

Terms and conditions for clients

Introduction

Synolnt is companies group which provide services of market and public opinion research, costumer and consumer insights, and loyalty programs. Our main services are: Syno Panel, Syno Tool, Syno Score, Syno Answers, Syno Rewards, Syno Library, Syno Manager, Surveyo24, Syno Audience, etc.

If you use our services, you agree to these Terms and conditions for clients and you represent that you have authority to do so. Also, please carefully read this document.

If you do not agree to the Terms and conditions for clients, you must immediately terminate use of this site and our services. Our services are available only to individuals who can enter into legally binding contracts / agreements under applicable law. These Terms and conditions for clients constitute a legally binding agreement between you and Synolnt.

1. Language

1.1. These Terms and conditions for clients are prepared and written in English. To the extent that any translated version conflicts with the English version, the English version controls, except where prohibited by applicable law.

2. Jurisdiction, Governing Law and Law

2.1. Region of the Company means the territory of one of Synolnt company, with whom you are concluded / or you intend to conclude services agreement.

2.2. These Terms and conditions for clients and all matters regarding your use of the Synolnt sites and services shall be governed by, construed in accordance with, and enforced under the laws of the Region of the Company, without regard to its choice of law principles.

2.3. Any dispute, controversy, disagreement or claim arising out of or in connection with the Terms and conditions for clients, as well as issues of the violation, termination or validity / invalidity hereof at first shall be settled by mutual negotiations. If the negotiations is failed to mutually settle within 30 (thirty) calendar days starting from the receipt of one Party`s request by the other Party, such cases shall be settled in the competent court of Region of the Company following the procedures established by the Laws of Region of the Company.

2.4. If any provision of these Terms and conditions for clients is determined to be unenforceable by a court of competent jurisdiction, that provision will be severed and the remainder of terms will remain in full effect.

3. How to get Synolnt services?

3.1. You can get Synolnt services by filling in the registration form at www.synolnt.com or by clicking [here](#). You can also contact by e-mail info@synolnt.com, write to or call by mobile phone by contacts described here.

4. What does it mean to get Synolnt services?

4.1. It is an opportunity to participate in surveys, register on panels, conduct research, order surveys of services, receive rewards, etc.

5. Your rights

5.1. You have the right to order the services provided by the Synolnt. Furthermore, you have the right to refuse the services of the Synolnt in accordance with these rules and relevant provisions of Services agreement with you. Also, in implementing the provisions of the EU General Data Protection Regulation (EU) 2016/679, you have the right to apply for the processing of your personal data in Synolnt.

6. Your obligations

6.1. If you conclude the services agreement with the Synolnt, you undertake: – To get acquainted with Privacy Policy, Cookie Policy, DPO, Quality documentation, Security Policy and these – Terms and conditions for clients; – To accept Synolnt services; – To pay an agreed fee for Synolnt services; – Comply with all applicable laws; – Represent that neither of representations or guarantees which leave any circumstance undisclosed, which, if not disclosed, would make any representation or guarantee misleading or false for Synolnt services; That personal data shall be: – processed lawfully, fairly and in a transparent manner in relation to the data subject ('lawfulness, fairness and transparency'); – collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes ('purpose limitation'); – adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation'); – accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay ('accuracy'); – kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed ('storage limitation'); – processed in a manner that ensures appropriate security of the personal data, including

protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures ('integrity and confidentiality').

7. Synolnt rights

7.1. Synolnt reserves the right to refuse, restrict, prohibit or reject your access to, use of, and / or participation in the services, at any time and for any reason.

8. Synolnt obligations

8.1. If you conclude the services agreement with the Synolnt, Synolnt undertakes: – To provide the highest quality services; – Closely cooperate; – To give access / account to use Synolnt services; – To ensure that your personal data and non-personal data will be processed and stored according to the highest security and protection requirements; – Represents, warrants and covenants that the Synolnt will, and will cause its employees and/or agents to, abide by and comply with all applicable international, national, federal, state and/or local laws, rules, regulations, requirements, statutes, codes, decisions and opinions, including but not limited to the EU General Data Protection Regulation (EU) 2016/679 etc.– The Synolnt represents, warrants and covenants to you that Synolnt will, and will cause its employees and/or agents to, abide by and comply with all applicable international, national, federal, state and/or local laws, rules, regulations, requirements, statutes, codes, decisions and opinions, including but not limited to the ICC/ESOMAR International Code on Market, Opinion and Social Research and Data Analytics (www.esomar.org), which was developed jointly with the ICC (International Chamber of Commerce), sets out global standards for self-regulation for researchers and data analysts and is undersigned by all ESOMAR members and the ethical codes of the Insights Association (www.insightsassociation.org). – That according to EU General Data Protection Regulation (EU) 2016/679 would be implemented all rights of data subject (if such a situation would be / would appear): Right to be informed (EU General Data Protection Regulation (EU) 2016/679 art. 13 and 14); Right to access (EU General Data Protection Regulation (EU) 2016/679 art. 15); Right to rectification (EU General Data Protection Regulation (EU) 2016/679 art. 16); Right to erasure (Right to be forgotten) (EU General Data Protection Regulation (EU) 2016/679 art. 17); Right to restriction of processing ((EU General Data Protection Regulation (EU) 2016/679 art. 18); Notification obligation (EU General Data Protection Regulation (EU) 2016/679 art. 19); Right to data portability (EU General Data Protection Regulation (EU) 2016/679 art. 20); Right to object (EU General Data Protection Regulation (EU) 2016/679 art. 21); Automated decision – making (EU General Data Protection Regulation (EU) 2016/679 art. 22).



