

General Conditions of Use for the Lead Retrieval Service

1. General Conditions of Use and Acceptance thereof: These General Conditions of Use expressly govern the relationship between the FIRA DE BARCELONA and the Users (exhibitors) who acquire the Lead Retrieval Service offered by the FIRA DE BARCELONA.

The use of this service implies the User's full and unreserved acceptance of the General Conditions of Use described in this document.

If you are using our Services on behalf of any entity, you represent and warrant that you are authorized to accept these terms on such entity's behalf, and that such entity agrees to indemnify you and us for violations of these terms

FIRA DE BARCELONA may at any time modify these Conditions of Use by posting the changes in question online for their perusal by Users prior to the use of the service. You can access to this Terms&Conditions at www.firabarcelona.com.

2.- Lead Retrieval Service: The Lead Retrieval service provided by FIRA DE BARCELONA allows users to capture and manage information of the assistants to the Event contained in the different personal badgers, which comprehends the information provided at the registration process for the EVENT. The following terms apply to all users and all aspects of the service, included but not limited to the Web Portal and Mobile Scanner.

The devices will all be smartphones with Android 5.0 or higher and with 5" or bigger screen and with a 4G Internet Data Plan provided by Operator. Units are limited in number and subject to availability. The scanning license allows to access and use Lead Retrieval by Fira Barcelona application. The user agrees to have been informed and provided all the required information for the correct utilization of the application.

This information will be obtained with the official FIRA BARCELONA Lead Retrieval App by means of the scanning process and can be accessed at the mobile devices with the app installed and at the back-office web-service.

The aforementioned process is a voluntary exchange of information to which both parties, the scanner, using the FIRA BARCELONA Lead Retrieval App, and the scanned, a registrant at the Fira de Barcelona's event, agree.

3. Access to the Lead Retrieval Service: Users may access the Lead Retrieval Service in their capacity as an exhibitor or trade visitor at an event organized by Fira Barcelona. If the User accesses the service as an exhibitor, he/she must enter his/her username and password. The username and password provided are the identifying elements that enable the User to access this service and are personal and non-transferable.

4. Obligations of the User: The User is obliged to use the Lead Retrieval Service in a diligent, correct and lawful manner and undertakes to refrain from:

- a) Using it for purposes or ends that are contrary to the law, morals, good manners or public order.
- b) The User undertakes to provide full and accurate information when registering for and making use of the service, and to update these details to ensure that this information is complete and accurate at all times
- c) The User undertakes to use the personal data according to his/her national laws and with respect to the EU legislation. In all cases its compulsory the attendee's prior authorisation in order to use their data.

The User's failure to abide by the above obligations in relation to the use of the service shall entitle FIRA DE BARCELONA, at its discretion and without prior notice, to block the User's access to the Lead Retrieval Service if it believes the User has breached the Conditions of Use. Any such breach of these Conditions of Use constitutes unlawful and unfair business practice which could be detrimental to FIRA DE BARCELONA and/or the other Users of the service, and therefore the User accepts that he/she shall be liable for the consequences of any such damage, granting full indemnity to FIRA DE BARCELONA as the event organizer.

5. Liability of FIRA DE BARCELONA: The User acknowledges and accepts that the use of this service is entirely his/her own responsibility, granting full indemnity to FIRA DE BARCELONA.

FIRA DE BARCELONA shall only be liable for any damage that the User may incur as a result of using the service when this damage is attributable to the wilful misconduct of FIRA DE BARCELONA.

Notwithstanding the above, FIRA DE BARCELONA hereby states that it has adopted all the necessary measures, within its capabilities and the state of technology, to ensure the correct operation of the service.

At any time, FIRA DE BARCELONA reserves the right to: (1) modify or suspend access to part or all of the service for duly justified reasons; (2) modify part or all of any policy or condition

applicable to the service; and (3) interrupt the operation of part or all of the service whenever it becomes necessary to carry out maintenance, correct errors, or implement other changes.

FIRA DE BARCELONA cannot guarantee that the Lead Retrieval Service does not contain any errors, nor that its use will bring the User specific results of an economic or any other nature.

FIRA DE BARCELONA shall not be responsible under any circumstances for indirect, accidental or fortuitous damages, including loss of profits, even though it may have been aware of the possibility of such damages occurring.

FIRA DE BARCELONA does not guarantee the required connectivity for the information synchronization and usage of the products, services or devices. Fira Barcelona Lead Retrieval is not to be held responsible for any consequences of the lack of connectivity.

In case of experiencing any malfunction, damage or loss of the device, or any issues with the services or products, Fira Barcelona Lead Retrieval encourages to notify any FIRA BARCELONA Lead Retrieval Service Desk and/or representative in a timely manner.

