

Terms of Use – Safe4 End-User Agreement

lotiliti & Confi.care Platforms

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1. Introduction and Scope of Agreement

These Terms of Use (“Terms”) constitute a legally binding agreement between you (“the User”) and the applicable service provider depending on which platform you are using: either Safe4 Security Group AS, a Norwegian company headquartered in Oslo, Norway, in relation to the lotiliti alarm and security services, or Safe4 Care AS, likewise registered in Norway, in relation to the Confi.care platform, which provides passive activity monitoring and in-home alerting functionality designed to support household safety and presence awareness. Each of these entities is the legal operator of their respective platform, although both operate within the broader Safe4 technology ecosystem and rely on a common infrastructure developed by Safe4 Group and its subsidiaries.

The services governed by these Terms include, depending on your registration, either access to the lotiliti platform or to the Confi.care platform, which are technically delivered through the same core backend, including the HomeGate AiO gateway, mobile applications, Safe4’s cloud-based IoT orchestration layer, and certified end devices provided by Onesti Products AS. While the technological foundation is shared, the contractual relationship exists between you and the specific entity corresponding to your platform usage.

In some cases, your access to the platform may have been initiated or provided through a third-party service provider, such as a white-label partner, a municipal or a commercial distributor or reseller. In such scenarios, your commercial or subscription agreement may be with that external party, who acts as the data controller for certain processing activities specific to your service relationship with them, while Safe4 remains responsible for the technical platform and related data processing under these Terms. Your actual usage of the platform, your interaction with the app, and the processing of technical and behavioral data are governed by these Terms insofar as they relate to your use of the Safe4-managed infrastructure. These Terms do not supersede any service-specific agreement you may have with a partner but apply in parallel to govern your rights and obligations while using Safe4’s underlying platform and systems.

By creating a user account, downloading and accessing the platform application, registering a HomeGate AiO device, activating IoT devices, subscribing to service modules, or interacting with any part of the Safe4-managed infrastructure - either directly or through a partner - you confirm that you have read, understood, and accepted these Terms in full. If you do not accept these Terms, you are not permitted to access or use the platform or its services.

These Terms apply equally to all individuals who access or interact with the platform, including but not limited to contract holders, administrative users, household members, caregivers, care recipients, invited guests, designated emergency contacts, and authorized personnel from installation partners, service providers, or affiliated technical organizations. For the purposes of this document, all references to “Safe4”, “we”, “our” or “us” shall refer collectively to the Safe4 group of companies, which is responsible for the underlying platform infrastructure, regardless of whether the service is provided through lotiliti or Confi.care or delivered directly or through a white-label or partner channel.

2. Description of Services and Technical Architecture

Safe4 delivers a modular platform consisting of smart home security services, connected devices, and automation technology through a unified IoT infrastructure. Each service relies on a combination of user-facing mobile applications, back-end cloud systems, and an in-home gateway - the HomeGate AiO - which serves as the secure interface between physical devices and cloud-based functionality. Safe4's platforms enable control of IoT devices, alarms, automation routines, access control, incident detection, and behavior-based notifications in both residential and home-monitoring environments.

The specific services activated on your account depend on the platform you are registered with and the purpose for which the system is used. Both Iotiliti and Confi.care technically support the same underlying capabilities—including device automation, alarm control, digital access, energy optimization, and behavioral monitoring—but each platform is tailored to distinct user needs. Iotiliti is designed for residential alarm and security management, including device-based access control and incident alerting, whereas Confi.care is focused on supporting environments through passive monitoring, activity insights, and automated alerts intended for caregivers or relatives. Both platforms rely on the same underlying infrastructure and may integrate with third-party devices or external APIs. Where the user has ordered a service that includes alarm monitoring, alarm events may be routed to Safe4's own Alarm Receiving Centre, which is operated by the certified subsidiary Safe4 Certified Monitoring Services. This unit is responsible for professional alarm handling, including event verification, response coordination, and escalation to emergency contacts or authorities when applicable.

Safe4 provides its services both under its own brand and as white-label infrastructure through partner organizations. The technical infrastructure remains under Safe4's operational control, even where branding or interfaces differ. All use is subject to these Terms regardless of distribution channel. Use of these services may be direct (via Safe4's own brands) or indirect (via partner agreements). Regardless of channel, access to and operation of the platform is governed by these Terms, which outline your obligations as a user and the operational boundaries of Safe4 as the technical provider.

