APPENDIX 2

General Terms and Conditions

Version 2022-12-09

1. Applicability

1.1 These general terms and conditions (the “General Terms”) apply to agreements between Avy AB, reg. no. 559163-3259, or direct and indirect subsidiaries of Avy AB (the “Supplier”) and a customer (the “Customer”) for services (the “Service”) that the Supplier provides to the Customer under an agreement between the Supplier and the Customer (the “Agreement”). The parties above are hereinafter referred to jointly as the “Parties” and individually as a “Party”.

2. The Service

2.1 The Supplier shall deliver the Service in accordance with the Service Agreement and the Product Specification.

2.2 The Supplier has the right at any time to adjust, adapt and change the Service to the extent required to comply with applicable rules and guidelines.

2.3 The Supplier reserves the right to continuously change and develop the Service. Changes and development of the Service may relate to, but are not limited to, for example format, structure, function or scope.

2.4 The Service offers various types of offers and services via external partners. The range of offers and services may vary over time and the Supplier has the right to add or remove partners in the Service at any time.

4. Cooperation

4.1 The Parties shall cooperate and consult with each other regarding the provision and use of the Service and the performance of the Agreement.

4.2 The Parties shall promptly inform each other of relevant circumstances and events, such as changes, problems, delays and anything else that may be of importance to the Service and the end users.

5. The Supplier’s undertakings

5.1 The Supplier undertakes to perform the Service with care and in a professional manner and, to the best of its ability, to provide the Service to the Customer in accordance with the Agreement.

6. The Customer’s undertakings

6.1 The Customer undertakes to cooperate with the Supplier and take all reasonable measures to enable the Supplier to provide the Service in a timely manner in accordance with the Agreement.

6.2 The Customer undertakes to provide the Supplier with correct and necessary information, data, documents and materials required for the Supplier to provide the Service (the “Information”).

6.3 The Customer undertakes to give the Supplier access to the Customer’s relevant IT systems within the property, such as the Customer’s property system, case management system or access system (the “IT Systems”) and to assist with and enable integration of such IT Systems with the Service. The Customer shall thereby give the Supplier access to, among other things, information about Tenants and the properties that will be affected by the Service, with associated addresses and property IDs. Compensation for the costs of the integration with the IT System is set out in the Service Agreement.

6.4 The Customer approves that the Supplier continuously adds further suppliers and partners in the Service. If a new partner cannot be accepted by the Customer, the Customer is responsible for notifying the Supplier within one (1) week of the date the Supplier communicated the cooperation.

7. Price

7.1 The price for the Service is set out in the Service Agreement. Value added tax and other taxes and charges payable by law are added to all prices and fees. The Parties agree that a reduction of the price after the provision of the Service does not affect the taxable amount.

7.2 Unless otherwise agreed, payment is made against invoice 30 days in arrears. If payment is not made by the due date, default interest accrues in accordance with section 6 of the Swedish Interest Act (1975:635). The Supplier is also entitled to charge a reminder fee if the Supplier sends a written payment reminder.

7.3 If the Customer requests that certain types of documentation, reports or invoices be handled manually, or if the Customer requests extracts/compilations that are not included in the Service, the Supplier is entitled to charge reasonable compensation for the additional cost incurred.

7.4 The Supplier has the right to make an annual index-linked adjustment of the prices with effect from 12 months after the start date and thereafter once per year. The indexation is based on the change in the Labour Cost Index ("LCI" for Industry Employees). The base quarter to be used for the adjustment shall be two quarters before the Service started.

8. Intellectual property rights

8.1 The Agreement does not change the ownership of the intellectual property rights belonging to each Party, and neither Party obtains, by virtue of the Agreement, any right to the other Party's or a third party's intellectual property rights.

8.2 The Supplier is entitled to all intellectual property rights in the Service and all results arising from the Customer's use of the Service, with the exception of the Customer's data. The Customer is not entitled to use the Service or material from the Service for purposes other than the purpose of this Agreement.

