

## ASK LOCALA – GENERAL TERMS AND CONDITIONS OF SALE

### 1 AGREEMENT

- 1.1 **Ask Locala Pte. Ltd.**, a company registered in Singapore under number 201402891M and trading as ASK LOCALA (hereinafter referred to as “ASK LOCALA”), markets an advertising service on mobile phone platforms (also called “ASK LOCALA”) that makes it possible for advertisers to optimise the release of their advertising campaign on such platforms (hereinafter referred to as the “ASK LOCALA Services”). For the avoidance of doubt, the ASK LOCALA Services include the release by ASK LOCALA of Advertising Campaigns and/or Advertising Messages (as defined below).
- 1.2 These general terms and conditions of sale (hereinafter referred to as “GTCS” or “General Terms and Conditions of Sale”) and the Purchase Order (as defined below) set out the terms and conditions under which the ASK LOCALA Services are supplied by ASK LOCALA to the Advertiser (as defined below).
- 1.3 The Purchase Order and these GTCS shall hereinafter collectively be referred to as the “Agreement”.
- 1.4 The issue of a Purchase Order to the Client and the signature of such Purchase Order by the Client or its Media Representative, entails full and unreserved acceptance of these GTCS by the Advertiser; any stipulation to the contrary detailed in any of the Advertiser’s or its Media Representative’s legal documents shall not apply; the solely applicable law and jurisdiction in case of conflict of law will be the GTCS applicable law as mentioned article 23 below, which the Advertiser and its Media Representative hereby formally acknowledge and agree.
- 1.5 Where there is an inconsistency between a provision in a Purchase Order and a provision in these GTCS, the terms of the Purchaser Order shall control (subject always to clauses 3.1 and 7.1 below).
- 1.6 This Agreement may be amended only in writing signed by duly authorised representatives of the Parties.
- 1.7 ASK LOCALA reserves the right to amend and update these GTCS at any time. The amended GTCS shall automatically apply to any Purchase Order signed after the amendment date.

### 2 DEFINITIONS

For the purpose of these General Terms and Conditions of Sale, the following terms used in the singular or plural shall have the following definition:

- “Advertiser”: natural or legal person prompting and wishing for the release of one or more Advertising Campaign(s) and/or one or more Advertising Messages promoting its products and/or services and/or brand to be made available on Digital Media, whether belonging either to the Advertiser or to a third-party
- “Advertising Campaign”: simultaneous release of a specific Advertising Message in a selection of Digital Media purchased by ASK LOCALA and covered by a unique Purchase Order.
- “Advertising Formats”: the various display and/or mobile formats stipulated on ASK LOCALA’s website at the following address: [www.asklocala.com](http://www.asklocala.com), which on a Digital Medium are intended to feature an Advertising Campaign and/or Advertising Messages and with dimensions in line with the standards recommended by the IAB or the Technical Specifications.
- “Advertising Message”: any message by the Advertiser inserted in a Digital Medium which has been the subject of a Purchase Order and may contain items such as graphic design, text, videos, audio and multimedia.
- “Advertising Spaces”: advertising locations (pages, sections, etc.) on Digital Media sold by the RTB system.
- “Agreement” shall have the meaning set out in clause 1.3.
- “Agreement Data” refers to non-personal data collected within the framework of the Agreement by Trackers which ASK LOCALA has placed or had placed in Advertising Messages.
- “ASAS” refers to the Advertising Standards Authority of Singapore
- “Click(s) (number of)” refers to the number of times a Mobile Web User activates an Advertising Format.
- “Client”: the Advertiser, represented where applicable by its Media Representative.
- “CPA” or cost per action is a billing method for an Advertising Space or Advertising Campaign in a Digital Medium in relation to the number of times a Mobile Web User activates an Advertising Format and carries out an operation to subscribe, purchase, sign up or any other action defined in advance jointly with the Client.
- “CPC” or cost per click is a billing method taking into account the number of Clicks recorded on the commercial link (text, image or video, etc.) displayed:
  - via a search engine, or
  - on a mobile website; or
  - on a social network; or
  - via a publisher’s mobile application that refers a Mobile Web User to the mobile website or application of the Advertiser,

i.e. the purchase cost of Advertising Space on Digital Medium in relation to the number of Clicks obtained from a Mobile Web User in an Advertising Format.