3. Privacy Overview

Safe4 is committed to protecting your privacy and processes your personal data in accordance with the General Data Protection Regulation (GDPR) and applicable laws. We collect and use data, such as identity information and sensor-based activity data, to deliver our services. For a detailed explanation of how we handle your data, including your rights under GDPR, please refer to sections 7 and 8 of these Terms, as well as our Privacy Policy and Cookie Policy, available on our official website

4. Eligibility, Account Creation and Registration

To use any Safe4-managed platform, you must be at least 18 years of age and possess full legal capacity to enter into binding agreements. When registering for access - either directly via Safe4 or through a partner - you are required to provide accurate, current, and verifiable information, including name, email address, mobile number, and installation address. Additional details, such as billing information or personal identification, may be required depending on the nature of the service.

Upon successful registration, your account will be linked to a specific platform and service context, and assigned a digital identity corresponding to your access role. You are responsible for safeguarding your login credentials and must notify either Safe4 or your designated service provider without undue delay in the event of suspected misuse, unauthorized access, or security breach,

depending on the entity through which you registered your service. Sharing of login credentials outside of predefined guest access models is prohibited.

You agree not to create accounts using false identities, impersonate others, or misrepresent your relationship to any associated property or care recipient. Safe4 reserves the right to suspend or revoke platform access in the event of policy violations, registration fraud, or inactivity.

5. User Roles, Access Rights and Delegation

Safe4's platform is designed with a role-based access model. The Service Owner (typically the person who registers the gateway) is the primary contract holder and has full administrative authority over all system settings, access control, and subscription management. The Owner may delegate access to:

- **Administrators** with near-full control over settings, devices and user access
- **Users** with operational control (e.g., alarm on/off, device toggling) but no configuration rights
- **Guest Users**, who receive limited-time access credentials without full app access
- **Care Recipients**, who are the subject of monitoring in Confi.care
- **Relatives / Caregivers**, who receive alerts and monitor behavior (Confi.care)
- **Emergency Contacts**, who may be called in the event of alarm escalation

Each access role is governed by a permissions model that is defined by the platform and configurable by the Service Owner or appointed Administrator. All users, regardless of how they are invited, are bound by these Terms.

Safe4 shall not be liable for any misuse, unintended disclosure, or system alteration resulting from incorrectly delegated access, user negligence, or unauthorized credential sharing. It is the responsibility of the Service Owner to audit and maintain access privileges.

6. Installation, Configuration and Technical Conditions

Platform functionality depends on the correct installation, configuration, and maintenance of the HomeGate AiO and all connected devices. The user is responsible for ensuring that the HomeGate AiO gateway remains continuously connected to the internet, either via a stable and secure local network (Wi-Fi or Ethernet), or through mobile data coverage provided by the integrated 4G module. The gateway must remain powered and online at all times to ensure uninterrupted service availability and secure communication with connected devices and the Safe4 cloud platform. The Safe4 platform is designed for self-installation, and users are expected to install the HomeGate AiO and connected devices themselves by following Safe4's official installation guidelines to avoid issues such as system malfunctions or false alarms (e.g., placing motion sensors away from heat sources that may trigger unintended alerts). For users who prefer professional assistance, Safe4 may offer the option to engage certified installation partners to perform the setup for a fee, ensuring optimal performance and compliance with platform requirements

Only devices certified by Safe4 or Onesti Products AS are guaranteed to function within the platform. Use of unsupported or uncertified devices may lead to partial failure, system conflict, or degradation of service. Platform users are also responsible for replacing batteries, keeping devices online, and accepting mandatory firmware or software updates when pushed by Safe4.

Safe4 may remotely deploy software and firmware updates to the HomeGate AiO and its associated components in order to maintain platform stability, enhance security, and ensure compatibility with current standards. Users must not block or interfere with such updates. Any attempt to manipulate the system, bypass firmware restrictions, or interfere with the secure architecture of the device is strictly prohibited and constitutes a material breach of these Terms. Safe4 employs active technical

safeguards to prevent unauthorized access, tampering, or reverse engineering. Failure to adhere to Safe4's official installation and configuration guidelines may result in partial or total degradation of service functionality. Safe4 accepts no liability for technical faults, safety risks, or performance issues resulting from incorrect setup, unauthorized device integrations, or the use of non-certified components.

