

Terms and conditions - IPMFlow - IPMflow

Last updated: 2025.08.25.

Ipmflow.com General Terms and Conditions

The contract established based on this document will not be filed (is not accessible subsequently, the conclusion of the contract is proven by the order data), is created by a legal declaration made through implied conduct, does not qualify as a written contract, is written in Hungarian, and does not refer to any code of conduct. For any questions regarding the operation of the website and the ordering process, we are at your disposal at our given contact details.

The scope of these GTC extends to the legal relationships on the Service Provider's website (<https://ipmflow.com/>) and its subdomains. These GTC are continuously available (and can be downloaded and printed at any time) from the following website: [Ipmflow.com/aszf](https://ipmflow.com/aszf), [Ipmflow.com/terms](https://ipmflow.com/terms).

Definitions:

User: Any natural person, legal entity, or organization who uses the services of the Service Provider, and enters into a contract with the Service Provider.

Consumer: A User who is a natural person acting outside the scope of their profession, self-employment, or business activity.

Business: A person acting within the scope of their profession, self-employment, or business activity.

Service Provider: The natural or legal person or organization without legal personality providing information society services, who provides services to the User, and who enters into a contract with the User.

1. SERVICE PROVIDER'S DETAILS:

Name of the service provider: Trapshop Kft.

Registered office of the service provider (and also the place of complaint handling):
8797 Batyk, Fő utca 34

Contact details of the service provider, regularly used email address for communication with users: hello@ipmflow.com

Company registration number/registration number of the service provider:
2009078346

Tax number of the service provider: 32050547-2-20

Name of the authority that registered/licensed the service provider and license number (if any): Zalaegerszeg Court of Justice, Company Registry Court

Phone number of the service provider: +36 30 220 9884

Language of the contract: Hungarian

Name, address, and email address of the hosting provider:

Rackhost Zrt. (6722 Szeged, Tisza Lajos körút 41., email: info@rackhost.hu, phone: +36 1 445 1200) <https://www.rackhost.hu/privacy-policy>

2. BASIC PROVISIONS:

2.1. Matters not regulated in these GTC, as well as the interpretation of these GTC, shall be governed by Hungarian law, with special regard to Act V of 2013 on the Civil Code (“Ptk.”), Act CVIII of 2001 on certain issues of electronic commerce services and information society services (Elker. tv.), and Government Decree 45/2014 (II. 26.) on the detailed rules of contracts between consumers and businesses. The mandatory provisions of the relevant laws shall apply to the parties without any special stipulation.

2.2. These GTC are effective from May 15, 2025, and shall remain in force until revoked. The Service Provider is entitled to unilaterally modify the GTC (circumstances giving cause for modification: changes in legislation, business interests, changes related to the company). The Service Provider will publish the modifications on the website and will notify registered/or previously purchasing Users of the changes via email. The modifications do not affect previously concluded contracts, i.e., the modification has no retroactive effect.

2.3. The Service Provider reserves all rights with regard to the website, any part thereof, the content appearing on it, and the distribution of the website. It is forbidden to download, store electronically, process, and sell the content appearing on the website or any part thereof without the written consent of the Service Provider.

3. REGISTRATION/PURCHASE

3.1. In the case of providing false data or data related to another person during the use/ordering/subscription of the service, the resulting electronic contract may be challenged in court by the entitled party. As a result of a successful challenge (winning the lawsuit), the contract becomes invalid from the date of its conclusion, or if it conceals another contract, the rights and obligations of the parties shall be judged based on the concealed contract.

3.2. The Service Provider shall not be liable for any delay or other problem or error attributable to data provided incorrectly and/or inaccurately by the User. However, the Service Provider informs Users that after consultation with and clear identification of the User, it may correct incorrectly entered data in the order to prevent obstacles to invoicing and fulfillment.

3.3. The Service Provider shall not be liable for damages resulting from the User forgetting their password, or it becoming accessible to unauthorized persons for any reason not attributable to the Service Provider (if there is registration on the site).