- “CPD” or cost per download is an invoicing method based on the number of download Clicks of the Advertiser's mobile application and the opening of such mobile application.
- “CPM Visible” or the visible cost per thousand is a method for evaluating and billing Advertising Space on Digital Media for display Advertising Formats and equates to the cost invoiced to the Client for one thousand prints and displays the Advertising Message at 100% of its original size.
- “CPL” or cost per lead is the cost per lead acquisition and equates to the cost determinate in the purchase order and invoiced to the Client.
- “CPLP” or Cost Per Landing Page is a buying model which includes an impression 100% rendered, a click net of fraud and a landing page 100% loaded + 1 sec, ensuring advertisers only pay for real conversions on a brand’s mobile site..
- “CPO” or cost per opening is an invoicing method based on the number of Clicks of the Advertiser's mobile application covered by the Advertising Campaign.
- “CPIV” or cost per incremental visit is an invoicing method based on incremental visits generated into stores exclusively from online campaigns.
- “CPV” or cost per visit is an invoicing method based on the number of downloads of the Advertiser's webpage displayed on the Mobile Web User's connected tool after such user has clicked on the Advertiser’s Advertising Message.
- “CPVV” or cost per viewed video is an invoicing method based on the number of times a video Advertising Message is broadcast on the mobile tool used by Mobile Web Users.
- “Data Processing Schedule”: the document provided by ASK LOCALA to be completed and signed by the Advertiser or its Media Representative in case of personal data processing falls under GDPR regulation, that legally bind the Parties. This document states the purpose and means of data processing determined by the Advertiser or its Media Representative, to follow by ASK LOCALA. Being understood that ASK LOCALA acts as data processor and Advertiser acts as data controller within the meaning of GDPR regulation.
- “Digital Medium/Media”: the mobile internet site(s), tablet(s) (application(s) accessed from a mobile tablet via “stores” from application distributors) and/or mobile application(s) on which the Advertising Campaign and/or Advertising Message shall be released.
- “Force Majeure”: any unforeseeable event beyond the Parties’ control, and/or any unexpected circumstances that create a contract’s frustration of purpose, in making performance of the contract impossible, illegal or essentially different from what was contemplated.
- “GDPR”: Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)
- « Form » is the request form embedded in an advertisement to recruit Leads.
- “Interactive Advertising Message”: an Advertising Message that allows the Mobile Web User to participate. The said user may, for example, click on an Interactive Advertising Message to receive a sample or other item, take part in a survey or state whether s/he likes an event.
- “Lead” is a Form completed by an individual to receive information about the advertiser's brand or product.
- “Media Representative”: any legal or natural person serving as an intermediary in the name and on behalf of the Advertiser within the framework of a written representation contract to purchase Advertising Space (for example an agency acting under an agency agreement). A copy of the representation contract or, in the absence of such, a representation declaration, must be sent to ASK LOCALA. ASK LOCALA shall not be required to fulfil an order placed by a representative whose status has not been evidenced (as determined by ASK LOCALA in its absolute discretion).
- “Mobile Web User”: the person using the internet, irrespective of the method of connection, location or tool used to establish such connection.
- “Parties”: refers to the Parties in the Agreement, i.e. the Client and ASK LOCALA.
- “Purchase Order”: the document drawn up by ASK LOCALA and signed by the Advertiser or its Media Representative that legally bind the Parties, and which details the specific terms and conditions of the service ordered by the Advertiser or its Media Representative.
- “RTB Advertising Campaign”: Advertising Campaign in which the Advertiser's Advertising Message is randomly present with advertisements from other advertisers on one or more pages or sections in a given Digital Medium and under the conditions (duration and minimum number of Clicks, etc.) stipulated in the Purchase Order signed by the Advertiser and/or its Media Representative.
- “RTB” refers to the system for purchasing Advertising Space by bidding in real time for the Digital Medium in the Advertising Format selected by the Advertiser or its Media Representative.

- “Targeted Advertising Campaign”: an Advertising Campaign which may be released via DISPLAY, SEARCH, NATIVE ADVERTISING and/or any other form of communication with Mobile Web Users and which is intended to send such users messages aligned with their interests.
- “Technical Specifications”: set of technical constraints issued for the Digital Medium and/or Advertising Format for the Advertising Message in terms of size and weight which must be obeyed by the Advertiser and its Media Representative.
- “Trackers”: Cookies or tags or other current or subsequent technologies which do not make it possible to identify the Mobile Web User as such, but can log information concerning his/her browsing on mobile Websites and/or tablets and/or mobile applications.
- “GTCS” shall have the meaning set out in clause 1.1.
- “IAB”: Interactive Advertising Bureau.
- “Working Days”: any day which is not a Saturday, a Sunday or a bank or public holiday in Singapore.
- “ASK LOCALA Data”: data that ASK LOCALA uses to provide the ASK LOCALA Services and which aggregates the data from previous agreements, data from trustworthy third parties and other data from ASK LOCALA activities.
- “ASK LOCALA Services” shall have the meaning set out in clause 1.1.

### **3 ADVERTISING CAMPAIGN**

- 3.1 Where possible, ASK LOCALA shall release Advertising Campaigns according to the terms stipulated in the relevant Purchase Order. Notwithstanding the forgoing, ASK LOCALA shall have complete discretion regarding the release of Advertising Campaigns and, therefore, any terms stipulated in a Purchase Order in relation to the release strategy are provided strictly as a guide and for information purposes only, which the Client hereby formally acknowledges.
- 3.2 For RTB Advertising Campaigns, ASK LOCALA shall use reasonable endeavours to deliver the minimum number of Clicks stipulated in the applicable Purchase Order for the term of release set out in the Purchase Order.
- 3.3 In the event that the minimum number of Clicks stipulated in the Purchase Order is not achieved at the end of the initially agreed term of release, ASK LOCALA shall not be in breach of this Agreement but shall invoice the Client only for the proportion of Clicks actually achieved so that by way of example only, if the Purchase Order stipulates that the fee is S\$200 for 1,000 Clicks but only 500 Clicks are realised, then the fee will be S\$100 instead of S\$200. Where applicable, the Parties shall jointly agree on an extension to the RTB Advertising Campaign to allow ASK LOCALA time to meet the target number of Clicks, thus entitling ASK LOCALA to full payment.

### **4 PURCHASE ORDERS**

#### **4.1 ORDER REQUESTS**

Order requests shall be sent to ASK LOCALA either by email or by post mail in each case, marked for the attention of “Finance service”.

#### **4.2 PURCHASE CONFIRMATION**

- (a) ASK LOCALA reserves the right to accept or reject an order request. Where ASK LOCALA wishes to proceed with an order request, ASK LOCALA shall send the Advertiser or its Media Representative (if applicable) a Purchase Order which may stipulate in particular:
- (i) the name and contact details of the Advertiser;
  - (ii) where applicable, the name and contact details of the Media Representative in the event that the purchase of advertising space via the signature of the Purchase Order is carried out by such;
  - (iii) the brand, product or service to be promoted;
  - (iv) the targeting criteria for Mobile Web Users, Advertising Messages or the Advertising Campaign and the quantified objective (number of Clicks per minimum CPC, CPM or CPA invoicing method expected by the Advertiser) over the release period;
  - (v) the desired Advertising Format;
  - (vi) the start date for the release and, if necessary, the end date of the Advertising Campaign; and
  - (vii) the net amount payable according to the prices agreed by ASK LOCALA and the Advertiser or its Media Representative.
- (b) The Purchase Order sent by ASK LOCALA is valid and open for acceptance by the Advertiser or its Media Representative for fifteen (15) calendar days with effect from its issue date by ASK LOCALA, provided always that it must be returned no later than five (5) Working Days before the proposed start date of the release of the Advertising Campaign or Advertising Message, along with:
- (i) the Advertising Message in question, including advertising creation items along with any technical documents which the Advertiser or its Media Representative wish to be included, the technical characteristics of which comply with the Technical Specifications applicable to the Digital Media and Advertising Format(s) concerned; and

- (ii) a copy of the Legal Representation agreement or, in the absence of such, a certificate of representation, in the event an order is placed by a Media Representative.
- (c) A template Purchase Order is attached to these GTCS for information purposes only (not for completion by an Advertiser or its Media Representative).
- (d) The Advertiser or its Media Representative must obtain an electronic acknowledgement of receipt for each Purchase Order, including its annex such as Data Processing Schedule, that it signs and submits to ASK LOCALA to ensure that the Purchase Order has indeed been received by ASK LOCALA.