7. Types of Data Collected and Their Use

Safe4 collects and processes various types of data to deliver the lotiliti and Confi.care platforms. This includes identity data (e.g., name, email address, phone number), installation metadata (e.g., installation address), user actions (e.g., alarm control, device toggling), device states, alert logs, motion patterns, and system diagnostics. In the context of Confi.care, the platform may process sensor-based activity data, such as patterns of movement or room occupancy, to support event detection and automated notifications. This data is used to provide the core functionality of the platforms, such as alarm management, access control, and automated alerts, as well as to enable emergency responses, for example by notifying emergency contacts or authorities when an alarm is triggered or unusual inactivity is detected.

For full details on how we collect, store, and use personal data—including legal basis, retention timeframes, third-party providers, international transfers, and your rights as a data subject—please refer to our Privacy Policy, available on the official website of the platform you are using.

8. Platform Usage, Data Management, and Online Store Purchases

In connection with your use of the platform application, Safe4 grants you access to system-related information such as customer data, subscription details, and sensor status, depending on your user role. When you interact with the platform through the app interface, we log your actions, such as alarm control, device usage, configuration changes, or access activity, to ensure system reliability, support, compliance, and traceability. You can view and manage your personal information through the app's user profile section. If you wish to delete your user account, you may do so by navigating to:

Settings > Profile > Delete Account

Please note that if you are the registered Service Owner for a system, your account cannot be deleted until the full service agreement has been terminated and all outstanding obligations are settled.

When you purchase goods or services through a Safe4-operated online store, the personal data necessary to process your order, complete payment, and ensure delivery will be collected and stored. This may include your name, telephone number, email address, date of birth, shipping address, and payment information. When you purchase products directly from Safe4, we share your delivery information with third-party logistics providers to complete the shipment to your address. Payments are processed through trusted external providers and may require the use of credit card data, BankID authentication, or mobile verification depending on your selected method. In some cases, the Safe4 online store may offer products delivered by third-party partners, labeled or otherwise marked as external supplier offerings. In these scenarios, Safe4 facilitates the purchase and transfers relevant delivery details to the named supplier, who is solely responsible for the shipment, product condition, customer support, warranty, and any returns or complaints. This will be clearly indicated at the time of purchase.

9. Platform Features and Functional Capabilities

The Safe4 platform provides a broad and modular set of features tailored for alarm and security management, access control, and digital notification systems designed to support both residential safety and home-based monitoring needs. These features are made available through the same unified technical infrastructure, but the user experience and terminology may differ depending on whether you are using lotiliti or Confi.care.

The core set of features available to users may include system arming and disarming (where an alarm system is installed), access control via digital locks or codes (where such components are part of the installation), control of connected IoT devices and real-time status reporting from sensors integrated into the system.

Advanced automation options allow users to define rules, schedules, or event-driven scenarios based on presence, time of day, or sensor input - enabling personalized environments with minimal manual intervention. Notifications and alerts may be configured according to user role, individual preference, or event type. The nature of these rules and the available automation logic may vary depending on the service context: for example, lotiliti supports alarm modes such as fully armed, partially armed, and disarmed, as well as automation tied to smart devices like plugs or locks, while Confi.care allows for behavioral triggers such as prolonged room occupancy, deviations from expected nighttime activity, or thresholds for inactivity.

While all features are built on a shared technical foundation, the design and functional emphasis of the lotiliti platform is centered on residential alarm management, access control, and security automation, whereas Confi.care is optimized for passive activity monitoring and non-intrusive in-home alerting to support household safety and presence awareness.

However, both platforms support overlapping configurations and may, where relevant, incorporate elements from each other - such as Confi.care systems with upgraded alarm modules, or lotiliti users with behavioral alert features.

Functionality depends on the user's hardware setup, selected services, and user role. Access to certain features may require additional subscriptions or activation steps. Safe4 continuously develops and refines its platform, and reserves the right to introduce new features or deprecate existing ones as necessary to maintain quality, performance, and security.

10. Subscription, Billing and Payment Terms

Access to the Safe4 platform and its associated services is contingent on an active subscription or service agreement, either entered into directly with Safe4 or facilitated through an authorized distribution partner. All use of the platform presupposes that a valid agreement is in place, covering the applicable service tier, billing model, and functional scope. The terms and duration of the subscription are provided at the time of activation and may vary depending on the service channel through which the agreement was established.

Safe4 may also make available selected third-party services for purchase through the platform. In such cases, the user places the order directly with the external provider, while Safe4 may collect payment and facilitate access. The contractual relationship remains with the third-party provider, and Safe4 accepts no liability for delivery, performance, cancellation, refund processing, or complaint handling related to such services. The name of the provider and applicable conditions will be made visible at the time of purchase.