8.3 Other than providing the Service to its customers under this Agreement, the Customer is not entitled to distribute, sell, publish, assign, lend, sublicense, modify, or otherwise dispose of or take any action in respect of the Supplier's intellectual property rights in connection with the Agreement.

9. Personal data

9.1 Each Party is responsible for ensuring that the processing of personal data that the Party in question carries out, in its capacity as controller, is carried out in accordance with applicable data protection legislation from time to time. Information about the Supplier's processing of personal data is available to the Customer in the Supplier's Privacy Policy.

9.2 In performing the Agreement, the Supplier will process personal data on behalf of the Customer, for which reason the Parties have entered into a "Data Processing Agreement / Sub-processor Agreement" with associated instructions. The Supplier shall process personal data in accordance with the Data Processing Agreement / Sub-processor Agreement in force from time to time, the Customer's instructions and data protection legislation.

10. Intentionally omitted

11. Confidentiality

11.1 The Parties undertake, during the term of the Agreement and thereafter, not to disclose to third parties information regarding the content of the Agreement and other information which the Parties have gained access to by reason of the Agreement, regardless of whether the information has been provided in writing or orally and regardless of format ("Confidential Information"). The Parties undertake to use Confidential Information solely for the purpose of fulfilling their obligations under the Agreement and not for any other purpose. The receiving Party further undertakes to take the necessary measures to prevent employees, subcontractors or other intermediaries from using or disclosing Confidential Information to third parties and to use the same level of care (but not a lower level than reasonable care) to avoid disclosure or use of Confidential Information as the Party uses with respect to its own confidential or copyright-protected information.

11.2 The above does not apply to information that

(a) at the time of disclosure is or later becomes available to the public otherwise than through a breach of the Agreement; or

(b) was already available to the receiving Party or which the receiving Party has developed on its own before entering into the Agreement and which has not, directly or indirectly, been obtained through a breach of the Agreement.

11.3 This confidentiality undertaking does not prevent a Party from disclosing information that the Party is obliged to disclose by law, judgment or decision of an authority, or agreement with a stock

exchange or other marketplace. If a Party has or is placed under an obligation to disclose such information, the Parties undertake to immediately notify the other Party in order to give it the opportunity to take protective measures. The Parties shall do their best to ensure that information disclosed in accordance with this clause is, as far as possible, treated confidentially by the recipient of the information.

12. Force Majeure

12.1 The Supplier shall not compensate for damage resulting from failure due to interruptions in general data communications, interruptions in the energy supply, labour disputes, strikes, fire or other circumstances beyond the Supplier's control which could not reasonably have been foreseen and the consequences of which could not reasonably have been avoided or overcome.

13. Limitation of liability

13.1 The Supplier shall not, unless intent or gross negligence can be proven, in any case be liable for consequential damage, loss of profit or other indirect damage or loss. The Supplier's liability for damages is limited to SEK 100,000 per calendar year, including any legal and court costs.

13.2 The Customer is obliged to compensate all damage caused to the Supplier, including legal fees, court costs, penalties and any other compensation that the Supplier is required to pay as a result of the Customer (i) not complying with the Agreement, (ii) not following the Supplier's instructions, (iii) acting negligently, or (iv) acting incorrectly or negligently.

13.3 The Supplier cannot be held liable for errors or damage arising as a result of the Customer (i) not complying with the Agreement, (ii) not following the Supplier's instructions, (iii) acting negligently, or (iv) acting incorrectly or negligently, or damage attributable to the Customer's Information or Property System.

13.4 Each Party shall ensure that it complies with all applicable statutes and holds all applicable necessary permits in connection with this Agreement.

14. Service level (SLA)

14.1 The Supplier will use commercially reasonable efforts to ensure that the Supplier's platform has a Monthly Uptime Percentage (defined below) of at least 99.95% during each monthly billing period (the "Service Commitment"). If the Supplier does not meet the Service Commitment (defined below), the Customer will be eligible for a Service Credit (defined below). A Monthly Uptime Percentage of 99.95% means that the Supplier guarantees that the platform service is not Unavailable (defined below) for more than 21.56 minutes per month.

