

# Terms and conditions - IPMFlow - IPMflow

Terms and conditions – IPMFlow

Last updated: 2026.02.24.

## General Terms and Conditions of Ipmflow.com

The contract established based on this document is not filed (it is not accessible retrospectively, the conclusion of the contract is proven by the order data), it is concluded by a legal declaration made by implied conduct, it does not qualify as a written contract, it is written in Hungarian, and it does not refer to a code of conduct. Should you have any questions regarding the operation of the website or the ordering process, we are at your disposal at the contact details provided.

The scope of these General Terms and Conditions (hereinafter: GTC) covers the legal relationships on the Service Provider's website (<https://ipmflow.com/>) and its subdomains. This GTC is continuously available (and can be downloaded and printed at any time) from the following websites: [Ipmflow.com/aszf](https://ipmflow.com/aszf), [Ipmflow.com/terms](https://ipmflow.com/terms).

## Definitions:

- **User:** Any natural person, legal entity, or organization that uses the services of the Service Provider and concludes a contract with the Service Provider.
- **Consumer:** A User who is a natural person acting outside their trade, business, craft, or profession.
- **Enterprise:** A person acting in the course of their trade, business, craft, or profession.
- **Service Provider:** A natural person, legal entity, or organization without legal personality providing information society services, who provides the service to the User and concludes a contract with the User.

## 1. SERVICE PROVIDER DETAILS:

Name of the service provider: Trapshop Kft.

Registered office (and place of complaint handling): 34 Fő utca, Batyk 8797, Hungary

Contact details of the service provider, regularly used electronic mailing address for communicating with users: [hello@ipmflow.com](mailto:hello@ipmflow.com)

Company registration number of the service provider: 2009078346

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

Name of the registering authority / licensing authority and license number (if any): Court of Registration of the Zalaegerszeg Regional Court (Zalaegerszegi Törvényszék Cégbírósága)

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

Language of the contract: Hungarian

Name, address, and e-mail address of the hosting provider:

Rackhost Zrt. (41 Tisza Lajos körút, Szeged 6722, Hungary, e-mail: 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 and the interpretation of these GTC shall be governed by Hungarian law, with particular regard to the relevant provisions of 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 legal regulations shall apply to the parties without any specific stipulation.

2.2. These GTC are effective from May 15, 2025, and shall remain in effect until revoked. The Service Provider is entitled to unilaterally amend the GTC (circumstances giving rise to the amendment: changes in legislation, business interests, company-related changes). The Service Provider shall publish the amendments on the website and notify registered Users or Users who have previously made a purchase of the changes via e-mail. The amendments do not affect previously concluded contracts, i.e., the amendment has no retroactive effect.

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

## **3. REGISTRATION/PURCHASE**

3.1. In the event of false data or data linked to another person provided during the use/ordering/subscription of the service, the entitled party may challenge the resulting electronic contract before a court. As a result of a successful challenge (winning the lawsuit), the contract becomes invalid from the time 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 delays, problems, or errors arising from data entered incorrectly and/or inaccurately by the User. However, the Service Provider informs the Users that, after consultation and clear identification with the User, the incorrectly entered data can be corrected in the order so that billing and fulfillment do not encounter obstacles.

3.3. The Service Provider is not liable for any 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 registration is applicable on the site).

## **4. RANGE OF PURCHASABLE PRODUCTS, SERVICES, AND PRICES**

4.1. The displayed products can be ordered online. The prices displayed for the products are in Hungarian Forint (HUF) and are gross prices (i.e., they include the statutory VAT, or, if the Service Provider issues VAT-exempt invoices, the prices are the amounts to be paid), but they do not

include payment-related fees.

4.2. The Service Provider details the name and description of the product and displays a photo of the (digital) products (if possible).