You may cancel your subscription at any time, subject to any applicable notice periods and contractual minimum terms. Cancellation may be submitted through the app interface or by written

request to the party with whom you entered into the agreement. Termination will take effect at the end of the calendar month in which the cancellation is submitted, plus one additional month of notice, unless a different period is specified in your agreement. During this time, service access will remain active, and billing will continue. Refunds for any remaining time beyond this period will not be issued unless explicitly stated in your agreement or required by applicable consumer protection law.

Users located within the European Union or EEA may be entitled to a statutory right of withdrawal under the EU Consumer Rights Directive. This right is valid for 14 days from the date of initial activation of a digital service. However, by registering and receiving immediate access to the platform, users expressly acknowledge that the service is being delivered without delay, and agree that the right of withdrawal may be forfeited under Article 16(m) of the Directive once digital access has begun. Where applicable, you will be asked to confirm this at the time of signup.

For physical products purchased through a Safe4-operated online store, returns and warranty claims shall be handled in accordance with the applicable terms of sale, available at the point of sale, and are governed by applicable consumer protection laws in your jurisdiction. For products purchased through a white-label partner (e.g., Homely AS) or third-party supplier, returns and warranty claims shall be directed to the partner or supplier in accordance with their terms, and Safe4 accepts no liability for such processes unless explicitly agreed otherwise.

No charges will ever be incurred, and no payment will be processed, unless the user has explicitly confirmed their intent to activate a service, place an order, or complete a transaction. All prices, terms, and related conditions will be clearly presented prior to confirmation.

11. Customer Support, Complaints and Contact Handling

Safe4 provides customer support through a combination of internal service channels and external partner arrangements, depending on the platform in use and the origin of the user relationship. Support is available via email, in-app help tools, online forms, and dedicated contact points, subject to applicable service levels and language availability.

For users of the Iotiliti platform, support responsibilities vary based on how the service was obtained:

- If your access to Iotiliti is part of a partner-delivered service—such as through a commercial distributor, housing provider, or white-labeled offering—all customer support and contract inquiries must be directed to the partner. This includes, but is not limited to, onboarding, configuration, billing, troubleshooting, access control, and system usage. Safe4 will only respond to such inquiries if they are escalated via the partner under an established support process.
- If you have entered into a direct agreement with Safe4, you may contact Safe4 support via the official contact methods listed in your onboarding documentation or platform interface.

For users of the Confi.care platform, Safe4 provides first-line support directly to all registered users. This includes assistance with registration, device configuration, platform features, access roles, and general usage inquiries. In these cases, you should contact Safe4 directly through the designated support channel made available within the app or via the official website.

Complaints regarding service functionality, billing, technical issues, or suspected misuse must be submitted in writing to the responsible party as defined by your agreement. Where applicable, Safe4 may escalate or forward complaints to a third party if the matter concerns a service or product delivered by an external supplier. For physical goods, the responsible contact party will be indicated at the point of sale.

If you are a consumer residing within the EU or EEA and are unable to resolve a dispute through the provided support channels, you may file a complaint via the EU's Online Dispute Resolution (ODR) platform, in accordance with Regulation (EU) No. 524/2013.

Safe4 makes every effort to respond to valid inquiries within a reasonable timeframe, but response times may vary based on service tier, issue complexity, and whether your support relationship is managed by Safe4 or an external partner.

Support is available in selected languages and is generally provided during local business hours on working days. Some delays may occur during high-volume periods or in cases that require escalation between Safe4 and external service partners.

For physical products purchased through the Safe4 store, support inquiries regarding delivery, product defects, or warranty coverage must be addressed either to Safe4 or to the third-party supplier who fulfilled the order. The responsible party will always be indicated clearly at the time of purchase.

12. Limitations of Liability and Warranty Disclaimer

To the extent permitted under applicable law, Safe4 disclaims all liability for indirect, incidental, special, or consequential damages arising from or related to the use of the platform, the HomeGate AiO, connected devices, or any services provided through Safe4-managed systems. This includes, but is not limited to, damages resulting from service interruptions, data loss, hardware failure, system misuse, delayed alerts, or any failure to detect or prevent unauthorized access, break-ins, accidents, or adverse events.

Safe4 does not guarantee that the platform, app, or integrated devices will operate uninterrupted or error-free at all times. The platform and its associated components are provided "as is" and "as available," without express or implied warranties of any kind, including but not limited to warranties of merchantability, fitness for a particular purpose, title, or non-infringement.