#### 4.3 PURCHASE ORDER REJECTION

- (a) ASK LOCALA shall not under any circumstances be required to fulfil Purchase Orders that have not been signed by the Advertiser or its Media Representative.
- (b) ASK LOCALA reserves the right at any time to refuse to fulfil any advertising instruction or to suspend any advertising instruction if (i) it does not appear that the applicable Purchase Order complies with these GTCS and in particular this clause 4.3, and/or (ii) it does not appear that the Client is complying with the Technical Specifications, and/or the editorial line of ASK LOCALA or of the Digital Medium, and/or IAB guidelines and/or the ASAS guidelines, and/or (iii) such instructions might in any way undermine the image or interests of ASK LOCALA (or any of its associated companies or entities) and/or the Digital Medium.
- (c) Where ASK LOCALA rejects or cancels a Purchase Order and/or any instructions in accordance with this clause 4.3 (or any other provision in these GTCS), ASK LOCALA shall not be under any liability whatsoever to the Advertiser (or, for the avoidance of doubt, its Media Representative(s) and any interested third party).
- (d) ASK LOCALA reserves the right to cancel a Purchase Order at any time prior to the applicable release start date without any liability whatsoever to the Advertiser (or, for the avoidance of doubt, its Media Representative(s) and any interested third party).
- (e) For the avoidance of doubt, any orders failing to stipulate all the information listed above and/or, if applicable, where no representation certificate for the Media Representative has been supplied, may not be taken into account by ASK LOCALA.

### 5 MEDIA REPRESENTATIVE (IF APPLICABLE)

- 5.1 The Advertiser is required to fulfil the undertakings contracted by its Media Representative. The Purchase Order is specific to the Advertiser and may not be amended without written authorisation from ASK LOCALA and may not in any manner be transferred by the Advertiser or Media Representative to any third party.
- 5.2 In the event that the Media Representative is amended or terminated at any time whilst any services are being provided to the Advertiser by ASK LOCALA or are to be provided to the Advertiser by ASK LOCALA, the Advertiser shall immediately notify ASK LOCALA in writing (with acknowledgement of receipt), and such amendment or termination shall only take effect from the date of receipt by ASK LOCALA of the applicable valid notice. For the avoidance of doubt, the Advertiser remains personally bound to fulfil the obligations set out in the Purchase Order.
- 5.3 Notwithstanding anything else contained in this Agreement, the Media Representative and the Advertiser remain in all events jointly and severally liable with regard to ASK LOCALA for the implementation of all the obligations, undertakings and warranties incumbent upon the Advertiser, Client and Media Representative under the terms of these GTCS, the Technical Specifications and any Purchase Order and in particular the implementation of all payment undertakings and obligations of the Advertiser.

### 6 POSTPONEMENT OR CANCELLATION BY THE CLIENT

- 6.1 The Client may cancel or postpone any Purchase Order at least three Working Days before the release start date (as set out in the Purchase Order) by notice in writing to ASK LOCALA, without any charge. No cancellation or postponement request by the Client after the release start date shall be accepted by ASK LOCALA and 100% of the full fee for fulfilment by ASK LOCALA of the Purchase Order shall apply.
- 6.2 For proper postponements of Purchase Orders effective within the three Working Days before the release start date, excluding any postponement due to Force Majeure circumstances, a fee equal to 20% of the full fee set out in the Purchase Order shall be automatically applied. For the avoidance of doubt, the full fee for fulfilment by ASK LOCALA of the Purchase Order at the later release date will still apply.
- 6.3 For proper cancellation of a Purchase Order effective within the three Working Days before the release start date, excluding any cancellation due to Force Majeure circumstances, a fee equal to 30% of the full fee set out in the Purchase Order shall apply.
- 6.4 Any notice under this clause 6 may be issued by email provided always that an electronic acknowledgement of receipt is obtained.

### 7 AVAILABILITY OF ADVERTISING SPACE AND POSTPONED RELEASES

- 7.1 Given the unpredictable nature of the purchasing market for Advertising Space using the RTB technique, release dates for Advertising Campaigns or Advertising Messages are issued as a guide only and without guarantees (even where particularised in a Purchase Order).

- 7.2 Consequently, in the event that release is postponed, the Client shall contact ASK LOCALA in order to agree on a new release date.
- 7.3 If no new release date can be agreed between the Parties, Advertising Space not used for the Advertising Campaign or Advertising Messages shall not be invoiced and ASK LOCALA shall not be under any liability whatsoever to the Advertiser (or, for the avoidance of doubt, its Media Representative(s) and any interested third party).
- 7.4 Advertising Spaces is always proposed by ASK LOCALA to Client subject to availability at the time of acceptance of the Purchase Order and/or release dates(s).
- 7.5 In addition to the cases stipulated in clause 3 herein, ASK LOCALA may also be prompted to move, neutralise, abandon or delete the Advertising Campaign or Advertising Message for the following reasons, or for any other reasons beyond ASK LOCALA's reasonable control:
- (a) following a request from Digital Media;
  - (b) in the event that posting is impossible (technical difficulties) arising in particular from non-compliance by the Advertising Campaigns or Advertising Messages with Technical Specifications;
  - (c) as a result of an order issued by any official authorities; or
  - (d) in the event of Force Majeure,
- and in such cases, ASK LOCALA shall inform the Advertiser or its Media Representative accordingly, and ASK LOCALA shall not be deemed in breach of this Agreement.