4. SCOPE AND PRICES OF PURCHASABLE PRODUCTS AND SERVICES

4.1. The displayed products can be ordered online. The prices displayed for the products are in

Hungarian Forints (HUF), are gross prices (thus include the statutory VAT, or if the Service Provider invoices VAT-free, the prices are the amounts payable), but do not include fees related to payment.

4.2. The Service Provider shall detail the name and description of the product, and display a photo of the (digital) products (if possible).

4.3. If a promotional price is introduced, the Service Provider shall fully inform Users about the promotion and its exact duration. When determining promotional prices, the Service Provider acts lawfully, complying with the rules of the joint decree 4/2009 (I. 30.) NFGM-SZMM on the detailed rules for indicating the selling price and unit price of products, and the fee for services.

4.4. In case of an incorrect price being displayed, the Service Provider is not obliged to confirm the order at this price, but has the option to refuse the offer and may offer to confirm at the correct, real price, in the knowledge of which the User has the right to:

- not accept the modified offer, cancel the order.
- maintain their order at the correct price.

Based on Act V of 2013 on the Civil Code (Ptk.), a contract is concluded by the mutual and concordant expression of the will of the parties. If the parties cannot agree on the contractual terms, i.e., there is no declaration expressing the mutual and concordant will of the parties, then we cannot speak of a validly concluded contract from which rights and obligations would arise.

An incorrect price is defined as:

- a price of 0 HUF,
- a price of 1 HUF, or
- a promotional price that does not correspond to the percentage discount indicated compared to the original price. For example, if the original price of a product is 10,000 HUF, and a 50% discount is in effect, the correct promotional price would be 5,000 HUF. It is considered an incorrect price if 1,000 HUF or 2,000 HUF is displayed instead.

5. REGISTRATION AND SUBSCRIPTION PROCESS, SPECIAL PROVISIONS

5.1. Condition of Registration

Our services are exclusively available to business entities, other legal persons, and sole proprietors, i.e., B2B (Business-to-Business) partners. By registering, the User declares and warrants that they are using the service in the course of their business, professional, or commercial activities.

Attention: It is the User's legal obligation and responsibility to provide real and accurate company data during registration. The Service Provider reserves the right to verify the authenticity of the provided data and to restrict or terminate access in case of false data.

5.2. The Registration Process

The registration process can be initiated by clicking on the "Register" button in the upper right corner of the website. The following data is mandatory for registration:

Login details:

- Valid email address
- Password

Billing and company data:

- Company name
- Country
- Street, house number
- City
- County
- Postal code
- Tax number

Users with a registered office within the European Union are required to provide a valid community tax number. Providing accurate tax information is the User's legal obligation.

5.3. Acceptance and Activation of Registration

Submitting the registration form is conditional upon the express acceptance of the Service Provider's current [Privacy Policy](#) and [General Terms and Conditions \(GTC\)](#) by ticking the appropriate checkboxes.

Following a successful registration, the system will send an automatic email to the provided email address containing an activation link. The user account becomes active by clicking on this link, which allows the User to log into the system.

5.3.1. Payment Methods:

Online by credit/debit card: The User has the option to pay the total value of the order online, by credit/debit card, through the secure payment system of the financial service provider used by the Service Provider.

5.4. Correction of Data Entry Errors:

The User can always go back to the previous phase before finalizing the ordering process, where they can correct the entered data.

5.5.

The User will receive a confirmation email after submitting the order. If this confirmation does not arrive to the User within an expected deadline depending on the nature of the service, but no later than 48 hours from the sending of the User's order, the User is released from the obligation to make an offer or any contractual obligation. The order and its confirmation are considered to have been received by the Service Provider or the User when they become accessible to them. The Service Provider excludes its confirmation responsibility if the confirmation does not arrive in time because the User provided an incorrect email address during registration, or cannot receive messages due to the saturation of the storage space belonging to their account.

