

## **SPECIAL CONDITIONS FOR ADDITIONAL SERVER SERVICES**

Index of articles:

Article 1 Premises and Object

Article 2 Service Description

Article 3 Service Activation - Duration

Article 4 Log Registry

### **1. Premises and Object**

1.1 These Special Conditions constitute an integral part of the Contract, along with the General Conditions and other documents mentioned in Article 2 to the extent applicable. In the event of a conflict with other provisions of the Contract, these Special Conditions shall prevail.

1.2 The object of this Contract is the additional services for Dedicated or Virtual Servers, which include the Backup Service ("Backup") and the Server Management Service ("Management"). Any further services beyond those specified in the offer may be provided only upon feasibility assessment, upon specific request from the Client, and subject to agreed conditions, terms, and compensation.

### **2. Description of the Service**

2.1 The Backup Service consists of backing up the server provided to the Client, performed according to the specified times and characteristics indicated on the VirtSYS IT website.

2.2 The Server Management Service involves remote management of the server provided to the Client, including monitoring activities, installation of updates, and assistance, in accordance with the specified times and methods indicated on the VirtSYS IT website.

2.3 The Client agrees to carefully review the different solutions and options available for each Service and remains solely responsible for choosing the configuration(s) that best meet their needs, without any claims against VirtSYS IT.

2.4 Regarding the guarantee of service availability, please refer to the provisions stated in the General Conditions.

### **3. Activation of the Service - Duration**

3.1 Upon activation of the Service in accordance with the procedures indicated in the General Conditions, VirtSYS IT provides the initial access credentials for using the Service. The Client acknowledges that these credentials are not intended for permanent use and agrees to change them as soon as possible, following best practices in terms of security and confidentiality of authentication methods. The Client remains solely responsible for the security, availability, and confidentiality of the credentials.

3.2 The Contract for the Services covered by these Specific Conditions has the same duration as the contract signed for Virtual Server and Dedicated Server Services.

### **4. Log Registration**

4.1 The Client expressly acknowledges and accepts the existence of the Connection Log (LOG - data related to telematic traffic), compiled and stored by VirtSYS IT in accordance with the terms and methods established by law. The aforementioned log constitutes full and incontrovertible proof of the actions and acts carried out by the Client in relation to VirtSYS IT and/or third parties. It is strictly confidential and can only be presented or provided upon request by the competent authorities. VirtSYS IT adopts all necessary technical and organizational measures to ensure the confidentiality of the connection logs.

4.2 The Client also acknowledges and accepts that VirtSYS IT reserves the right to retain access logs (FTP logs) when the Client accesses the service management panel, for a period equal to or longer than the duration of the contractual relationship.