## **8 ADVERTISING MESSAGE**

- 8.1 The Advertising Message and its delivery by the Client to ASK LOCALA must comply with the terms and conditions of this Agreement including, without limitation, this clause 8.
- 8.2 Any delivery delay by the Client shall release ASK LOCALA from any applicable delivery obligations for the Advertising Campaign and/or Advertising Message and the Client shall pay in full even if publication could not be realised and no complaint may be made by the Client for such failure.
- 8.3 The Client hereby warrants, represents and confirms that it is and shall remain the legal and beneficial owner of its brands, logos and of the Advertising Message (including all intellectual property rights therein).
- 8.4 During the term of the contract, the Customer grants ASK LOCALA, free of charge, a worldwide license to use, distribute and represent the Advertising Message, which may be sub-licensed to third parties for the sole purpose of enabling its displaying on the Digital Media. In particular, the Client grants to ASK LOCALA the right to adapt and modify the technical characteristics of the Advertising Message to adapt it to Advertising Formats and/or Digital Media.
- 8.5 The Client hereby warrants, represents and confirms that (a) all Advertising Messages (which for the avoidance of doubt includes Interactive Advertising Messages) comply with all applicable laws, legislation and regulations, and (b) that it owns all intellectual property rights required for the release by ASK LOCALA of the advertising design of the Advertising Message and such designs and Advertising Messages and the use thereof do not and will not infringe the intellectual property rights of any third-party in any way.
- 8.6 ASK LOCALA shall have no liability for Advertising Messages which are released on Digital Media, as such release is the sole liability of the Advertiser or, where applicable, the joint and several liabilities of the Advertiser and its Media Representative. Accordingly, and without prejudice to the indemnity at clause 15, the Advertiser and its Media Representative (if applicable) shall indemnify ASK LOCALA jointly and severally against any recourse and shall compensate ASK LOCALA for any costs, charges and expenses incurred as a result of such Advertising Messages and their release including legal fees and costs.
- 8.7 The Client undertakes to provide Advertising Messages free of viruses and/or any other similar item which might affect the said Advertising Messages. In the event of hacking, the Client undertakes to delete the hacked Advertising Message forthwith. In all events, ASK LOCALA may withdraw any hacked Advertising Message without delay or prior notification or those containing a virus or item of a similar nature without prejudice to any further damages and in this case, the Client may not claim any compensation as a result of such withdrawal.
- 8.8 ASK LOCALA reserves the right to refuse any Advertising Message it considers contrary to appropriate presentation, behaviour or its editorial line. ASK LOCALA also reserves the right to reject any Advertising Message whose origin appears suspicious or which may contravene the rules of its profession, as well as those that may undermine public order, decency or shock moral, religious, cultural or political convictions of Mobile Web Users and in this case, the Client may not claim any compensation as a result of such withdrawal.

## **9 STATISTICS AND ADVERTISING CAMPAIGN IMPLEMENTATION REPORT**

- 9.1 ASK LOCALA shall use its own reporting tools to calculate the results of an Advertising Campaign and/or reach of an Advertising Message. The Client hereby agrees that ASK LOCALA's statistics and results are definitive and control over all other data and in particular those which the Client may have collected by inserting Trackers, as per clause 10 herein.
- 9.2 During an Advertising Campaign ASK LOCALA shall allow Client access to its on-line reporting tool for the Advertising Campaign.
- 9.3 After the Advertising Campaign, a final report shall be sent to the Client. Such report shall serve as the basis for issuing the corresponding invoice drawn up and sent by ASK LOCALA.

- 9.4 If the Client wishes to dispute ASK LOCALA’s results, it must do so by serving notice in writing to be sent by registered letter with acknowledgement of receipt to the ASK LOCALA complaints department stipulating the items in dispute. The said request must be sent within one month following the publication of the applicable Advertising Campaign or Advertising Message. Any complaints that do not comply with this clause 9.4 shall not be taken into consideration.

## **10 PERSONAL DATA AND INSERTION OF TRACKERS (COOKIES, TAGS OR OTHER)**

- 10.1 The Parties acknowledge and agree that any concerns about “Personal Data” that falls under GDPR regulation are subject to a specific clause set forth Addendum 2 herein, “Data Processing Clause”. Moreover, ASK LOCALA Privacy Policy is accessible on ASK LOCALA Group website [www.asklocala.com](http://www.asklocala.com), to which ASK LOCALA is related to.
- 10.2 The Client acknowledges and accepts that ASK LOCALA (i) places or ensures the placement of Trackers in the Client's Advertising Messages (ii) and/or transfers or ensure the transfer to the Client of Trackers belonging to third-party partner(s) in order to provide the ASK LOCALA Services ordered by the Client. In such event, the client guarantees ASK LOCALA to comply in all circumstances with the requirements described below and holds ASK LOCALA harmless from any liability in the event of the Client's breach of its obligations.
- 10.3 ASK LOCALA shall collect and use the data obtained from such Trackers in accordance with applicable laws and regulations, including laws regulating to the protection of personal data and privacy in Singapore. In the case where data processing falls under GDPR regulation, ASK LOCALA shall be instructed by the Client by filling in the Data Processing Schedule and with the Addendum 2 “Data Processing Clause”.
- 10.4 Given the insertion of said Trackers for the purpose of Targeted Advertising in Advertising Messages, the Client undertakes to include in its own Digital Media the requisite measures to inform and obtain the consent of users, as stipulated in applicable laws and regulations and including in particular laws regulating personal data and privacy.
- 10.5 The Client undertakes (a) to inform ASK LOCALA without fail and to obtain ASK LOCALA’s formal written consent before Client itself inserts Trackers in advertising designs and Advertising Messages that it sends to ASK LOCALA with the intention of collecting the connection data of Mobile Web Users, and (b) to comply with the obligation to inform and secure the consent of Mobile Web Users incumbent on the publishers of sites, operating systems, applications, social networks and publishers of solutions to measure audience figures according to all applicable laws, legislation and regulations.
- 10.6 Where specified in a Purchase Order, the Client undertakes to collect only connection data of Mobile Web Users exclusive of all other personal data.
- 10.7 The Client is required to comply with current laws, legislation and regulations and in particular to ensure the security and confidentiality of all data (whether such data is provided to ASK LOCALA or collected by the Client). The Client shall accept all the direct and indirect consequences which may arise from failure to comply with legal provisions without any liability to ASK LOCALA.
- 10.8 ASK LOCALA may implement any measure it deems necessary (in its absolute discretion) to prevent the integration of Trackers in Advertising Messages and in particular:
- (a) in the event of failure by the Client to comply with its statutory or regulatory requirements; and/or
  - (b) in the event of technical breakdown relating to the integration of Trackers that endanger the security of Digital Media concerned.
- 10.9 Immediately following ASK LOCALA’s request and instruction, the Client shall amend and/or deactivate Trackers inserted in Advertising Messages.
- 10.10 The Client shall provide ASK LOCALA with a tracking tool to enable ASK LOCALA to access data collected using Trackers inserted in advertising designs including those in Advertising Messages.
- 10.11 The Client shall be liable for the correct operation of the tracking tool and in particular for correcting as quickly as possible any malfunction indicated to the Client by ASK LOCALA.
- 10.12 For Interactive Advertising Message, the Client undertakes to collect only the responses from Mobile Web Users and/or nominative information contained in the responses it receives in accordance with all applicable laws, legislation and regulations in effect with regard to personal data.
- 10.13 Without prejudice to the indemnity at clause 15, the Client shall indemnify ASK LOCALA and keep ASK LOCALA indemnified on demand from and against all losses, costs, liabilities, damages, expenses (including legal expenses), claims and proceedings incurred and/or suffered by ASK LOCALA arising out of or in connection with Mobile Web Users and/or ASK LOCALA’s or Client’s use of data collected from Mobile Web Users.