FIRA BARCELONA is not to be held responsible for any unforeseen acts that lead to cancelling or postponing the event, such as, but not limited to, demonstration/protests, strikes of any kind, structural damages, loss or shortages of power or acts of god. If any of the unforeseen acts would to take place, FIRA BARCELONA's obligations shall be terminated and FIRA BARCELONA shall be entitled to all perceived payments.

6.- Disclaimer: Unless otherwise expressly set forth in writing, our site, the site materials, the third party content, the user content, any hyperlinks, our services and any other services and/or content included on or otherwise made available to you through our site (collectively, "FIRA DE BARCELONA content/services") are provided to you on an as is or as available basis without any representations or warranties or conditions of any kind. We do not warrant that any FIRA DE BARCELONA content/services are free of viruses or other harmful components. We make no representations or warranties with respect to the availability, reliability or security of any FIRA DE BARCELONA content/services. Unless otherwise expressly set forth in writing, we disclaim any and all other warranties and representations (express or implied, oral or written) with respect to all FIRA DE BARCELONA content/services whether alleged to arise by operation of law, by reason of custom or usage in the trade, by course of dealing or otherwise including: (i) any and all warranties of merchantability; (ii) any and all warranties of fitness or suitability for any purpose (whether or not we knew, have reason to know, have been advised, or are otherwise aware of any such purpose); and (iii) any and all warranties of non-infringement or condition of title.

7. Cancellations: The User may deregister from the Lead Retrieval Service at any time. Without entitlement to the return of any amounts paid up to that time, or to make any claim whatsoever. Please contact with the Lead retrieval team at leadretrieval@firabarcelona.com

8.- Personal Data Protection: You are hereby informed that when collecting information and personal data ("Personal Data") through these Devices, you will become data processors, the Spanish Protection of Personal Data Act 13/1999 and the RD 1720/2007. Accordingly, you shall:

- a) Inform all visitors whose Personal Data is collected that such collection is taking place.
- b) Ensure that appropriate technical and organizational measures shall be taken against unauthorized or unlawful processing of such Personal Data and against accidental loss of, or damage to, the Personal Data.
- c) Make proper use of the Personal Data and not distribute any part of the Personal Data to anyone without the prior written consent of the visitors whose Personal Data has been collected.
- d) More generally, you shall abide by all the rules and regulations in force in collecting, storing and processing Personal Data.
- e) For the avoidance of any doubt, FIRA DE BARCELONA not shall be liable for any breach of the Spanish Protection of Personal Data Act 15/1999, Spanish Electronic Commerce and Services of the Information Society Act 34/2002 or the (EU) 2016/679 of the European Parliament on the protection of natural persons with regard to the processing of personal data and on the free movement of such data. You agree to defend, indemnify and hold harmless FIRA DE BARCELONA and their directors, officers, employees, agents and contractors, against any claim for such a breach.

9. Applicable legislation: The relationships established between the User and FIRA DE BARCELONA shall be governed by the provisions of Spanish law concerning applicable legislation and competent jurisdiction. Nevertheless, in cases where the law envisages the possibility of the parties being entitled to another jurisdiction, FIRA DE BARCELONA and the User hereby expressly relinquish any other jurisdiction they may be entitled to and agree to submit to the Courts and Tribunals of the city of Barcelona.

In all cases, the regulations of Spanish Law shall apply.

PRODUCTS AND SERVICES

I. Orders and Deadlines

- a. All orders placed before the celebration of the event must be fully paid at least 7 business days prior to the event date.
- b. Orders placed once the event has begun must be fully paid upon order.
- c. All orders placed once the event has begun are subject to availability.

II. Payment Terms and Cancellations

- a. Orders with open balances 7 business days before the event starts will be cancelled. Orders can be re-processed for a 50€ fee if payment is received within 7 days till the event starts. In such cases the device configuration and/or delivery may be delayed.
- b. The cancelled orders are subject to on site pricing if the re-order is handled on-site. In these cases the configuration and delivery of the order may be delayed and is subject to availability.
- c. If the received payment differs from the published prices on the moment of the purchase, Fira Barcelona Lead Retrieval will adjust the payment amount to the price on the order form.
- d. All order revisions placed after the pre-event deadline are subject to a 50€ processing fee.
- e. No refunds will be given after the pre-event deadline.
- f. Any unused or not picked up devices, services or products are not refundable.
- g. If you experience any malfunction of your product, device or service, escalate immediately your issue to the Fira Barcelona Lead Retrieval Service Desk. Failing to do so in a timely manner will result in no refunds or replacement devices to be given.