The user is solely responsible for the correct installation, configuration, and ongoing use of devices and features provided through the platform. Malfunction caused by incorrect setup, unsupported devices, unauthorized modifications, or failure to follow usage instructions shall not be considered the responsibility of Safe4. Where technical issues arise due to system limitations, software updates, or third-party integrations, Safe4 will make reasonable efforts to resolve the matter, but does not guarantee a specific outcome or resolution timeframe.

If your service includes forwarding of alarms or emergency events, Safe4 is only responsible for processing and transmitting such events according to the defined service level and the technical capacity of the system. Safe4 is not liable for any failure in incident handling caused by the actions or inactions of external service providers, including but not limited to emergency services, care networks, or hardware manufacturers, unless a separate written agreement places such responsibility with Safe4.

In jurisdictions where limitations of liability are restricted by law, this section shall be applied to the maximum extent legally permissible. Nothing in these Terms shall exclude or limit Safe4's liability in cases of gross negligence, willful misconduct, or any liability that may not be lawfully excluded under applicable consumer protection statutes.

13. Availability, Maintenance and Service Interruptions

Safe4 aims to ensure stable, secure, and reliable operation of its platform and services, but does not guarantee uninterrupted availability or error-free performance at all times. Interruptions or degraded

functionality may occur as a result of scheduled maintenance, urgent security updates, changes to external systems, or events beyond Safe4's control, including but not limited to internet outages, power failure, hardware malfunction, or denial-of-service attacks.

Safe4 performs routine maintenance and system upgrades in order to improve performance, introduce new features, and correct issues. Where possible, scheduled downtime will be communicated in advance through the platform interface or official support channels. Urgent security patches or emergency fixes may be deployed without prior notice to ensure the safety and integrity of the system.

Access to services may also be temporarily affected due to partner systems, telecommunications infrastructure, third-party APIs, or integration points outside of Safe4's operational domain. While Safe4 undertakes reasonable efforts to monitor and manage such dependencies, no liability is accepted for availability issues caused by third-party platforms, cloud infrastructure, or data centers not under Safe4's direct control.

Users are encouraged to maintain appropriate backup systems, redundant safety measures, or alternative access methods in contexts where Safe4's services are used for critical functions such as physical security or home-based monitoring. Safe4 shall not be liable for losses incurred as a result of temporary service outages unless otherwise specified in a dedicated service level agreement.

14. Ownership and Intellectual Property

All intellectual property rights related to the Safe4 platform—including but not limited to the Iotiliti and Confi.care applications, the HomeGate AiO gateway firmware, connected device integrations, platform software, configuration tools, documentation, and design elements—are and shall remain the exclusive property of Safe4 Security Group AS, its subsidiaries, or authorized licensors.

Use of the platform is granted under a limited, non-exclusive, non-transferable license, provided solely for personal or internal business use in accordance with these Terms. This license does not confer any rights to reproduce, modify, resell, sublicense, or distribute any part of the platform, nor to extract or isolate underlying components of its software, content, or logic.

Users are expressly prohibited from attempting to reverse engineer, decompile, disassemble, or otherwise access the source code, underlying architecture, or security mechanisms of the system. Any attempt to interfere with intellectual property protections, tamper with software controls, or bypass access restrictions will be considered a material breach of these Terms and may result in immediate termination of access and potential legal action.

As a general rule, hardware such as the HomeGate AiO and approved sensor equipment is sold to the user and becomes the property of the end customer upon delivery, subject to the applicable terms of sale. However, the embedded firmware, control logic, and platform integration layers remain the property of Safe4 and are licensed for use only as part of an authorized Safe4-managed service.

In certain service models—particularly within subscription-based Confi.care deployments—Safe4 may retain ownership of the hardware while granting the user a right to use it as part of an active service agreement. In such cases, the hardware may not be transferred, repurposed, or modified outside of the Safe4 platform. Upon termination of the agreement, Safe4 may request return of the hardware or arrange retrieval, subject to local regulations and any applicable service terms.

The Safe4, Onesti Products, and Confi.care names and associated visual identities are proprietary designations used by Safe4 Security Group AS. While these marks may not be formally registered trademarks in all jurisdictions at the time of writing, they are protected under applicable intellectual

property laws. Unauthorized use, imitation, or misuse of any name, logo, or brand element associated with Safe4 may result in legal action.

Nothing in these Terms shall be interpreted as a transfer of intellectual property ownership or the grant of any rights beyond those expressly provided herein. All other rights are reserved by Safe4 and its licensors.

