lawful basis for processing,
- the purposes of use,
- how outputs are applied in organisational processes.

8.3 The Customer remains responsible for compliance with employment law, non-discrimination law, and sector-specific regulations when using AI outputs.

9 REGULATORY CHANGES

Oizora may update this Addendum to reflect regulatory developments or guidance under the EU AI Act.