5.6. Description of the Service

The Service Provider provides online, subscription-based software tools through the IPMFlow.com

platform, aimed at supporting pest risk analysis, risk assessment, and related IPM (Integrated Pest Management) processes, especially for food industry and pest control professionals. The tool used for the analysis is the ipmflow.com platform. The content and professional conclusions are the responsibility of the Professional who uses the ipmflow.com tools. Ipmflow.com ensures the operation of the platform but does not assume responsibility for the content.

The Service may include features supported by artificial intelligence (AI), currently Google Gemini (via the OpenRouter API) (e.g., automated report generation based on data entered by the User).

The precise content of the Service, the available functions and modules (e.g., “IPMFlow – RAP”) are detailed on the Website.

5.7. Subscription Packages, Fees, and Payment

The Service is available in different subscription packages offering varying features and capacities. The current packages and their fees are detailed on the Website.

The fees can be paid by the User via the payment methods indicated by the Service Provider on the Website. Payment services are provided by a third-party payment processor (currently Stripe Inc. and its affiliates, hereinafter: “Stripe”).

Stripe Payment Terms: By using the payment services, the User agrees to Stripe’s terms of service (Stripe Services Agreement) and privacy policy (Stripe Privacy Policy), which are available on the Stripe website. The User is responsible for the accuracy and up-to-dateness of the payment information provided to Stripe. The Service Provider does not store credit/debit card data.

Subscription fees are due in advance for the respective subscription period (monthly or yearly). The subscription automatically renews at the end of the period unless the User cancels it through the Website before the start of the next period.

The Service Provider reserves the right to modify the subscription fees and the content of the packages. The Service Provider will inform the Users about the modifications a reasonable time before the next subscription period. The modifications do not apply to the already paid period.

Basic – Free

Professional – \$25+VAT/month; or \$200+VAT/year

Package contents:

Basic Package

FREE

- Unlimited risk analysis export without AI
- Max Sites / User: 50
- Max Locations / Site: 20
- Max Assessments / Location (older ones are deleted): 20

Professional Package

\$25+VAT/month or \$200+VAT/year

With an annual subscription, you pay only \$200 instead of \$300!

- Everything from the FREE package, plus your own branding: place your logo and company information in the header!

- Daily PDF exports with AI generation: 20
- The 20 daily credits are allocated as follows: 10 credits are usable for AI-based risk analysis and IPM program creation; 10 credits are usable for AI-based trend analysis.

5.8. User's Obligations and Liability

The User is obliged to use the Service lawfully and in accordance with these GTC.

The User is solely responsible for all data, information, and content (e.g., site data, risk assessment parameters, pest sightings, descriptions of measures) that they upload, enter into, or generate with the help of the Service (including AI-generated reports).

The User acknowledges that the Service (especially the AI-based functions) operates based on the data provided by the User. The User is responsible for the accuracy, completeness, and appropriateness of the entered data.

The User may not engage in any activity that endangers or hinders the operation of the Service or its supporting systems (e.g., overloading, spreading viruses, unauthorized access attempts).

5.9. Use of AI (Artificial Intelligence)

The User acknowledges that certain parts of the Service (e.g., report generation) operate with the help of artificial intelligence (Google Gemini).

The output generated by the AI (e.g., reports, analyses, suggestions) is based on the data provided by the User. The accuracy, completeness, or suitability for a specific purpose of the responses and reports provided by the AI is not guaranteed.

User Verification: The User must in all cases critically evaluate and professionally review the content generated by the AI before use. The results generated by the AI are for information purposes only and do not replace qualified human expertise and decision-making.

Disclaimer of Liability: The Service Provider excludes all liability for any direct or indirect damages arising from the inaccuracy or incompleteness of AI-generated content or from decisions made by the User based on them. The use of AI-generated results is the sole responsibility of the User.

The use of AI functions may be tied to subscription packages (regarding API usage limits), following the introduction of the fee packages.