These Terms govern the rights and obligations of end users only. Authorized Safe4 partners, resellers, or system integrators may operate under separate licensing agreements which define their permitted use, branding rights, and integration scope. Nothing in this section shall restrict the rights granted to partners under a separate written agreement with Safe4.

15. Termination and Suspension of Access

Safe4 reserves the right to suspend or terminate a user's access to the platform, associated services, and connected systems if the user is found to be in material breach of these Terms, applicable laws, or any relevant service agreement. Grounds for such action may include, but are not limited to: system misuse, attempts to gain unauthorized access, violation of security protocols, deliberate interference with protected software or hardware controls, non-payment (where applicable), or any conduct that threatens the safety, stability, or operational integrity of the Safe4 ecosystem.

In cases where the user has been onboarded through an authorized partner, such as a distribution partner or white-label reseller, Safe4 will not suspend or terminate access without first consulting the partner—except in cases where immediate technical intervention is required to mitigate active security threats or prevent harm. In such urgent scenarios, the partner will be notified without undue delay and involved in subsequent resolution steps.

Suspension may include temporary restrictions on user access, device control, or administrative functions. Termination results in full revocation of platform access and the deactivation of linked user accounts. Where applicable, user data will be deleted or anonymized in accordance with Safe4's data retention and privacy policies.

If the user has been provided with hardware under a lease or service agreement in which Safe4 retains ownership, the hardware must be returned in acceptable condition upon termination. Failure to return such equipment may incur fees for loss or damage as defined in the applicable terms.

These Terms remain in force for the duration of the user's active relationship with Safe4 or an affiliated service provider. Upon termination, provisions concerning intellectual property, confidentiality, limitations of liability, data protection, and dispute resolution shall continue to apply for as long as legally or contractually required.

16. Changes to the Terms

Safe4 reserves the right to modify, update, or replace these Terms of Use at any time to reflect changes in legal requirements, service functionality, technical infrastructure, or business practices. Any updated version will be made available through the platform interface, via in-app notifications, or through official communication channels such as the Safe4 website or email.

Users will be notified in advance of any material changes that significantly affect their rights or obligations under these Terms. Continued use of the platform after such notice constitutes acceptance of the updated Terms. If you do not agree to the updated Terms, you must discontinue use of the platform and, where applicable, terminate your service in accordance with the cancellation procedures described herein.

For users who access the platform via a partner organization, any changes to these Terms will be coordinated through the relevant partner where necessary. In such cases, the partner may provide supplementary information or contractual terms in addition to those stated here, provided they do not contradict the core provisions established by Safe4.

The current version of these Terms is always available on the official website of the platform you are using, and supersedes all previous versions unless explicitly stated otherwise.

17. Governing Law and Dispute Resolution

These Terms shall be governed by and interpreted in accordance with the laws of Norway, without regard to any conflict of law principles that would require the application of another jurisdiction's laws.

Any disputes arising out of or in connection with these Terms, the use of the platform, or any related agreements shall be subject to the exclusive jurisdiction of the courts of Oslo, Norway. If you are a consumer with legal residence in another EEA member state, you may alternatively bring the matter before your local court, in accordance with applicable consumer protection regulations and international jurisdictional rules.

Safe4 encourages users to attempt to resolve any disagreements amicably before pursuing legal action. Where appropriate, Safe4 is open to mediation, arbitration, or other alternative dispute resolution mechanisms, provided such processes are mutually agreed and conducted under a recognized framework.

Nothing in this section shall limit a consumer's statutory rights under applicable law, including the right to file a complaint through the EU's Online Dispute Resolution (ODR) platform or with their national consumer protection authority.

18. Contact Information and Legal Entity Reference

All services provided under these Terms are operated by Safe4 Security Group AS and its subsidiaries, depending on the specific platform used.

For users of the Iotiliti platform, the responsible legal entity is:

Safe4 Security Group AS

Org. nr.: 912569608

Email: sales@safe4.com

Website: <https://www.safe4.com>

For users of the Confi.care platform, the responsible legal entity is:

Safe4 Care AS

Org. nr.: 916332122

Email: hello@confi.care

Website: <https://confi.care>

Inquiries related to account access, service agreements, hardware returns, or complaints must be directed to the appropriate entity, or to your service provider if you receive access through a Safe4 partner.

The current version of these Terms, along with the Privacy Policy and Cookie Policy applicable to your use, is available on the official website of the platform you are registered with. You are encouraged to review these documents periodically to remain informed of your rights and obligations.