## **11 INTELLECTUAL PROPERTY**

- 11.1 Each of the Parties remains the exclusive proprietor of the intellectual property rights it owned before entering into this Agreement.
- 11.2 ASK LOCALA is the sole owner of all intellectual property rights relating to the ASK LOCALA Services. This Agreement shall not equate to any form of licence or transfer of know-how from ASK LOCALA to the Client.

- 11.3 The Client grants to ASK LOCALA an irrevocable, fully transferable licence for all rights contained in the Advertising Message in order for ASK LOCALA to fulfil its obligations under the Agreement, as more particularly set out in clause 8.3.
- 11.4 The Client acknowledges and accepts that:
- (a) ASK LOCALA collects, uses, analyses and processes Agreement Data, and combines it with ASK LOCALA Data in order to provide the ASK LOCALA Services as set out in this Agreement; and
  - (b) ASK LOCALA combines and aggregates Agreement Data with ASK LOCALA Data in order to improve the ASK LOCALA Services and ASK LOCALA's know-how.

## **12 LIABILITY OF ASK LOCALA**

- 12.1 ASK LOCALA markets a service entailing the release of advertising campaigns in Advertising Spaces purchased from third parties. Accordingly, ASK LOCALA, is bound only to use its best commercial endeavours to deliver the ASK LOCALA Services hereunder and may not be held liable in the event of any breakdowns in technical infrastructure of the Digital Medium in question, which is operated by any third parties.
- 12.2 ASK LOCALA cannot be held liable for services and/or content for which access is achieved through hypertext and/or hypermedia links made available by the Client.
- 12.3 The Client hereby accepts that all Digital Media may be subject to intrusions by unauthorised third parties and consequently may be corrupted and that information on the internet is not protected against third party actions such as downloads, possible circumventions or any viruses and that any third party may create hypertext links.
- 12.4 ASK LOCALA does not guarantee the success of any Advertising Campaign or Advertising Message or the results desired for such by the Client.
- 12.5 Subject always to clauses 12.6 and 12.7, ASK LOCALA's total aggregate liability arising from or related to this Agreement (whether in contract, tort including negligence or otherwise) shall not exceed an amount equal to the fees paid or payable to ASK LOCALA by the Client (or on the Client's behalf) under the applicable Purchase Order.
- 12.6 Nothing in this Agreement shall exclude or limit either party's liability in respect of any claims:
- (a) for death or personal injury caused by the negligence of such party;
  - (b) resulting from any fraud including fraudulent misrepresentation made by such party;
  - (c) for which liability may not otherwise lawfully be limited or excluded; or
  - (d) for any deliberate or wilful default by the Client.
- 12.7 ASK LOCALA shall not be liable for any indirect, special or consequential losses or any loss of profits (whether direct or indirect), loss of goodwill, loss of business, loss of revenue or loss of anticipated savings.

## **13 PRICE, PAYMENT AND INVOICING**

- 13.1 Given the nature of the ASK LOCALA Services, the practical conditions of purchasing Advertising Space via RTB and technological and market developments, no general price scale may be set in the GTCS.
- 13.2 For information purposes, the pricing grids used by ASK LOCALA may be sent to the Client within 30 days of its written request. The Client acknowledges that its pricing grids may change over time and are tailored to the requested service and are therefore for information purposes only.
- 13.3 The prices proposed by ASK LOCALA may include discounts. The basis for calculating standard discounts applied by ASK LOCALA may be sent to the Client within 30 days of its written request.
- 13.4 Prices for the ASK LOCALA Services are therefore as set out in the Purchase Order and remain in effect for the term of the Agreement.
- 13.5 Prices are set according to invoicing conditions defined in clause 2, including without limitation:
- (a) cost per action (CPA);
  - (b) cost per click (CPC);
  - (c) cost per visible thousand (CPM Visible);
  - (d) cost per incremental visit (CPIV);
  - (e) cost per visit (CPV);
  - (f) cost per viewed video (CPVV);
  - (g) cost per download (CPD); and/or
  - (h) cost per opening (CPO).
- 13.6 **PAYMENT AND INVOICING**  
Invoices are payable by cheque or electronic bank transfer within 30 days from the issue date of the invoice. All payments must be made to ASK LOCALA.
- 13.7 **PAYMENT BY A MEDIA REPRESENTATIVE AUTHORISED TO MAKE PAYMENTS**
- (a) In the event that the Media Representative is formally authorised to make payments as per the confirmation of its legal representation, a certified copy of the original confirmation must be sent to ASK LOCALA by such Media Representative.
  - (b) The use of a paying Media Representative shall not amend the payment terms stipulated in clause 13.6. Such representative cannot cite the absence of payment by the Advertiser it represents as grounds for delaying payment to ASK LOCALA.

