

07 June 2022

Revised: 08 July 2025

END USER LICENCE AGREEMENT (EULA)

Pertaining to the GLOCMS & Digital Citizen Community Application, or any application provided by Glovent.

PLEASE READ THIS AGREEMENT CAREFULLY BEFORE INSTALLING OR USING THE APP.

This End User Licence Agreement ("EULA") is a legal agreement between the individual or entity accessing the App ("you", "your", or the "End-user") and GLOVent Solutions (Pty) Ltd ("GLOVent", "we", "us", or "our") for the use of:

- The GLOCMS mobile application and related data and media ("App"); and
- Any accompanying or subsequently provided documentation ("Documents").

We license, but do not sell, the App and Documents to you. Your use is subject to this EULA, our Privacy Policy, applicable app store terms, and any Software as a Service (SaaS) or Platform as a Service (PaaS) Agreement in place with your community, organization, or its representatives.

1. ACCEPTANCE OF TERMS

By installing the App or clicking "Accept," you agree to be bound by the terms of this EULA. If you do not agree, do not install or use the App.

2. ELIGIBILITY

You confirm that you are legally capable of entering into binding contracts. If you are using the App on behalf of a community, organization, or group, you confirm you are authorized to do so and accept this EULA on their behalf.

3. CHANGES TO TERMS

We may update these terms from time to time. Continued use of the App after changes are posted means you accept those changes. You may be prompted to accept revised terms to continue using the App.

4. GRANT OF LICENCE

We grant you a personal, non-transferable, non-exclusive, non-sublicensable licence to:

- Download and use one copy of the App on a personal Apple or Android device;
- Use the Documents to support your use of the App;
- Receive updates or patches we provide.

5. RESTRICTIONS

You agree NOT to:

- Copy, reproduce, or distribute the App or Documents except for backup;
- Modify, reverse-engineer, or create derivative works from the App;

- Rent, sell, sublicense, or share the App without our written consent;
- Circumvent or breach any security or usage limits set out herein.

6. ACCEPTABLE USE

You agree to:

- Use the App only for lawful and authorized purposes;
- Not introduce viruses, spam, or malicious code;
- Not interfere with or disrupt the App or Services;
- Not collect data from other users without consent.

7. PRIVACY

Our Privacy Policy governs how we collect and process personal data. You consent to our use of technical data and related information to improve our services.

8. USER ACCOUNTS

You must register to access Services. You agree to:

- Provide accurate and current information;
- Keep login credentials secure and confidential;
- Notify us immediately of unauthorized access or lost/stolen devices.

Each account is intended for use by a single user, group representative, or authorized agent. Shared logins without written permission are prohibited unless explicitly approved for administrative or community-wide use.

9. FEES AND PAYMENTS

- The App is free to download. Optional in-app purchases may be offered.
- Use of some Services may require subscription fees or be governed by the SaaS or PaaS Agreement.

10. INTELLECTUAL PROPERTY

All intellectual property in the App, Documents, and Services belongs to GLOvent or its licensors. You are granted a limited licence only. No rights are transferred to you.

11. WARRANTY

We warrant the App will function materially as described when used properly. This warranty does not cover misuse or modification. We do not guarantee the App will be error-free or always available.

12. LIMITATION OF LIABILITY

To the fullest extent permitted by law:

- We are not liable for indirect, incidental, or consequential damages;
- Our total liability is limited to amounts paid by you (if any) for use of the App;
- You are responsible for device-related issues arising from use of the App.

13. INDEMNITY

You agree to indemnify GLOVent for any claims, losses, or liabilities resulting from your misuse of the App or breach of this EULA.

14. TERMINATION

This EULA remains in effect until terminated by you or us. You may terminate by uninstalling the App. We may suspend or terminate your access if:

- You breach this EULA;
- Requested by law enforcement;
- Required due to technical or security issues;
- You do not pay applicable fees.

Upon termination:

- You must delete the App and all related materials;
- Your rights under this EULA end immediately.

15. COMMUNICATIONS

- For support: info@glovent.co.za
- For legal notices: Marked "Legal" to info@glovent.co.za or delivered to our physical address

16. GOVERNING LAW

This EULA is governed by the laws of the Republic of South Africa. Any disputes will be subject to the non-exclusive jurisdiction of the Cape High Court or another agreed venue.

17. EMERGENCY FEATURE

The Emergency function in the App only sends alerts to designated contacts via in-app notification, SMS, or email. It does not connect to emergency services. Use is at your own discretion and risk.

18. PLATFORM-AS-A-SERVICE (PAAS) TERMS

If you or your community access additional features as part of our PaaS offering, the following applies:

- You may interact with third-party integrations or custom modules built on the GLOVent platform.
- Use of APIs, developer tools, and extensibility features is subject to our PaaS Terms of Service.
- You may not create or distribute extensions or modules that compromise system security or user privacy.
- We are not liable for data, functionality, or failures introduced through third-party or community-developed integrations.
- Data shared through APIs or integrated modules is subject to your community's data governance rules and our data handling protocols.

END OF DOCUMENT