9. Fees and payments

9.1. You agree to pay to Synolnt any fees for each services you purchase or use (including any overage fees), in accordance with the pricing and payment terms presented to you for that services. Where applicable, you will be billed using the billing method which you selected in services agreement or agreed by another way. Fees paid by you are non-refundable, except as provided in these Terms and conditions for clients, services agreement or when required by law. Unless otherwise stated, you are responsible for any taxes (other than Synolnt's income tax) or duties associated with the sale of the services, including any related penalties or interest (collectively, "Taxes"). You will pay Synolnt for the services without any reduction for Taxes. If Synolnt is obliged to collect or pay Taxes, the Taxes will be invoiced to you, unless you provide Synolnt with a valid tax exemption certificate authorized by the appropriate taxing authority or other documentation providing evidence that no tax should be charged. Synolnt may change the fees charged for the services at any time, provided that, for services billed on a subscription basis, the change will become effective only at the end of the then-current billing cycle of your subscription. Synolnt will provide you with reasonable prior written notice of any change in fees to give you an opportunity to cancel your subscription before the change becomes effective. Unless otherwise stated, any overage fees incurred by you will be billed in arrears. Overage fees which remain unpaid for 30 days after being billed are considered overdue. Failure to pay overage fees when due may result in the applicable service being limited, suspended, or terminated (subject to applicable legal requirements), which may result in a loss of your data associated with that service.

10. Passwords and accounts security

10.1. Synolnt ensures the protection of your passwords, accounts and other data and details. However, you must also act responsibly. Please keep your passwords and details of accounts safely. If you have been issued an account by Synolnt in connection with your use of the services, you are solely responsible for keeping your password confidential and secure. You understand that you are responsible for all use of your username and password on the Service. If your username or password is lost or stolen, or if you believe there has been unauthorized access to your account by third parties, please notify us immediately by data.protection@synoint.com and change your password as soon as possible. Furthermore, passwords must not be transferred or shared with others unless authorized to do so, and passwords must not be written down, inserted into e-mail messages or other forms of electronic communications or stored in a file or computer system unless adequately secured. We recommend that: passwords would have at least 8 (eight) characters, can not contain the user name or parts of the user's full name, such as his first name and you must use for passwords at least 3 (three) of the 4 (four) available character types: lowercase letters, uppercase letters, numbers, and symbols.

10.2. *Note: Synolnt may terminate your account and delete any content contained in it if there is no account activity (such as a log in event or payment) for over 12 months. However, we will attempt to warn you by email before terminating your account to provide you with an opportunity to log in to your account so that it remains active.*

11. Intellectual property rights and user guidelines

11.1. All information provided in the Synolnt web page, texts, other content and all information related with Synolnt services is protected by the Copyright laws. No one has the right to copy information on the Synolnt webpages and services without the consent of Synolnt. Please respects the rights of intellectual property owners. Synolnt respects intellectual property rights and expects you to do the same. Please follow some rules below and encourage other users to do the same. The following is not permitted for any reason whatsoever: selling, renting, sublicensing or leasing of any part of the Synolnt services for other third parties; removing or altering any copyright, trademark, or other intellectual property notices contained on or provided through the Synolnt systemes (including for the purpose of disguising or changing any indications of the ownership or source of any Synolnt websites and services); circumventing any territorial restrictions applied by Synolnt; circumventing any technology used by Synolnt or any third party to protect Synolnt websites and services; using the Synolnt services to import or copy any local files you do not have the legal right to import or copy in this way; copying, redistributing, reproducing, “ripping”, recording, transferring, performing or displaying to the public, broadcasting, or making available to the public any part of the Synolnt services, or otherwise making any use of the Synolnt services which is not expressly permitted under the agreements or applicable law or which otherwise infringes the intellectual property rights (such as copyright) in the Synolnt websites and services or any part of it.