- (c) The Advertiser remains in all cases liable for payment of Purchase Orders and any other payments hereunder and shall remain liable for payment in the absence of payment by the Media Representative it has designated. Payment or advance payment made to the Media Representative by the Advertiser does not constitute payment hereunder and does not release the Advertiser with regard to its obligations to pay ASK LOCALA.
- (d) For the avoidance of doubt, in the event that the Media Representative has paid ASK LOCALA on Advertiser's behalf, the Media Representative may not recall such payment should the Advertiser fail to pay the Media Representative in turn.

13.8 In the event of non-compliance with the terms and conditions of payment of invoices issued by ASK LOCALA, without prejudice to any other rights or remedies available to ASK LOCALA, ASK LOCALA reserves the right to terminate the applicable Purchase Order and/or any other Purchaser Orders in place with the Advertiser without prior notification or compensation from ASK LOCALA to the Advertiser or its Media Representative.

#### **14 OVERDUE PAYMENT**

- 14.1 Failure to pay at the due date shall result in the immediate demand for payment of all issued invoices, including those not yet due as well as the amounts payable for orders fulfilled during invoicing and orders pending release. Fulfilment of current orders may be suspended and/or terminated.
- 14.2 Similarly, any default on payment at the due date shall result in forfeiture of conditions for payments which ASK LOCALA may have granted the Client.
- 14.3 If Client fails to make any payment due to ASK LOCALA under this agreement by the due date for payment, then, without prejudice to ASK LOCALA's rights and remedies, Client shall pay interest on the overdue amount at the rate of 6% per annum above Barclays Bank bank base rate from time to time (subject always to a minimum of 6.5% per annum). Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment. Client shall pay the interest together with the overdue amount. Notwithstanding the forgoing, ASK LOCALA specifically reserves the right to claim interest under the Civil Law Act (Chapter 43).

#### **15 INDEMNITY**

The Client and its Media Representative shall indemnify ASK LOCALA and keep ASK LOCALA indemnified on demand from and against all losses, costs, liabilities, damages, expenses (including legal expenses), claims and proceedings incurred and/or suffered by ASK LOCALA arising out of or in connection with:

- (a) any breach of this Agreement by the Client or its Media Representative; and/or
- (b) any negligent act or omission by the Client or its Media Representative, or any of their employee's officers, agents and/or sub-contractors in connection with this Agreement.

#### **16 EXCLUSIVITY**

ASK LOCALA does not through this Agreement or otherwise, grant the Client any exclusivity in any form whatsoever. Consequently, ASK LOCALA does not guarantee that advertisers competing with the Advertiser are or may not be present on one or more pages or sections in the same Digital Medium taken out by the Client.

#### **17 NON-WAIVER**

The fact that one or other of the Parties does not exercise any one of its rights under the terms of this Agreement shall not be deemed a waiver by it to exercise said rights which can be established only by a formal declaration of such by the Party concerned.

#### **18 COMMERCIAL REFERENCE**

The Client formally grants ASK LOCALA the right to refer to Client as a client and to ask Client for a commercial reference for other clients, and vice versa.

#### **19 NOTICES**

- 19.1 Unless otherwise set out in these GTCS, any notice required to be given under this Agreement shall be in writing and shall be validly served if sent to the other at the address specified in the Purchase Order:
  - (a) by hand; or
  - (b) by registered first class post or recorded delivery,in each case, at the address specified in the Purchase Order.
- 19.2 Notices sent by hand shall be deemed to be served on the day when they are actually received. Notices sent by registered first class post or recorded delivery shall be deemed to be served three (3) Working Days following the day of posting, or if earlier, and where a notice is evidenced by an electronic acknowledgement of receipt, on the day of receipt as set out on such acknowledgement.
- 19.3 The parties acknowledge and agree that unless expressly stated in this Agreement, notice given by e-mail shall not constitute valid notice. Furthermore, where a party is required to obtain an acknowledgement of

receipt in relation to a notice, the party receiving such notice shall not be obliged to accept such notice where the acknowledgement cannot be produced.

## **20 PARTIAL INVALIDITY**

- 20.1 Should one or more of the provisions stipulated in these GTCS be rendered invalidated or be considered or declared such as per a law, regulation or following a definitive ruling by a recognised court, said provision or provisions shall be deemed unwritten without rendering null and void these GTCS or altering the validity of the other stipulations.
- 20.2 Where applicable, ASK LOCALA shall undertake the modification of the provisions concerned in order to make them legally valid.

## **21 ENTIRE AGREEMENT**

- 21.1 This Agreement constitutes the entire agreement and understanding between the parties in respect of the matters dealt with within it and supersedes any previous agreement between the parties relating to such matter.
- 21.2 Each of the Parties represents and undertakes that in entering this Agreement it does not rely on, and shall have no remedy in respect of, any statement, representation, warranty or undertaking (whether negligently or innocently made) of any person (whether party to this Agreement or not) other than as expressly set out in this Agreement.

## **22 DISPUTE RESOLUTION**

- 22.1 In the event of any dispute arising out of this Agreement, ASK LOCALA and the Client will attempt to settle it by negotiation. To this end, they shall use their respective reasonable endeavours to consult or negotiate with each other, in good faith and, recognising their mutual interests attempt to reach a just and equitable settlement satisfactory to the relevant parties. In the event that a dispute is not settled by negotiation within a period of four (4) weeks from the date of notification of the dispute (unless the parties agree upon a longer time period), then any party may have recourse to court proceedings on the instigation of any party.
- 22.2 Nothing in the preceding paragraph shall prevent any party from applying to the Singapore Court for any interim or provisional relief that may be necessary to protect the rights or property of that party, pending settlement of the dispute.

