

## Remote Support Disclaimer Studio2 Communications BV

### 1. Remote Support

By agreeing to the use of this software, you grant Studio2 Communications permission to view your monitor and, if by you wish to take control of your computer. The connection is possible alone made with your explicit consent. The connection made is at all times once and, after the session has ended, can only be done by yourself requested. The Remote Support software that Studio2 Communications uses is from the company Remotix. With this professional software, Studio2 Communications guarantees you, that the connection made is secure and that only Studio2 Communications is watching on your computer. With the Remote Support software, it is possible to transfer files between the 2 systems. For this, the employee of Studio2 Communications always asks for permission.

### 2. Confidentiality

Studio2 Communications respects your privacy. Remotix will therefore never use the information necessarily obtained for purposes other than the services provided by Studio2 Communications itself without your telephone or written permission. If Studio2 Communications deems it necessary that a question or problem must be presented to a third party, this will always be done with your written or telephone permission.

### 3. Guarantee

Studio2 Communications will make every effort to answer your question and / or solve the problem, in accordance with the requirements of professional competence. All this on the basis of the state of the art known at that time. Because a computer is always subject to change, Studio2 Communications does not guarantee the solution offered.

### 4. Liability

Studio2 Communications is not liable for any damage in any form whatsoever arising from or related to the use of Remote Support software. Studio2 Communications is never responsible for loss of data on media of the customer, or the damage that the customer suffers as a result thereof. Studio2 Communications assumes that you have made backup copies of your data and media yourself when a problem is presented. Studio2 Communications can of course assist you in this, but Studio2 Communications is never responsible for the success of making copies and the operation of copies. The limitations of liability for direct damage included in these conditions do not apply if the damage is due to intent or gross negligence on the part of Studio2 Communications or its managerial subordinates.