11.2. Furthermore, please respect Synolnt, the owners of the Synolnt services and websites, and other users. Don't engage in any activity, post any content, or register and/or use a username, which is or includes material that: – is offensive, abusive, defamatory, pornographic, threatening, or obscene; – is illegal, or intended to promote or commit an illegal act of any kind, including but not limited to violations of intellectual property rights, privacy rights, or proprietary rights of Synolnt or a third party; – includes malicious content such as malware, Trojan horses, or viruses, or otherwise interferes with any user's access to the services; – is intended to or does harass or bully other users; – involves the transmission of unsolicited mass mailings or other forms of spam (“spam”), junk mail, chain letters, or similar, including through the Synolnt inbox; – interferes with or in any way disrupts the Synolnt services, tampers with, breaches, or attempts to probe, scan, or test for vulnerabilities in the Synolnt services or Synolnt's computer systems, network, usage rules, or any of Synolnt's security components, authentication measures or any other protection

measures applicable to the – – — Synolnt services or any part thereof; – conflicts with the agreements, as determined by Synolnt.

12. Confidentiality

12.1. You hereby undertakes during the term of the Synolnt services agreement and for a period of 5 (five) years thereafter not to disclose to any third party confidential information concerning the Synolnt, the business and/or financials of Synolnt and Synolnt systems and platforms, except for such information necessarily provided in connection with the use by you of Synolnt systems and platforms and services in accordance with services Agreement. For the purpose of this confidentiality undertaking, confidential information shall mean any and all information related to services agreement and the fulfilment of the agreement – including but not limited to – technical, practical and commercial information in relation hereto, except for any (i) information, which is known or which will become known in full detail to the public other than by breach of the obligations herein contained, (ii) information, which you can demonstrate was in its possession before making this undertaking and (iii) information which you has received or will receive from a third party without restraints as to the disclosure thereof.

13. Marketing

13.1. Synolnt shall have the right to use your name in any and all marketing materials, and for purposes of public relations, as a partner using Synolnt systems and platforms. All marketing done solely by the Synolnt will be at its own expense.

14. Illegal special cases

14.1. Synolnt reserves the right to inform and notify law enforcement authorities if Synolnt has found signs / marks of criminal acts which are related to race-hatred, pornography, sexual offenses, discrimination and etc. Also, the Synolnt have the right to inform and notify the law enforcement authorities about other illegal activities in Synolnt systems and platforms.

15. Services limitations and modifications

15.1. Synolnt will make reasonable efforts to keep the Synolnt services operational. However, certain technical difficulties or maintenance may, from time to time, result in temporary interruptions. To the extent permissible under applicable law, Synolnt reserves the right, periodically and at any time, to modify or discontinue, temporarily or permanently, functions and features of the Synolnt Service, with or without notice, all without liability to you, except where prohibited by law, for any interruption, modification, or discontinuation of the Synolnt Services or any function or feature

thereof. You understand, agree, and accept that Synolnt has no obligation to maintain, support, upgrade, or update Synolnt services, or to provide all or any specific content through the Synolnt services. This section will be enforced to the extent permissible by applicable law.

16. Warranty and disclaimer

16.1. Synolnt endeavours to provide the best services we can, but you understand and agree that the Synolnt services is provided “As is” and “As available”, without express or implied warranty or condition of any kind. You use the Synolnt services at your own risk. To the fullest extent permitted by applicable law, Synolnt makes no representations and disclaim any warranties or conditions of satisfactory quality, merchantability, fitness for a particular purpose, or non-infringement. You understand that this does not affect your statutory rights as a consumer.

17. Links

17.1. Synolnt websites contains links to other individual, company or organization webpages, however Synolnt is not responsible for the content of these web pages or their privacy and security assurance methods.

18. Mobile

18.1. Synolnt notes that the location of mobile phones is not required when providing Synolnt services and when using Synolnt websites.

18.2. Most mobile devices provide users with the ability to disable location services. Most likely, these controls are located in the device’s settings menu.

18.3. If you have questions about how to disable your device’s location services, we recommend you contact your mobile service carrier or your device manufacturer.

19. Terms and conditions for clients changes

19.1. Any changes to this Terms and conditions for clients will be posted on this website and take effect immediately. This Terms and conditions for clients is also used by the following sites:

- www.synoscore.com;
- www.synoanswers.com;
- www.synopanel.com;
- www.synorewards.com;
- www.syno-int.com

- www.synojapan.com;
- www.synokorea.com;
- www.surveyo24.com.

19.2. *Note: The main and always updated version of this Terms and conditions for clients is posted on www.synoint.com.*

19.3. If you are interested in a deeper discussion about Terms and conditions for clients or should you have any queries regarding the above this document, please email us at info@synoint.com or write to UAB Syno International (for data protection) Vilniaus street 35, Vilnius, 01119, Lithuania.