## **23 GOVERNING LAW AND JURISDICTION**

- 23.1 This Agreement and any non-contractual obligations arising out of or in connection with it shall be governed by and construed in accordance with Singapore law.  
Any dispute which may occur relating to these GTCS, their validity, interpretation and implementation or termination and/or the instruments supplementing and/or amending them which cannot be amicably resolved within one (1) month of its occurrence shall be referred exclusively to Singapore Courts, notwithstanding multiple defendants, recourse in warranty, executive rulings or appraisals.
- 23.2 The parties hereby agree to submit to the exclusive jurisdiction of the Singapore Courts in respect of all disputes arising out of or in connection with this Agreement.
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## ADDENDUM 2 DATA PROCESSING CLAUSE

- 1.1 References in clause to “controller”, “processor”, “processing”, “data protection officer” and “personal data” shall have the same meaning as defined in Data Protection Legislation.
- 1.2 For the purpose of this clause:  
“**Data Protection Legislation**” means Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of Personal Data and on the free movement of data entering into force on May 25, 2018.  
“**Regulator**” means any regulatory body with responsibility for ensuring compliance with Data Protection Legislation.  
“**Security Breach**” means accidental or deliberate, unauthorised or unlawful acquisition, destruction, loss, alteration, corruption, access, use or disclosure of personal data processed under to this Agreement or breach of ASK LOCALA’s security obligations under this Agreement (including clause [1.5](d)).
- 1.3 The parties acknowledge and agree that in order to provide the Services, ASK LOCALA, as a service provider, may process personal data. Schedule 1 sets out the subject matter and duration of the processing; nature and purpose of the processing; the type of personal data being processed; and the categories of data subject.
- 1.4 The parties agree that in respect of any personal data processed in connection with this Agreement that the Client shall be the “controller” (as defined in Data Protection Legislation) and ASK LOCALA or Sub processor shall be the “processor” (as defined in Data Protection Legislation).
- 1.5 Each party acknowledges and agrees that each party has respective rights and obligations under applicable Data Protection Legislation. ASK LOCALA shall, without prejudice to its other rights or obligations, in respect of its processing of such personal data:
- (a) process the data only to the extent, and in such a manner, as is necessary for the purposes of this Agreement and in accordance with Client’s lawful written instructions set forth in the Data Processing Schedule from time to time. If ASK LOCALA is unsure as to the parameters of the instructions issued by Client and/or believes that Client’s instructions may conflict with the requirements of Data Protection Legislation or other applicable laws, ASK LOCALA may notify the Client for clarification and provide reasonable details in support of any assertion that Client’s instructions may not be lawful
  - (b) ensure the reliability of all its personnel who have access to the data and shall in particular, ensure that any person authorised to process data in connection with this Agreement is subject to a duty of confidentiality;
  - (c) take such measures as may be required in line with Article 32 of the GDPR (Security);
  - (d) subject to agreement on costs, assist the Client by using appropriate technical and organisational measures in responding to, and complying with, data subject requests;
  - (e) subject to agreement on costs, provide the Client with reasonable co-operation and assistance in relation to Client’s obligations and rights under Data Protection Legislation, taking into account the nature of the processing and the information available to the processor, including providing the Client and relevant Regulators (as applicable) with all information and assistance reasonably necessary to investigate security breaches carry out privacy impact assessments or otherwise to demonstrate compliance by the parties with Data Protection Legislation;
  - (f) subject to agreement on costs, without undue delay notify the Client, and provide such co-operation, assistance and information as the Client may reasonably require if ASK LOCALA:
    - (i) receives any complaint, notice or communication which relates directly or indirectly to the processing of the personal data under this Agreement or to either party’s compliance with Data Protection Legislation; and/or
    - (ii) becomes aware of any Security Breach;
  - (g) keep at its normal place of business a written record of any processing of the data carried out in the course of the Services (“Records”);
  - (h) provide Client, its third-party representatives (who are not competitors of ASK LOCALA neither ASK LOCALA’s parent company’s competitors) or a Regulator, a copy of the ASK LOCALA’s most recent audit results to demonstrate the ASK LOCALA’s compliance with its obligations under this clause;
  - (i) may engage a sub processor to process data (or otherwise sub-contract or outsource the processing of any data to a third party) (a “Sub processor”), provided that it:
    - (i) to the extent possible, notifies the Client of any new or replacement Sub processors. If Client objects to the appointment of a new or replacement Sub processor, it shall notify ASK LOCALA within five business days. The Client shall be deemed to have accepted the Sub processor if ASK LOCALA does not receive an objection with five Business Days. If the objection cannot be resolved by the parties within five Business Days of receipt by the Companies of the written objection, ASK LOCALA shall not be in breach

of this Agreement to the extent it cannot provide its services or otherwise comply with its obligations as a result;

- (ii) enters into a written contract with the Sub processor that:
  - provides protections or guarantees that Sub processor considers necessary to implement appropriate technical and organisation measures in compliance with the Data Protection Legislation; and
  - remains liable for all acts or omissions of the Sub processors as if they were acts or omissions of ASK LOCALA (except to the extent caused or exacerbated by the Client).

