

## General Terms and Conditions for Online Support - AS AUDIO-SERVICE GmbH (valid from March 27<sup>th</sup>, 2017)

1. Online Support  
AS AUDIO-SERVICE GmbH (called "AS") is allowed to maintain or to support via secure remote access hardware and software subject to this agreement as well as any further agreed operations.
2. Access to data base  
In case of online support AS is allowed to access customer's data base. The customer hereby grants AS the irrevocable right to use data which are subject to the customer's data base (e.g. product features, performance parameters, other technical information) for own purposes (e.g. improvement of AS's own products and services) in an anonymous, timely, locally and content wise unlimited manner.
3. Process of Online Support
  - 3.1. The customer grants the execution of the online support by using a secure telecommunication connection, which has to be installed at his own cost as well as all technical preconditions required to ensure a secure connection.
  - 3.2. The technical-organisational process results - as far as our services are concerned - from the security concept in its latest version. AS is allowed to modify this concept as far as quality and execution of the online support is not jeopardized.
4. Access to personal related data
  - 4.1. AS will not use any personal related data for other purposes than online support. AS will not reproduce or publish such data.
  - 4.2. The customer agrees that employees of AS may get access to personal related data as far as such access is solely for the purpose of the online support.
5. Other
  - 5.1. The online support can be withdrawn by the customer in written at any time.
  - 5.2. These General Terms and Conditions for Online Support are valid in addition to AS's General Terms and Conditions, valid in its latest version.