Together for the best result: The AI tools of ipmflow.com support your expertise by processing data. For the best result, please provide accurate data. As AI technology is still developing, the generated content requires careful professional review by you in every case. You are responsible for the accuracy of the final result and its appropriate use. Thank you for your responsible cooperation!

5.10. Termination, Suspension of the Contract

The User may terminate the use of the Service and delete their account at any time in the manner provided on the Website or through the Service Provider's customer service. There is generally no refund of already paid subscription fees in case of termination by the User.

The Service Provider is entitled to suspend the User's access with immediate effect or to terminate the contract (delete the account) if the User:

- Breaches any material provision of these GTC.
- Provides false data during registration.
- Uses the Service in an unlawful manner.
- Fails to pay the due subscription fees (following the introduction of the paid model).
- Engages in activities that jeopardize the security of the Service or the rights of other users.

Upon termination of the contract, the User's access to the Service ceases. The Service Provider will delete the data entered by the User as set out in the Privacy Policy, unless further retention is required by law.

5.11. Subscription Renewal and Cancellation

The subscription automatically renews at the end of the chosen billing cycle (month or year) unless the User cancels it in their account. Cancellation can be done at any time. In case of cancellation, the User will continue to have access to the Professional package features until the end of the already paid period, but no charge will be made in the next billing cycle, and their account will be reverted to the Free package.

5.12. The Confidentiality and Security of Your Business Data

We consider the protection of the business data you entrust to us (including, but not limited to, data of sites, locations, risk analyses, and IPM programs) to be of paramount importance. We employ a comprehensive, multi-layered security system to protect your data from unauthorized access, modification, or destruction. The effectiveness of this protection is ensured by, among others, the following interconnected measures:

- **Multi-level Access Control:** Our system applies strict permission levels, ensuring that each user can only access the data they have recorded themselves or are explicitly authorized to access. This fundamental layer of protection prevents unauthorized individuals from accessing other partners' data.
- **Data Encryption (In Transit and at Rest):** Data communication between your browser and our servers always occurs over a secure, end-to-end encrypted channel (via SSL/TLS protocol), preventing data interception. Furthermore, particularly sensitive data and identifiers stored in the system are protected with a strong, industry-standard encryption algorithm, ensuring they remain unreadable to unauthorized parties even if they are exfiltrated from our data storage.
- **Built-in Application Security and Data Filtering:** Our software was developed following the 'Security by Design' principle. All data entering the system—whether from user input or other sources—is subjected to automatic and strict security filtering. This process proactively neutralizes malicious code and prevents unauthorized data access attempts, providing protection against the most common vulnerabilities.
- **Server-side Protection and Firewalls:** Our servers are protected with modern, continuously updated security software and intelligent firewalls against external, malicious attacks and intrusion attempts.
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- **Continuous System Monitoring and Privacy-Aware Logging:** We continuously monitor our systems to detect anomalous activities. Critical security events are logged, but we do this following the 'Privacy by Design' principle: we automatically remove or anonymize any data from the logs (e.g., email address, IP address) that could lead to personal identification. The logs are periodically deleted in accordance with the data minimization principle.
- **Encrypted Backups:** To prevent data loss and ensure service continuity, we regularly create backups of the system. These backups are always stored in an encrypted format in a secure,

geographically separate location, thereby ensuring that they remain unreadable if they fall into unauthorized hands, even in the event of a physical incident.

5.13. Browser Support

Please note that for the use and optimal performance of the online applications, the Service Provider requires the use of the following browsers: Google Chrome, Firefox, and Microsoft Edge.

6. ORDER PROCESSING AND FULFILLMENT

6.1. The processing of orders (registration, service subscription, subscription modification, etc.) is continuous.

6.2. The use of the service is possible immediately after the financial service provider used by the Service Provider confirms the online credit/debit card payment to the Service Provider.

6.3. In the case of a contract for the use of a service, the Service Provider is obliged to provide the service according to this contract, and the User is obliged to pay the service fee.