As at the date of this Agreement, ASK LOCALA uses the Sub-processors set out in Schedule 3 for the activities set out in Schedule 2 in connection with the provision of the Services;

- (j) at Client's cost return or destroy (as directed in writing by the Client) all personal data it has in its possession and delete existing copies unless applicable law requires storage of the personal data.
- (k) only transfer the personal data to a territory outside of the European Economic Area with Customer's prior written consent and where that territory does not have a finding of adequacy by the European Commission, it shall ensure, unless another lawful mechanism is agreed in writing by the parties, that prior to such transfer it executes or procures that the relevant third party executes the standard contractual clauses set out in Commission Decision of 5 February 2010 on standard contractual clauses for the transfer of personal data to processors established in third countries under Directive 95/46/EC ("Model Clauses") and it shall ensure that it complies and procures that the relevant third party complies with its relevant obligations under the Model Clauses or such other lawful mechanism as may be agreed by the parties. The parties agree that if the Model Clauses or other transfer mechanism agreed by the parties cease to exist or are no longer considered to be lawful method of transferring personal data outside of the European Economic Area , Service Provider shall cease or procure that the relevant third party cease the processing of such data until such time as Service Provider has in accordance with Customer's instructions entered into an alternative mechanism to enable the personal data to be transferred outside of the European Economic Area in a compliant manner;
- (l) to the extent that ASK LOCALA is required to transfer personal data pursuant to this Agreement to a territory outside of the European Economic Area ("EEA") that does not have a finding of adequacy by the European Commission, the parties shall execute or procure the execution of the standard contractual clauses set out in Commission Decision of 5 February 2010 on standard contractual clauses for the transfer of personal data to processors established in third countries under Directive 95/46/EC ("Model Clauses") unless the parties agree another more appropriate lawful data transfer mechanism exists. The parties agree that if the Model Clauses (or agreed alternative mechanisms) cease to exist or are no longer considered by both parties to be a lawful method of transferring personal data outside of the EEA, the parties shall have a good faith discussion and agree an alternative lawful transfer mechanism and ASK LOCALA may cease or procure that the relevant third party cease the processing of personal data until such time as the parties have agreed an alternative transfer mechanism to enable the personal data to be transferred outside of the EEA in a compliant manner.

1.6 The Client agrees and undertakes to comply with its obligations under applicable Data Protection Legislation in respect of the processing of personal data under or in connection with this Agreement and shall in particular ensure that, as a condition of this Agreement, ASK LOCALA is lawfully permitted to process personal data on its behalf. The Client shall indemnify ASK LOCALA on demand against all claims, liabilities, costs, expenses, damages and losses (including all interest, penalties and legal costs and all other professional costs and expenses) suffered or incurred by ASK LOCALA arising out of Client's breach of this clause 1.5 ("Claims"). Each party acknowledges that Claims include any claim or action brought by a data subject arising from the Client's breach of its obligations in this clause.

## **Schedule 1**

### **Data Processing Services**

Information related to the data processing:

- subject matter: Processing carried out in connection with the provision of the Services (as defined in the General Terms & Conditions thereto).
- Duration: 13 months from ad campaign launch Nature and purpose: Providing to Controller the services ordered in Purchase Order and Data Processing Schedule, and any related technical support to the Controller in accordance with these General Terms and Conditions thereto.
- Type of personal data: Mobile advertising ID (Apple / Android), Geo-location
- Categories of data: Personnel to the Client, its own clients and prospects (i.e end user):
- Permitted Sub-processors and location of processing: FUSIO DSP platform (part of ASK LOCALA Group, like ASK LOCALA) is hosted by AWS (Amazon Web Services) based in United States, under the transfer mechanism EU-US Privacy Shield.

**Schedule 2**  
**Data Processing Schedule Model**

<b>DATA PROCESSING SERVICES</b>		
Client's information <i>(Acting as controller)</i>	[name of the client] [name of the campaign]	
ASK LOCALA company <i>(Acting as processor)</i>	<input type="checkbox"/> ASK LOCALA SAS <input type="checkbox"/> ASK LOCALA FRANCE SAS (FR) <input type="checkbox"/> ASK LOCALA Ltd (UK) <input type="checkbox"/> ASK LOCALA ITALIA srl (IT) <input type="checkbox"/> ASK LOCALA SRL (BE) <input type="checkbox"/> ASK LOCALA Pte LTD (SG) <input type="checkbox"/> ASK LOCALA Inc (US) <input type="checkbox"/> SUCCES POUR MOBILE CANADA Inc (CA)	
Subject matter	Behavioral Advertising [please specify the type of advertising campaign]	
Purchase Order Number	To be completed	
Retention	<input checked="" type="checkbox"/> max 13 months from ad campaign launch	
Nature and purpose	Providing to Controller the services ordered in Purchase Order and any related technical support to the Controller.	
Categories of data	What type of data is necessary for the execution of the service?	<input type="checkbox"/> Mobile Advertising ID (Apple-IDFA / Android-GAID) <input type="checkbox"/> Geo location
Data provided from Controller	Do You intent to use Data from Your own Data Managing Platform (DMP) or Your own Customer Relationship Management (CRM) or any other mean? In such case please detail.	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DMP <input type="checkbox"/> CRM <input type="checkbox"/> OTHER
3rd Party data to process	Do You already work with a partner who provides data?	<input type="checkbox"/> YES <input type="checkbox"/> NO Partner's name:
	Do You want to be linked with ASK LOCALA's partners?	<input type="checkbox"/> YES <input type="checkbox"/> NO Partner's name:
Measurement partner	Do You already work with a measurement partner who processes Your data?	<input type="checkbox"/> YES <input type="checkbox"/> NO Partner's name:
	Do You want to be linked with ASK LOCALA's partners?	<input type="checkbox"/> YES <input type="checkbox"/> NO Partner's name:
Tracking solution	Do You already work with a tracking solution partner who processes Your data?	<input type="checkbox"/> YES <input type="checkbox"/> NO Partner's name:
	Do You want to be linked with ASK LOCALA Adserver and use its proprietary tracker?	<input type="checkbox"/> YES <input type="checkbox"/> NO Partner's name:
Matching cross device <sup>(1)</sup>	Do You already work with a matching cross device partner who processes Your data?	<input type="checkbox"/> YES <input type="checkbox"/> NO Partner's name:
	Do You want to be linked with ASK LOCALA's partners?	<input type="checkbox"/> YES <input type="checkbox"/> NO Partner's name:

**Acceptance.** By signing the Data Processing Schedule, including any applicable documentation, the Controller agrees that it shall take effect as a binding written instruction given to SUCCESS 4 MOBILE and/or its affiliates, to (1) process personal data on its behalf for the purpose set forth above and (2) to transfer personal data to the above authorized partner, if applicable.

**Effective date**

**Client:**

Name:

Title:

Signature: