EDUCORE NETWORK

Terms of Service of SIA EduCore Network

Version 1 · effective from 26 October 2026

SIA EduCore Network
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This English version is the version accepted by the Client (A2.7). Translations are provided for information only.

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How to use this document

Part A applies to all Clients. Part B contains chapters for individual services: read the chapters for the services you order.

Service	Chapters
Website, online store	A, B1
Website maintenance and hosting	A, B2
Product catalogue management	A, B3
AI solutions	A, B4
Web application	A, B5
Design	A, B6

Maintenance of a turnkey application (B5.5) is also governed by chapter B2. What you order, what it costs and the delivery timeline are set out in the Order. This document sets out the rules under which every Order is performed.

Part A. General Terms

A1. General provisions and definitions

A1.1. These Terms govern the provision of services by **SIA EduCore Network**, registration number 40203720968, Republic of Latvia (hereinafter "EduCore Network").

A1.2. EduCore Network is not registered for value added tax. Prices are stated without VAT, and no VAT is charged. If EduCore Network becomes registered for VAT, VAT is charged on the prices at the applicable rate from the date of registration; the Client receives a Notice of registration no later than 30 days before the first payment subject to VAT or, if the registration takes effect earlier, immediately after registration.

A1.3. The services are intended for companies, sole traders, self-employed persons and other persons engaged in business activities. By accepting the Terms, the Client confirms that it orders the services for its business activities and not for personal needs as a private individual.

A1.4. Definitions. In these Terms, capitalised terms have the following meanings:

Term	Meaning
Terms	This document in the version accepted by the Client

Term	Meaning
Day	A calendar day; references to "days" are to calendar days unless "Business Days" is expressly stated
Client	The person that has ordered services from EduCore Network
Parties	EduCore Network and the Client
Order	A description of a specific service or several services: scope, price, timeline and payment terms. It is contained on the payment page, in a commercial proposal of EduCore Network accepted by the Client by one of the methods in A2.1, or in a document signed by the Parties
Agreement	These Terms, the Order and Annex 1 (Data Processing Agreement) taken together. Termination of an Order means termination of the Agreement in respect of that Order; the Client's other Orders remain in force
Deliverable	The object created under an Order: a website, a design, an AI solution, a web application or other
Demo Version	A Deliverable placed at a test address or provided as a preview for review by the Client
Website	A website or an online store. The provisions of the Terms on websites apply to online stores unless expressly stated otherwise
One-off Service	A service with a defined Deliverable and a one-off payment
Recurring Service	A service provided continuously for a periodic fee
Monthly Fee	The price of a Recurring Service for one month as stated in the Order
Business Day	Any day from Monday to Friday. Used for calculating time periods. Days on which EduCore Network does not work are published on the website in advance and do not count as Business Days
Business Hours	The working hours published on the website educore-network.com at the time of the request, Central European Time + 1 hour
Notice	A message sent by e-mail: to the Client — to the address provided by the Client when placing the Order; to EduCore Network — to clients@educore-network.com

A2. Conclusion of the Agreement

A2.1. The Agreement is concluded by one of the following methods:

(a) on the payment page — the Client enters the company and representative details, confirms acceptance of the Terms and clicks the confirmation button;

(b) by signing the Order with a qualified electronic signature within the meaning of Regulation (EU) No 910/2014 (eIDAS).

A2.2. The Agreement is deemed concluded at the moment the action specified in A2.1 is performed. Work begins after the prepayment is received, unless the Order provides otherwise (the confirmation on the payment page binds the Parties, while the delivery timeline runs from receipt of the prepayment).

A2.3. Payment from the Client's account confirms the Agreement on the Client's part. The person performing the action under A2.1 on behalf of the Client confirms that he or she is authorised to represent the Client.

A2.4. The version of the Terms accepted by the Client at the conclusion of the Agreement applies to the Agreement. The accepted version is provided to the Client as a PDF file on the payment page and is sent by e-mail after the Agreement is concluded. Publication of a new version of the Terms does not change a concluded Agreement. For Recurring Services, a new version may apply only from the first day of the next term of the Agreement and only if EduCore Network has sent the Client a Notice to that effect no later than 30 days before the end of the current term (A11.3). Until the next term begins, the previous version applies.