6.4. The service/subscription selected by the user can be canceled, but the service/subscription fee is non-refundable. If the use of the service is subject to a subscription, in case of cancellation of the subscription, the service can still be used during the subscription period, but it will not be automatically renewed.

6.5. The Service Provider draws the Users' attention to the fact that if the Service Provider uses the help of its lawyers to enforce its legal claims arising from the unlawful use of the Service, then other (legal) costs arising from the breach of contract (even the fees of the order for payment procedure) will also be borne by the User.

7. RIGHT OF WITHDRAWAL/TERMINATION

7.1. In accordance with Directive 2011/83/EU of the European Parliament and of the Council, and Government Decree 45/2014 (II.26.) on the detailed rules of contracts between consumers and businesses, the right of withdrawal/termination is only granted to Users who qualify as a consumer under the Civil Code (Ptk.). The right of withdrawal/termination is not granted to a business, i.e., a person acting in the course of their profession, self-employment, or business activity.

8. WARRANTY

Defective Performance

The Service Provider performs defectively if the service does not meet the quality requirements set out in the contract or law at the time of performance. The Service Provider does not perform defectively if the beneficiary knew of the defect at the time of concluding the contract, or should have known of the defect at the time of concluding the contract.

User qualifying as a Business: a person who acts in the course of their profession, self-employment, or business activity.

9. MISCELLANEOUS PROVISIONS

9.1. The Service Provider is entitled to use a subcontractor to fulfill its obligation. It shall be fully liable for the unlawful conduct of such subcontractor as if it had committed the unlawful conduct itself.

9.2. If any part of these Regulations becomes invalid, illegal, or unenforceable, this shall not affect the validity, legality, and enforceability of the remaining parts.

9.3. If the Service Provider does not exercise a right it is entitled to under the Regulations, the failure to exercise the right shall not be considered a waiver of that right. Any waiver of a right is valid only in the case of an express written statement to that effect. The fact that the Service Provider does not strictly adhere to an essential condition or stipulation of the Regulations on one occasion does not mean that it waives its right to insist on the strict observance of that condition or stipulation in the future.

9.4. The Service Provider and the User shall try to settle their disputes peacefully.

9.5. The parties record that the Service Provider's website operates in Hungary, and its maintenance is also carried out here. As the site can be visited from other countries, users expressly acknowledge that in the relationship between the user and the Service Provider, the governing law is Hungarian law.

9.6. The Service Provider does not apply different general access conditions with respect to access to the services on the website for reasons related to the User's nationality, residence, or place of establishment.

9.7. The Service Provider – with regard to the payment methods it accepts – does not apply different conditions for the payment transaction for reasons related to the User's nationality, residence or place of establishment, the location of the payment account, the place of establishment of the payment service provider or the place of issue of the payment instrument within the European Union.

9.8. The Service Provider complies with REGULATION (EU) 2018/302 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL on addressing unjustified geo-blocking and other forms of discrimination based on customers' nationality, place of residence or place of establishment within the internal market and amending Regulations (EC) No 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC.

10. COPYRIGHTS

10.1. Since <https://ipmflow.com/>, as a website, is considered a copyrighted work, it is forbidden to download (reproduce), re-transmit to the public, otherwise use, electronically store, process, and sell the content appearing on the <https://ipmflow.com/> website or any of its details without the written consent of the Service Provider.

10.2. Any material from the <https://ipmflow.com/> website and its database may only be taken over with written consent and by citing the given website.

10.3. The Service Provider reserves all rights to all elements of its service, its domain names, the secondary domain names formed with them, and its internet advertising surfaces.

10.4. Adaptation or reverse engineering of the content of the <https://ipmflow.com/> website or its individual parts is prohibited; the unfair creation of user IDs and passwords; the use of any application with which the <https://ipmflow.com/> website or any part thereof can be modified or

indexed is prohibited.

10.5. The name <https://ipmflow.com/> enjoys copyright protection, its use, with the exception of referencing, is only possible with the written consent of the Service Provider.