III. On Site Services and Terms

- a. Orders for devices, products or services placed on site may require up to two hours of processing times and are subjected to availability. Fira Barcelona Lead Retrieval encourages customers to order with a considerable margin before the event starts.
- b. Any sort of modification or customization of Fira Barcelona Lead Retrieval products, devices or services are subject to technician availability and may be subjected to a processing fee.
- c. Fira Barcelona Lead Retrieval clients hereby agree to comply with all the Terms of Usage the Event Management and Fira Barcelona Lead Retrieval. The violation of these terms by any client or party cannot be held against Fira Barcelona Lead Retrieval. The client agrees to hold Fira Barcelona Lead

Retrieval harmless and have reserved the right to terminate the contracted services, without refund or any sort of compensation to the involved parties. In addition, Fira Barcelona Lead Retrieval holds the right not to deliver any sort of information (leads, surveys, etc.) in case of such a violation.

IV. Mobile Scanner

- a) The User agrees to have been informed and provided all the required information for the correct utilization of the application and Mobile Scanner.
- b) Mobile Scanner rental includes mobile device for scanning the badges, application of Lead Retrieval by Fira Barcelona and 1 scanning license. All the devices come preconfigured and ready to use.
- c) Mobile Scanner rental also includes 4G internet connectivity for the duration of the event, for the use of Lead Retrieval by Fira Barcelona only.
- d) FIRA BARCELONA is in no way responsible for the service provided by Operator and any malfunctions therein, nor guarantees the availability of 4G connectivity.
- e) All devices will be delivered with a power plug and usb cable or a 1 piece power plug. It's the client's responsibility to check all the complements are included and escalate the missing of any of the aforementioned complements to Lead Retrieval Service team. Failure to do so will result in the application of the replacement fee for any missing complements.
- f) All the Mobile Scanners of Lead Retrieval by Fira Barcelona will be delivered directly to the stand of the client (exhibitor) before the event in a period of time of 2 weeks before the official event opening and 120 min after the event opening (depending on the situation it can last up to 2 hours after the event opening). Applies to all the orders placed and paid 48 hours before the event opening.
- g) Orders for Mobile Scanners placed on site may require up to two hours of processing times and are subjected to availability. It is recommended that orders are placed with a considerable margin before the event starts.
- h) All the Mobile Scanners will be picked up directly from the stands on the last day of the event. The pick up can be scheduled by the customer/exhibitor, but will be up to availability of Lead Retrieval Support team. All the devices must be picked up til 60min after the official event closing.

V. Web Portal

- a. To use the Web Portal a computer and Internet connection is required. Fira Barcelona Lead Retrieval is not to be held responsible for the incidences of

connectivity loss and thereof consequences or the malfunction of the computer and consequent Data loss, damage or corruption.

- b. The user agrees to have been informed and provided all the required information for the correct utilization of the Web Portal.
- c. To enter the Web Portal, the user will be provided a username and password. The username and password are personal and cannot be transferred.
- d. Only administrator user will have access to the Web Portal. Administrator user will be the person who will place the order of Lead Retrieval, unless indicating another person and contact details for administrator role. Scanner users will have no access to the Web Portal.

a. Exhibitor Terms of Usage

- i. The renter is responsible for a 200€ replacement fee for any damaged, stolen or lost Mobile Scanner. The renter is responsible for a 25€ replacement fee for any damaged, stolen or lost complement listed in “IV.e.”.
- ii. In case the renter has contracted the FIRA BARCELONA Lead Retrieval Loss or Damage Waiver, FIRA BARCELONA Lead Retrieval will waive the renter’s responsibility to return the device and/or its complements or to return it/them undamaged.
- iii. The following rules apply to FIRA BARCELONA Lead Retrieval Loss or Damage Waiver:
 - 1. FIRA BARCELONA Lead Retrieval Loss or Damage Waiver, waives the responsibility of the renter to return the rented device and/or its complements or to return them undamaged.
 - 2. The renter must report the damage, loss or theft to a FIRA BARCELONA Lead Retrieval Service Desk and/or representative immediately.
 - 3. For any stolen or lost device, the renter must file a police report and present a copy to a FIRA BARCELONA Lead Retrieval Service Desk and/or representative. Failing to present the copy within the next 24 hours of informing the loss or theft of the device, will void the waive of responsibility and the renter will be responsible to pay the corresponding replacement fee.
 - 4. Users may purchase the insurance prior to delivery of the rented device. Consequently once delivered the device the User cannot contract the aforementioned insurance.

Name: _____

Surname: _____

Company: _____

Position: _____

Stand: _____

Date: _____