4.3. If a promotional price is introduced, the Service Provider fully informs the 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 the event of indicating an incorrect price, the Service Provider is not obliged to confirm the order at this price, but has the right to reject the offer and may offer confirmation at the correct, actual price, in the knowledge of which the User has the right to:

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

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

An incorrect price is considered to be:

- 0 HUF,
- 1 HUF, or
- a promotional price that does not correspond to the percentage of the indicated discount compared to the original price. For example, if the original price of a product is 10,000 HUF, and a 50% discount applies, 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**

We inform the Users that these GTC do not cover the downloadable, desktop software of IPMFlow; a separate End User License Agreement (EULA) and B2B desktop terms and conditions apply to it.

### **5.1. Condition for registration**

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

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

### **5.2. The process of registration**

The registration process can be initiated by clicking the "Registration" button in the top right corner of the website. The following data must be provided for registration:

Login details:

- Valid e-mail address
- Password

Billing and company details:

- Company name
- Country
- Street, house number
- City
- County / State
- ZIP code
- Tax number

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

### **5.3. Acceptance and activation of registration**

The condition for submitting the registration form is the explicit acceptance of the Service Provider's current Privacy Policy and General Terms and Conditions (GTC) by checking the corresponding checkboxes.

Following successful registration, the system sends an automatic e-mail to the provided e-mail address, which contains an activation link. The user account becomes active by clicking this link, allowing the User to log into the system.

#### **5.3.1. Payment methods:**

Online by credit card: The User has the option to pay the total value of the order online by credit 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 return to the previous phase before finalizing the ordering process to correct the entered data.

### **5.5. Order confirmation:**

The User will receive a confirmation by e-mail after submitting the order. If this confirmation does not arrive to the User within an expected timeframe depending on the nature of the service, but no later than 48 hours from the submission of the User's order, the User is released from the binding offer or contractual obligation. The order and its confirmation shall be deemed to have been received by the Service Provider and the User when it becomes accessible to them. The Service Provider excludes its responsibility for confirmation if the confirmation does not arrive on time because the User provided an incorrect e-mail address during registration, or cannot receive messages due to the storage capacity of their account being full.

### **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, particularly for food industry and pest control professionals. The tool used for the analysis is the ipmflow.com platform. The Professional using the tools of ipmflow.com is responsible for the content and professional conclusions. Ipmflow.com ensures the operation of the platform and assumes no liability for the content.

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

The exact 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 settled by the User using 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 accepts Stripe’s Services Agreement and Privacy Policy, which are available on Stripe’s website. The User is responsible for the accuracy and keeping up-to-date of the payment data provided to Stripe. The Service Provider does not store credit card data.

Subscription fees are due in advance for the given subscription period (monthly or annual). The subscription automatically renews at the end of the period unless the User cancels it via the Website prior to the start of the next period.

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

Basic Package – FREE, contents:

- Unlimited risk assessment export without AI
- Max Site / User: 50
- Max Location / Site: 20
- Max Assessment / Location: 20 (older ones are automatically deleted)

Professional Package – 300 USD + VAT / year, contents:

- Everything in the FREE package, plus:
- Custom branding: placement of logo and company information in the header.
- Daily PDF exports with AI generation: 20 pcs (of which 10 pcs can be used for Risk Assessment and IPM program, 10 pcs for Trend Analysis).
- Distribution of 20 daily credits: 10 pcs can be used for AI-based risk assessment and IPM program creation; 10 pcs can be used for AI-based trend analysis.

## **5.8. Obligations and responsibilities of the User**

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

The User is exclusively responsible for any data, information, and content (e.g., site data, risk assessment parameters, pest sightings, description of measures) uploaded, entered, or generated using the Service (including AI-generated reports).

The User acknowledges that the Service (especially AI-based functions) operates based on the data entered 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 the systems serving it (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 assistance 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 fitness for a particular purpose of the answers and reports provided by the AI is not guaranteed.

**User Verification:** The content generated by the AI must always be critically evaluated and professionally verified by the User prior to use. AI-generated results are for informational purposes 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 resulting 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 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 all cases. You are responsible for the accuracy of the final result and its appropriate use. Thank you for your responsible cooperation!

## **5.10. Termination and 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. Refunds for already paid subscription fees are generally not available in the event of termination by the User.

The Service Provider is entitled to suspend the User's access with immediate effect or 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 infringing manner.
- Fails to pay the due subscription fees (after the introduction of the paid model).
- Engages in activities that endanger 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 shall delete the data entered by the User in accordance with the provisions of the Privacy Policy, unless further retention is necessary due to legal obligations.

## **5.11. Renewal and cancellation of subscription**

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 made at any time. In the event of cancellation, the User will continue to have access to the features of the Professional package until the end of the already paid period, but no fee will be charged in the next billing cycle, and their account will revert to the Free package.

## **5.12. Confidentiality and security of business data**

The confidentiality and security of your business data

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

1. **Multi-level access control:** Our system applies strict access levels, ensuring that every user can only access the data recorded by themselves or explicitly authorized for them. This fundamental layer of protection prevents unauthorized persons from accessing the data of other partners.
2. **Data encryption (During data traffic and storage):** Data communication between your browser and our servers takes place exclusively over a secure, end-to-end encrypted channel (SSL/TLS protocol), preventing data interception. Furthermore, particularly sensitive data and identifiers stored in the system are protected by an industry-standard, strong encryption algorithm, so they remain unreadable to unauthorized persons even if they leave our data stores.
3. **Built-in application security and data filtering:** Our software was developed along the principle of "security by design". 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 codes and prevents unauthorized data access attempts, providing protection against the most common vulnerabilities.
4. **Server-side protection and firewalls:** Our servers are protected by modern, continuously updated security software and intelligent firewalls against external, malicious attacks and intrusion attempts.
5. **Continuous system monitoring and security-conscious logging:** We continuously monitor our systems to detect abnormal activities. We log critical security events, but we do so following the principle of "Privacy by Design": we automatically remove or anonymize any data (e.g., e-mail address, IP address) from the logs that could allow for personal identification. The logs are deleted at regular intervals in accordance with the principle of data minimization.
6. **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 separated location, thus guaranteeing that they remain unreadable if they fall into unauthorized hands, even during a physical incident.

## **5.13. Browser support**

Please note that the Service Provider stipulates the use of the following browsers for the use and perfect functioning of the online applications: Google Chrome, Firefox, Microsoft Edge.

## **6. PROCESSING AND FULFILLMENT OF ORDERS**

6.1. The processing of orders (registration, subscribing to a service, modifying a subscription, 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 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 cancelled, however, the fee for the service/subscription is not refundable. If the use of the service is tied to a subscription, in the event of the cancellation of the subscription, the service can still be used during the subscription period, but it will not automatically renew.

6.5. The Service Provider draws the attention of Users to the fact that, in order to enforce our legal claims arising from the unlawful use of the Service, if the Service Provider uses the assistance of its lawyers, the payment of other (legal) costs arising from the breach of contract (even the fees of the order for payment procedure) shall 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 only applies to Users who qualify as consumers under the Civil Code (Ptk.). The right of withdrawal/termination does not apply to an enterprise, i.e., a person acting in the course of their trade, independent profession, or business activity.

## **8. WARRANTY**

### **Defective performance**

The Service Provider performs defectively if the service does not meet the quality requirements established in the contract or legislation at the time of performance. The Service Provider does not perform defectively if the rightsholder 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 an Enterprise: a person acting in the course of their trade, independent profession, or business activity.

## **9. MISCELLANEOUS PROVISIONS**

9.1. The Service Provider is entitled to use a contributor to fulfill its obligation. The Service Provider is fully liable for the unlawful conduct of such contributor, as if the Service Provider had committed

the unlawful conduct itself.

9.2. If any part of these Regulations becomes invalid, unlawful, or unenforceable, it shall not affect the validity, lawfulness, and enforceability of the remaining parts.

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

9.4. The Service Provider and the User attempt to settle their disputes amicably.

9.5. The Parties record that the Service Provider's website operates in Hungary and its maintenance is also performed here. Since the site can be visited from other countries as well, users expressly acknowledge that the governing law in the relation between the user and the Service Provider is Hungarian law.

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

9.7. The Service Provider – regarding the payment methods accepted by it – does not apply different conditions for the payment transaction for reasons related to the User's nationality, place of residence, or place of establishment, the location of the payment account management, the place of establishment of the payment service provider, or the place of issuance of the cash substitute 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, qualifies as a copyright work, it is prohibited to download (reproduce), re-transmit to the public, otherwise use, electronically store, process, and sell the contents appearing on the <https://ipmflow.com/> website or any detail thereof without the written consent of the Service Provider.

10.2. Any material from the <https://ipmflow.com/> website and its database may be copied even with written consent only by referring to the given website.

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

10.4. It is prohibited to adapt or reverse engineer the content of the <https://ipmflow.com/> website or certain parts thereof; to establish user identifiers and passwords in an unfair manner; to use any application with which the <https://ipmflow.com/> website or any part thereof can be modified or indexed.

10.5. The name <https://ipmflow.com/> is protected by copyright, its use, except for referencing, is exclusively possible with the written consent of the Service Provider.

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

## **11. DATA PROTECTION**

The privacy policy of the website is available on the following pages: [Ipmflow.com/adatvedelem](https://ipmflow.com/adatvedelem), [Ipmflow.com/privacy](https://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 resulting from the processing of incorrect or false data provided by the user. The User acknowledges that the Service Provider is exclusively liable for damages that are in direct causal connection with the Service Provider's unlawful and culpable conduct.

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

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

Under these GTC, the Service Provider makes no warranty that the service will lead to any result for the User. The Service Provider does not guarantee the effectiveness of the service, thus it is not liable if the User does not access suitable content during the use of the service, nor is it liable if the User did not receive the standard and quality expected by them during the use of the service.

The service operates on an "as is" and "as available" basis, i.e., the Service Provider is not obliged to implement technical and IT developments matching the User's needs.

The Service Provider further excludes its liability:

- for all damages arising from information (descriptions, images) placed by others on the pages of <https://ipmflow.com/> and in the application, including damages caused to third parties. This provision also applies to advertisements and other materials placed on the website/app,
- regarding information provided by others, transmitted, stored, or made accessible via the

information society service provided by the intermediary service provider – provided the statutory conditions are met,

- for the correctness, truthfulness, or legal compliance of the information placed on the website/app, as well as for legal injury or damage caused to third parties by content infringing the law;
- for possible damages arising from the use of the system, complete shutdown of operation, or changes;
- for other errors or damages attributable to causes beyond the Service Provider's control (vis major / force majeure);
- for any material or moral damage to the User resulting from the use of the services.

The Service Provider assumes no liability whatsoever in connection with calls, offers not originating from it made on the online interface maintained and operated by it, and contracts concluded on the basis thereof, or the failure to conclude any contract, as well as in connection with the error or termination of the Services available on the website/app.

In the event of possible legal infringements related to the Service, the Service Provider cooperates with the authorities within the framework required by law to hold the infringing persons accountable and reserves the right to make a report to the competent authority in the event of a legal infringement committed by the User or a third party. If the Service Provider is subject to a fine, penalty, or any other sum payable under any legal title due to legal infringements related to the service, it shall enforce full compensation against the infringer, both regarding the amounts paid by the Service Provider and beyond.

The Service Provider does not intervene in legal disputes between the User and a third party or authority; upon the emergence of any dispute, the User, by accepting these GTC, releases the Service Provider from any and all claims, demands, and damages. (The Service Provider is not obliged to intervene in the legal dispute arising between the User and a third party or authority, however, the complaint may also arrive at the Service Provider).

## **Obligations**

The Service Provider guarantees 95% availability of the online Service on an annual basis. From the perspective of measuring availability, planned maintenance lasting a maximum of 1 working day is not considered downtime, provided that the Service Provider notified the User about its time and expected duration in due time, but at least 5 working days prior to the maintenance, on the website.

## **Rights**

The Service Provider is entitled, but not obliged, to check the content possibly made available or uploaded by the User during the use of the website/app. Furthermore, the Service Provider is not obliged to check the information only transmitted, stored, or made accessible by it; therefore, the Service Provider is entitled, but not obliged, to look for signs indicating unlawful activity regarding the published content.

# **13. SPECIAL RULES APPLICABLE TO THE USER**

## **Special rules applicable to the User**

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

During the possible evaluation of the online service, the User is entitled to publish their formed opinion on the website or other web interfaces without infringing the rights of others.

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

The User is obliged to ensure that a third party does not use the service on their behalf; transferring access is not permitted.

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

- Using the online service to record and/or transmit image/video recordings, location, or any personal data of other people without their permission. (violation of personal data)
- Unauthorized use of someone else's access, or hacking someone else's profile.
- Selling, transferring in exchange, or forwarding any person's access to a third party without the given person's knowledge and prior written approval.
- Sending, uploading, distributing, or offering illegal, inflammatory, intimidating, pornographic, racist, defamatory, harassing, threatening, abusive, fraudulent, obscene, or otherwise objectionable content.
- Intentionally distributing a virus, worm, other defect, Trojan, corrupted file, hoax, or other item (information) of a destructive nature.
- Conducting and promoting pyramid schemes.
- Uploading and transmitting other content harmful to minors.
- Impersonating another person or assuming another disguise.
- Illegally transmitting another's intellectual product or other intellectual property without the prior written permission of the owner or license owner.
- Using the service for any infringement or in a way that violates the law (such as personality rights or rights to publicity, or other.)
- Using the service to violate another's terms of business.
- Advertising or facilitating illegal/unlawful activity 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 forwarding the service for unauthorized commercial purposes without the Service Provider's prior permission.
- Modifying, adapting, translating, or reverse engineering the service to any extent.
- Removing copyright notices, trademarks, or other proprietary rights notices displayed on the service.
- Reformatting or rendering unusable the website of the service, or creating a page 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 damages – primarily caused by computer viruses – that occurred in the User's computing equipment or other property during login, use of the System, or opening harmful content. The Service Provider also assumes no liability for the system's unavailability or slow operation due to the fault of the internet service provider.

The use of the system and the services presupposes the User's knowledge and acceptance of the possibilities, risks, and limitations of the Internet. The User acknowledges that they must assess any risks associated with the use of the services themselves, and they must ensure 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, nor 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 even despite the Service Provider's prior knowledge and intention. While maintaining the annual availability (95%), the Service Provider is entitled to partially or fully suspend the Service for the purpose of system maintenance or other security considerations without prior information or notification to the Users.

The Service Provider is liable only for damages caused by unlawful conduct attributable to it, according to the relevant rules of the Ptk. (Civil Code).

If, as a consequence of war, rebellion, act of terrorism, strike, accident, fire, blockade, flood, natural disaster, severe energy supply disruption, or other unforeseen and unavoidable obstacle (vis major / force majeure) outside the control of the User or the Service Provider, either of them is unable to fulfill a contractual obligation, that person shall not be liable for any loss or damage that occurred as a result of these events. In this case, proceedings must be conducted based on Sections 6:179-180 of the Ptk. (Civil Code).

## **14. CONFIDENTIALITY**

The Parties undertake to treat this Contract, its content, and all information coming into their possession during the cooperation as strictly confidential and business secrets during the term of this Contract and for 5 years after its termination, and they shall not disclose them in any way, nor bring them to the knowledge of third parties, nor use them otherwise.

Batyk, May 15, 2025.

- [Terms and conditions – IPMFlow 2025.06.12.](#)
- [Terms and conditions – IPMFlow 2025.06.16.](#)
- [Terms and conditions – IPMFlow 2025.08.25.](#)

### **Contact Information:**

Trapshop Kft.

H-8797 Batyk, Fő utca 34.

E-mail: [info@ipmflow.com](mailto:info@ipmflow.com)