14.2 Definitions

(a) "Monthly Uptime Percentage" is calculated by subtracting from 100% the percentage of minutes during a month in which the Supplier's platform was not available. Measurements of Monthly Uptime Percentage exclude downtime caused directly or indirectly by a Service Level Exception.

(b) "Unavailable" and "Unavailability" mean, for application services and databases, that the Customer's service or database is not running or cannot be accessed due to the Supplier's fault.

(c) "Packaged Services" means functionality in the "Avy Platform" and "Avy Housing App" in accordance with the Service Agreement.

(d) "Maintenance" means scheduled Unavailability of the Packaged Services notified by the Supplier before the Packaged Services become Unavailable.

(e) "Action" means an unplanned change to the Supplier's platform to address a deficiency due to a deviating product or service.

14.3 Service Level Exceptions. The Service Commitment does not apply in cases of Unavailability caused by

(a) a suspension or Action;

(b) factors outside our reasonable control, including force majeure, Internet access or problems beyond the boundary of the Supplier's network;

(c) any acts or omissions of the Customer or any third party;

(d) equipment, software or other technology of the Customer or a third party (other than third-party equipment within the Supplier's direct control); and

(e) the result of Maintenance.

14.4 Service Commitment and Service Credits. Service Credits are calculated as a percentage of the total payment/period payment due on the Customer's Supplier invoice for the annual, quarterly or other billing period during which Unavailability occurred, as follows:

(a) For a Monthly Uptime Percentage of less than 99.95% but equal to or higher than 99.0%, the Customer will be eligible for a Service Credit of 10% of the fees.

(b) For a Monthly Uptime Percentage of less than 99.0%, the Customer will be eligible for a Service Credit of 30% of the fees.

14.5 For example, if the Supplier's application is unavailable for twenty-five minutes, the Customer would be eligible for a Service Credit of 10% for that year, quarter or other period.

14.6 The Supplier will only apply Service Credits against future payments for the Supplier's platform that the Customer is obliged to pay. Service Credits do not entitle the Customer to any refund or other payment from the Supplier. Service Credits may not be transferred to or applied to any other account.

15. Amendments and additions to the Agreement

15.1 The Supplier is entitled at any time to amend or supplement the Service after notice thereof has been made available to the Customer at https://www.avy.se/foretagsvillkor/ or another website provided by the Supplier, or has otherwise been communicated to the Customer. The Customer is entitled to terminate the Agreement with a notice period of one (1) month with retained terms if the Supplier's amendments or additions are to the Customer's material disadvantage. Such termination must take place no later than ten (10) business days after notice of the amendment or addition has been made available to the Customer.

16. Entire agreement

16.1 This Agreement constitutes the Parties' entire agreement regarding the content of the Agreement and supersedes all prior written or oral warranties, undertakings, representations and agreements between the Parties.

17. Invalidity of provisions

17.1 Should any provision of the Agreement or the application thereof be invalid, this shall not mean that the Agreement or the provision as a whole is invalid. Instead, the Parties shall adjust the Agreement or the provision, as far as possible, to give effect to the spirit of the Agreement. If the Parties cannot agree on an amendment of a provision that is invalid, such provision shall be deemed deleted and the other provisions of the Agreement shall continue to apply.

18. Term

18.1 The start date of the Service and the term and notice period of the Agreement are set out in the Service Agreement.

19. Termination of the Agreement

19.1 Each Party is entitled to terminate the Agreement in writing with immediate effect if the other Party

(a) commits a material breach of contract; or

(b) suspends its payments, files for company reorganisation or composition, becomes the subject of a bankruptcy petition, enters into liquidation or an administrator is appointed in respect of all or part of the Party's assets.

19.2 After termination of the Agreement, regardless of the reason for termination, clauses 11 and 20 shall however continue to apply indefinitely.

20. Governing law and disputes

20.1 Swedish law shall apply to the Agreement.

20.2 Disputes arising out of this Agreement shall be finally settled by arbitration in accordance with the Rules for Simplified Arbitration of the Arbitration Institute of the Stockholm Chamber of Commerce. The seat of arbitration shall be Stockholm. The language of the proceedings shall be Swedish.