10.6. The User acknowledges that in case of use without a license, the Service Provider is entitled to a penalty. The amount of the penalty is a gross 60,000 HUF per image and a gross 20,000 HUF per word. The User acknowledges that this penalty clause is not excessive and browses the site in this knowledge. In case of copyright infringement, the Service Provider uses notarial certification of facts, the cost of which is also passed on to the infringing user.

11. DATA PROTECTION

The website's data processing information is available on the following page: ipmflow.com/privacy

Batyk, May 15, 2025.

12. LIABILITY RULES APPLICABLE TO THE SERVICE PROVIDER AND THE USER

Liability

By accepting these GTC, the User expressly acknowledges that they use the online service at their own risk.

The Service Provider excludes its liability for damages arising from the processing of incorrect or false data provided by the user. The User acknowledges that the Service Provider is only liable for damages that are in direct causal relationship with the Service Provider's unlawful and culpable conduct.

If the User suffers any damage or disadvantage in relation to the use of the service or its result, the Service Provider excludes all liability in this regard.

The person who uploaded the information, advertisements, or other materials not originating from the Service Provider placed on the website/app is solely responsible for their content.

The Service Provider does not guarantee under these GTC that the service will result in any particular outcome for the User. The Service Provider does not ensure the effectiveness of the service, thus is not liable if the User does not obtain suitable content while using the service, nor is it liable if the User did not receive the standard and quality they expected during the use of the service.

The service operates on an "as is" and "as available" basis, meaning the Service Provider is not obliged to make technical and IT developments that meet the User's needs.

The Service Provider also excludes its liability for:

- all damages arising from information (descriptions, images) placed by others on the <https://ipmflow.com/> pages and in the application, including damages caused to third parties. This provision also applies to advertisements and other materials placed on the website/app,
- information transmitted, stored, or made accessible by the intermediary service provider through an information society service provided by another party – if the conditions specified

- by law exist,
- the correctness, truthfulness, or compliance with legal regulations of the information placed on the website/app, or for legal infringements or damages caused to third parties by content that violates the law;
- any damages arising from the use of the system, complete shutdown of its operation, or changes;
- other errors, damages attributable to causes beyond the Service Provider's control (force majeure)
- any material or moral damage to the User arising from the use of the services.

The Service Provider assumes no liability for calls, offers not originating from it on the online platform it maintains and operates, and for contracts concluded based on them or the failure of any contract to be concluded, as well as for errors or termination of the Services available on the website/app.

In case of any legal infringements related to the Service, the Service Provider will cooperate with the authorities within the framework required by law to hold the infringing persons accountable and reserves the right to report to the competent authority in case of an infringement committed by the User or a third party. If the Service Provider suffers a fine, penalty, or any other amount payable under any legal title due to legal infringements related to the service, it will claim full damages from the infringer in respect of the amounts paid by the Service Provider and beyond.

The Service Provider does not interfere in legal disputes arising between the User and a third person or body; in the event of any dispute, the User, by accepting these GTC, releases the Service Provider from all claims, demands, and damages. (the Service Provider is not obliged to interfere in a legal dispute between the User and a third person or body, but the complaint may also be addressed to the Service Provider)

Obligations

The Service Provider guarantees 95% availability of the online Service on an annual basis. For the purpose of measuring availability, planned maintenance lasting a maximum of 1 working day is not considered an outage, provided that the Service Provider notified the User of its time and expected duration in a timely manner, but at least 5 working days before the maintenance, on the website.

Rights

The Service Provider is entitled, but not obliged, to check the content that the User may make available or upload during the use of the website/app. The Service Provider is also not obliged to check the information it only transmits, stores, or makes accessible, therefore, with regard to the published content, the Service Provider is entitled, but not obliged, to look for signs indicating the conduct of illegal activity.

13. SPECIFIC RULES APPLICABLE TO THE USER

Specific rules applicable to the User

The User is obliged to provide for the appropriate computing device and appropriate Internet access to use the online service.

During the possible evaluation of the online service, the User is entitled to publish or otherwise communicate their opinion on the website or other web interface without prejudice to the rights of

others.

The User may use the information on the website/app at their own risk.

The User is obliged to ensure that a third party does not use the service instead of them; transfer of access is not permitted.

Other prohibited activities related to the use of the website/app and the Service (content restriction) for Users:

- Using the online service to record and/or transmit images/videos, location data, or any personal data of other people without their permission (violation of personal data).
- Unauthorized use of another's access, or hacking into another's profile.
- Selling, exchanging, or transferring any person's access to a third party without that person's knowledge and prior written consent.
- Sending, uploading, distributing, or offering unlawful, inflammatory, intimidating, pornographic, racist, defamatory, harassing, threatening, abusive, fraudulent, obscene, or otherwise objectionable content.
- Intentionally distributing viruses, worms, other defects, Trojans, corrupted files, hoaxes, or other items of a destructive nature (information).
- Engaging in and distributing pyramid schemes.
- Uploading or transmitting content harmful to minors.
- Impersonating another person or adopting any other disguise.
- Illegally transmitting another's intellectual property or other intellectual property without the prior written permission of the owner or license holder.
- Using the service for any infringing purpose or in any way that violates the law (such as privacy or publicity rights, or others).
- Using the service to violate another's terms of business.
- Advertising or promoting illegal/unlawful activities during the use of the service.
- In any way preventing others from using the online service.
- Creating/generating users in an automated or otherwise fraudulent manner.
- Selling, reselling, or otherwise using or transmitting the service for unauthorized commercial purposes without the prior permission of the service provider.
- Modifying, adapting, translating, or reverse engineering the service to any extent.
- Removing any copyright notice, trademark, or other proprietary rights notice displayed on the service.
- Reformatting, making unusable the service's website, or creating a site identical to the website.

Violation of the above rules may result in the deletion of the user account!

Other liability rules, dispute resolution

The Service Provider assumes no liability for any damages – primarily caused by a computer virus – that occurred in the User's computer equipment or other property during access, use of the System, or opening of harmful content. The Service Provider also assumes no liability for the system being unavailable or slow due to the internet service provider's fault.

The use of the system and the services assumes the User's knowledge and acceptance of the possibilities, risks, and limitations of the Internet. The User acknowledges that they must assess the potential risks associated with the use of the services themselves, and must also take care of the

secure use of their computer and the protection of the data stored on it.

The Service Provider strives for, but cannot guarantee, the error-free and uninterrupted operation of the website/app, or that access to the service will be continuous or error-free. The User acknowledges that due to the characteristics of the Internet, the continuous operation of the service may be interrupted without the Service Provider's prior knowledge and intention. The Service Provider, while adhering to the annual availability (95%), is entitled to suspend the Service partially or entirely for system maintenance or other security considerations without any prior information or notification to the Users.

The Service Provider is only liable for damages caused by its culpable, unlawful conduct according to the relevant rules of the Civil Code.

If, as a consequence of war, rebellion, act of terrorism, strike, accident, fire, blockade, flood, natural disaster, serious power supply disruption, or other unforeseeable and unavoidable obstacle (force majeure) beyond the control of the User or the Service Provider, either of them is unable to fulfill a contractual obligation, then that person is not responsible for any loss or damage that arises as a result of these events. In this case, one must proceed according to § 6:179-180 of the Civil Code.

14. CONFIDENTIALITY

The Parties undertake that during the term of this Agreement and for **5 years** following its termination, they will treat this Agreement, its content, and all information that comes into their possession during the cooperation as strictly confidential, as a business secret, and will not disclose it in any way or bring it to the knowledge of a third party, or otherwise use it.

Batyk, May 15, 2025.

15. Previous versions of Ipmflow.com General Terms and Conditions

Contact Information:

Trapshop Kft.

H-8797 Batyk, Fő utca 34.

E-mail: info@ipmflow.com