A2.5. The Order may change only the description of the service, the scope of work, the number of revision rounds, the limits, the price, the delivery timeline and the payment terms, and may determine the matters that the Terms expressly leave to the Order. To that extent, in the event of a conflict the Order prevails over the Terms. Other provisions of the Terms, including those on liability, rights to the Deliverable, the duration of Recurring Services, termination and governing law, are not changed by the Order.

A2.6. After the Agreement is concluded, the Client receives by e-mail a confirmation with the Order details and a copy of the accepted version of the Terms.

A2.7. The Terms are published in the languages of the website educore-network.com for information. The version accepted by the Client (the PDF file under A2.4) is drawn up in English; in the event of any discrepancy with the translations, the English text prevails.

A2.8. Communication channels. Working communication under the Agreement (delivery of materials, approvals, comments, questions) is conducted by e-mail or in the messenger linked to the telephone number stated in the Order; messages in that messenger are treated by the Parties as communications in writing and are deemed received at the moment of sending if sent during Business Hours, otherwise at the start of the next Business Day. Notices of late payment, breach, termination, non-renewal and price changes are sent by e-mail to the addresses specified in the definition of Notice (A1.4); they may additionally be duplicated in the messenger.

A3. Performance of work

A3.1. EduCore Network performs the work in the scope and within the timeline stated in the Order. The delivery timeline runs from the date the prepayment is received, unless the Order provides otherwise. The Parties communicate by e-mail or in the messenger during Business Hours.

A3.2. The Client must:

(a) provide the materials, information and access needed to perform the work within the time stated in the Order or in EduCore Network's request;

(b) respond to EduCore Network's requests within the time stated in the request or, if no time is stated, within 3 Business Days;

(c) ensure that all materials provided (texts, images, video, logos, data and other materials) belong to the Client or are lawfully used by it and do not infringe third-party rights; the Client warrants this and is responsible for such materials (A9.5);

(d) appoint one contact person authorised to approve work and make decisions on behalf of the Client; approvals and decisions of that person are binding on the Client.

A3.3. If the Client causes a delay, the delivery timeline is extended by the period of the delay. If the Client fails to respond to a request from EduCore Network sent via the channels in A2.8 for more than 14 days from its receipt, EduCore Network may suspend the work; if the Client fails to respond for more than 60 days, EduCore Network may terminate the Order. In that case the payment received is credited against the value of the work performed and the costs incurred and is not refunded; if the value of the work performed and the costs incurred is lower than the payment received, the difference is refunded. The value of the work performed is determined in proportion to the scope of the Order; the list of work performed and the calculation are sent to the Client together with the Notice of termination. For a Recurring Service, the preceding two sentences do not apply: the Agreement terminates on the date stated in the Notice of termination, the Client pays the outstanding debt and damages in the amount and on the conditions of A11.1; the Client's data is handled under the relevant chapter of Part B.

A3.4. The price includes the number of revision rounds specified in the chapter of Part B for the relevant service, unless the Order sets a different number; if neither the chapter of Part B nor the Order sets a number, revisions are limited to correcting non-conformities of the Deliverable with the Order under A6. A revision round is a single consolidated list of the Client's comments on the presented Deliverable, sent in one message. Revisions are performed within the scope of the Order; changes beyond that scope are governed by A3.5. Additional rounds and work beyond the limits are paid for separately at the price stated in the Order or, if none is stated, at the price agreed by the Parties via the channels in A2.8 before the work begins.

A3.5. Work not provided for in the Order is performed under a separate Order.

A3.6. EduCore Network may engage subcontractors, remaining liable to the Client for their work, and ensures that it obtains from them the rights needed to transfer rights to the Client under A8. Subcontractors that gain access to personal data are engaged only in accordance with A9.3.

A4. Prices and payment

A4.1. Prices are stated in euro. Payments are accepted through EduCore Network's payment provider or by bank transfer to EduCore Network's bank account against an invoice. Payment by payment card is not accepted, except where EduCore Network itself has offered that method under A4.3.

A4.2. One-off Services are paid by bank transfer to the details stated on the payment page or in the invoice. The prepayment under an Order concluded on the payment page is made within 3 Business Days from the date the Agreement is concluded; if the prepayment is not received within 14 days, EduCore Network may withdraw from the Order by Notice, whereupon the Parties are released from all obligations under that Order.

A4.3. Recurring Services are paid in advance — monthly or, with annual payment (A7.5), once every 12 months — by automatic SEPA Direct Debit from the Client's account under a mandate confirmed by the Client on the payment page or separately at EduCore Network's request. The debit date is the day of the month (with annual payment — the day and month) corresponding to the service start date; if the month has no such day — the last day of the month. The Client must ensure that funds are available in the account on the debit date. If the Client's bank does not support SEPA Direct Debit, the mandate is not confirmed, or automatic debiting is unavailable for any other reason (including on the payment provider's side), EduCore Network informs the Client by Notice, and Recurring Services are then paid in advance by invoice under A4.4 or, if EduCore Network has offered that method, by automatic debit from the Client's payment card. The method of automatic debiting for Recurring Services is determined by EduCore Network in each case. Revocation or amendment of the mandate by the Client without agreement with EduCore Network does not change the payment dates: the payment becomes overdue on the day after the date on which the debit was due to take place (A5.1).

A4.4. If no SEPA Direct Debit mandate has been set up (including where the Agreement is concluded under A2.1(b) without a mandate) or automatic debiting is unavailable (A4.3), EduCore Network issues invoices to the Client. The prepayment invoice under an Agreement concluded under A2.1(b) is payable within 3 Business Days from receipt (A11.2); for an Agreement concluded on the payment page, the prepayment deadline is set by A4.2; other invoices — within 7 days from receipt. Invoices for Recurring Services with monthly payment are issued no later than 7 days before the start of the period; with annual payment — no later than 21 days before the start of the term, and such annual invoices are payable before the term begins.

A4.5. If an automatic debit is not executed (for example, due to insufficient funds), the Client's obligation to pay for that period remains. EduCore Network may repeat the debit until the amount is paid in full. A missed payment does not shorten the term of the Agreement and does not postpone its end.

A4.6. If the Client reverses an executed debit through its bank without grounds under the Agreement, the reversed amount is deemed unpaid from the date of the original debit, and the provisions of A5 apply.

A4.7. If the Client withdraws from the Order before work begins (work is deemed to begin on the date the prepayment is received), the prepayment is refunded less the costs actually incurred by EduCore Network; after work begins, the prepayment is not refunded. If EduCore Network terminates the Order through no fault of the Client, EduCore Network refunds the payment received less the value of the work whose results have actually been delivered to the Client. If nothing has been delivered, the payment is refunded in full.

A5. Late payment

A5.1. A payment becomes overdue on the day after the payment deadline set by the Agreement: for Recurring Services — after the debit date, if the debit is not executed or is reversed; for invoices under A4.4 — after the invoice due date; for the balance or a stage payment for a One-off Service — after the deadline under A6.5.

A5.2. In the event of late payment, the Client pays:

(a) a contractual penalty of 0.2% of the overdue amount for each day of delay, but not more than 10% of the overdue amount in total;

(b) reimbursement of payment provider fees charged to EduCore Network in connection with failed or reversed debits, in the amount evidenced by the payment provider's documents;

(c) if the delay exceeds 14 days — a fixed sum of EUR 40 as compensation for recovery costs in respect of each overdue payment; if EduCore Network's actual recovery costs exceed that sum, the Client reimburses them in full.

A5.3. Charges under A5.2 are invoiced separately after the principal debt has been paid or together with the demand for payment of the debt when it is referred for recovery, and are payable within 7 days.

A5.4. From the first day of delay, EduCore Network may suspend the performance of revisions, improvements and any other work under all of the Client's Orders, including Orders with no outstanding debt, until the debt is paid in full. The timelines for suspended Orders are extended by the period of suspension.

A5.5. If the delay exceeds 30 days, EduCore Network may suspend the provision of Recurring Services in full, including switching off the website, application or AI solution, and terminate the Agreement under A11.1. No fees accrue for periods after the services are switched off under this clause; the Client pays for the periods up to the switch-off date and, upon termination, the amounts under A11.1. If the debt is paid before termination, the services are resumed within 2 Business Days; the Client's data is retained during the suspension period.

A5.6. Payment of the penalty and compensation under A5.2 is without prejudice to EduCore Network's right to claim damages exceeding those amounts. In particular, the Client reimburses EduCore Network's documented debt recovery costs in excess of the amount under A5.2(c): fees of lawyers and debt collection agencies, court and notarial costs, to the extent permitted by law. When referring a debt for recovery, EduCore Network may disclose to the third party carrying out the recovery information about the Client and the debt to the extent necessary for recovery.

A6. Acceptance (approval of the Deliverable by the Client), handover, warranty

Applies to One-off Services.

A6.1. When the work is ready, EduCore Network sends the Client a Notice with access to the Demo Version and the Order number. The Demo Version is provided with technical restrictions preventing its use before full payment (password access, a no-index setting, a watermark or reduced resolution — at EduCore Network's choice). The review period under A6.2 runs from the date of receipt of that Notice (A11.2).

A6.2. Within 5 Business Days from receipt of the Notice, the Client accepts the Deliverable or sends reasoned comments on non-conformity of the Deliverable with the Order. Conformity is assessed against the Order and against the materials approved by the Client's contact person during the work (structure, design, prototype) via the channels in A2.8. Comments concerning non-conformity of the Deliverable with the Order are addressed, after which the Demo Version is provided again; the re-review period is 3 Business Days and is limited to verifying that the previously raised comments have been addressed. If the comments, in whole or in part, do not concern non-conformity of the Deliverable with the Order, EduCore Network informs the Client of this by a Notice stating its reasons; to that extent the Deliverable is deemed accepted unless the Client, within 3 Business Days from

receipt of that Notice, identifies the specific provision of the Order with which the Deliverable does not conform. No more than two re-reviews are conducted; after that the Deliverable is deemed accepted, and any remaining disagreements are resolved under A11.6 without suspension of payment.

A6.3. The Deliverable is deemed accepted upon any of the following events:

(a) the Client has confirmed acceptance on the balance payment page, signed an acceptance certificate or confirmed acceptance in writing via the channels in A2.8;

(b) the Client has paid the balance under the Order;

(c) the period under A6.2 has expired without reasoned comments;

(d) the Client has started using the Deliverable (placed it on its own resources, published it, passed it to third parties or applied it in its business).

A6.4. Placement of the Deliverable on the Client's resources and handover of source files and access credentials take place after full payment of the Order. Until then, the Deliverable remains in the possession of EduCore Network.

A6.5. The balance under the Order, as well as any stage payment tied by the Order or a chapter of Part B to acceptance of a stage, is payable within 7 days from the date of acceptance of the relevant Deliverable or stage. In the event of non-payment, the provisions of A5 apply. If the balance is not paid within 30 days from the date of acceptance, EduCore Network may, at its option: (a) demand payment of the balance, the penalty and the compensation under A5; or (b) terminate the Order, retaining the prepayment, without handing over the Deliverable to the Client.

A6.6. For 30 days from the date of acceptance, EduCore Network remedies defects free of charge. A defect is a non-conformity of the Deliverable with the Order that is not caused by the actions of the Client or third parties or by failures of third-party services. New wishes and changes not provided for in the Order are not defects. For individual services, the warranty may be excluded by a chapter of Part B.

A6.7. Changes to the Deliverable after acceptance, other than warranty remedies, are performed under a separate Order.

A7. Recurring Services: term, renewal, annual payment

Applies to website maintenance and hosting (B2), catalogue management (B3), licences for AI solutions (B4), licences for web applications (B5) and maintenance of turnkey applications where ordered (B5.5).

A7.1. Term. The initial term is 12 paid months from the service start date. The start date is the date the website goes live on the Client's domain (B2), the start date stated in the Order (B3), the date the solution is switched on in live mode after full payment for implementation (B4, B5), or the start date of turnkey application maintenance stated in the Order (B5.5); it is recorded in the Order or in EduCore Network's Notice of the start of the service. If the service is ordered for a website that is already live or a solution that is already switched on, the start date is the date stated in the Order. If the website has not gone live on the Client's domain within 30 days after full payment of the website Order (B1) for reasons on the Client's side, the start date of maintenance (B2) is deemed to be the 31st day after full payment; the same rule applies to switching on an AI solution (B4) and a licensed web application (B5) after full payment for implementation. Monthly payment is payment of the annual term in instalments;

payment for a year in advance in a single payment is governed by A7.5. The free month under A7.4 is not included in this term. At the end of each term, the Agreement is automatically renewed for a further 12 months on the same conditions, subject to A7.6 and A11.3.

A7.2. Non-renewal. Either Party may decline renewal by Notice sent no later than 30 days before the end of the current term. For licences under B4 and B5, EduCore Network sends such Notice no later than 90 days before the end of the term and provides the Client with an export of its data under B4.9 or B5.3. The Agreement terminates on the last day of the current term.

A7.3. Early termination. The Client may not terminate the Agreement during the term other than under A10.5, A11.1 or this clause. If the Client stops using the service, the service continues to be provided and the payments are made on schedule until the end of the term. The Client may terminate the Agreement early by sending a Notice and paying early termination compensation equal to three Monthly Fees or, if fewer than three months remain after the current paid period, to the Monthly Fees for those remaining months. The compensation is paid in addition to the fee for the current period and in addition to any outstanding debt of the Client; EduCore Network issues the invoice for the compensation within 3 Business Days after receipt of the Notice. If the Notice is sent during the free month (A7.4), that month is deemed the current paid period. The Agreement terminates on the last day of the current paid period in which the compensation is received; the service is provided until that day, after which the termination provisions of the relevant chapter of Part B apply. The Notice of early termination takes effect upon receipt of the compensation within 14 days from receipt of the invoice; otherwise it is deemed not to have been sent. With annual payment, no compensation is charged, the annual payment is not refunded (A7.5), and the Agreement terminates on the last day of the paid annual term.

A7.4. Free month. With monthly payment for website maintenance (B2), the first month of the service is free of charge: the first debit takes place one month after the service start date. The free month precedes the initial term of 12 paid months (A7.1) and is not part of it. The free month is granted once per website and is not granted with annual payment, upon renewal, upon re-conclusion of the Agreement for the same website, or for services under B3, B4, B5 and application maintenance under B5.5.

A7.5. Annual payment. When paying for 12 months in advance in a single payment, the Client pays 10 Monthly Fees. Upon renewal of the term, the chosen payment arrangement is retained; the Client may switch from annual to monthly payment or from monthly to annual payment (with payment for the year in advance in a single payment under A4.3 or A4.4) from the start of the next term by Notice sent no later than 30 days before it begins. The annual payment is not refunded upon early termination of the Agreement, except for termination due to the fault of EduCore Network or under A9.3.

A7.6. Price changes. EduCore Network may change the price of a Recurring Service from the next term by sending a Notice no later than 60 days before it begins; the changed price replaces the price stated in the Order from the first day of the next term. A Client who does not agree with the change may decline renewal under A7.2.

A7.7. Automatic debiting under A4.3 continues throughout the term of the Agreement and its renewals without re-authorisation. EduCore Network stops the debiting after the end of the last paid period.

A7.8. Complaints about Recurring Services. Complaints about the quality of a Recurring Service for a specific paid period are sent by the Client by Notice no later than 14 days after the end of that period. If no complaint is made within that period, the service for that period is deemed to have been provided properly. A complaint does not entitle the Client to suspend, reduce or reverse payments; a justified

complaint is satisfied by remedying the shortcoming or by a credit against the next period. After termination of the Agreement and handover of the materials under the relevant chapter of Part B, EduCore Network has no further obligations in respect of the Recurring Service.

A8. Intellectual property

A8.1. The economic rights (copyright) in a Deliverable created under an Order specifically for the Client are assigned to the Client upon full payment of the Order. Until then, use of the Deliverable by the Client is not permitted.

A8.2. Rights to EduCore Network's templates, libraries, tools, reusable components and know-how remain with EduCore Network. For such components included in the Deliverable, the Client is granted a perpetual, royalty-free, non-exclusive licence to use them as part of the Deliverable.

A8.3. Third-party components (fonts, images, software modules, platforms) are used on the terms of their rights holders. Third-party licences and subscriptions are paid for by the Client, unless the Order provides otherwise.

A8.4. Where the Terms or the Order provide for a licence to the Deliverable, the rights to the Deliverable remain with EduCore Network, and the Client receives a right of use on the conditions of the relevant chapter of Part B.

A8.5. The Client agrees that EduCore Network may feature the Deliverable and the Client's name and logo in its portfolio, on its website and in marketing materials, including with a link to the Client's website. The Client may opt out of such use only by an express statement in the Order.

A9. Confidentiality and personal data

A9.1. The Parties do not disclose to third parties non-public information about each other obtained in connection with the Agreement, except in cases provided for by law or where necessary for the performance of the Agreement. This obligation applies during the term of the Agreement and for 3 years after its termination.

A9.2. In the course of providing the services, EduCore Network may gain access to personal data of the Client's customers and employees: enquiries and messages from website forms, conversations with an AI assistant, call recordings, and data of web application users. This data belongs to the Client: the Client is the controller and EduCore Network is the processor, which acts only on the Client's instructions and does not use this data for its own purposes. The processing procedure, protective measures, retention periods and deletion are governed by the Data Processing Agreement (Annex 1), concluded in accordance with Article 28 of Regulation (EU) 2016/679. Annex 1 is an integral part of the Agreement.

A9.3. The Client gives general authorisation for the engagement of the sub-processors listed in Annex 1 and any of their successors. EduCore Network gives at least 14 days' Notice of its intention to engage a sub-processor not listed in Annex 1. The Client may object within that period only on reasonable grounds related to the protection of personal data. In the event of such an objection, EduCore Network, at its option, either does not use that sub-processor for the processing of the Client's data or terminates the service for which it is required by Notice, with effect from the date stated in the Notice, which may not be earlier than 14 days after the Notice is sent; in the latter case, the Client is refunded any fees already paid for periods after termination.

A9.4. EduCore Network protects its work accounts with two-factor authentication, stores the Client's access credentials in a secure password manager and deletes them upon completion of the work under a One-off Service or after the handover of materials under the relevant chapter of Part B upon termination of a Recurring Service, unless the Client instructs otherwise.

A9.5. The Client is responsible for the lawfulness of the content and data provided to EduCore Network or placed in the Deliverable, and indemnifies EduCore Network against losses arising from third-party claims relating to such content or data.

A10. Liability and force majeure

A10.1. EduCore Network's aggregate liability under an Order is limited to the greater of (a) the amount paid by the Client under that Order in the 12 months preceding the event giving rise to liability and (b) one Monthly Fee (for a Recurring Service) or 10% of the price (for a One-off Service).

A10.2. EduCore Network is not liable for loss of profit, business interruption or any other indirect or consequential loss of the Client. Liability for loss of data stored by EduCore Network under B4 and B5 is limited to the cap in A10.1 and does not arise if the loss is caused by the actions of the Client or third parties or by a failure of a third-party service that is not a subcontractor (A3.6) or sub-processor (D7) of EduCore Network.

A10.3. EduCore Network is not liable for failures, restrictions, changes of terms and blocks on the part of services used in the Client's account or at the Client's choice (domain registrars, e-commerce platforms, messengers, payment systems, AI providers and channels under B4.5–B4.6). For services engaged by EduCore Network as subcontractors (A3.6) or sub-processors (D7), EduCore Network is liable within the limits of A10.1 and A10.2, subject to the exclusions in B2.4.

A10.4. The limitations in A10.1–A10.3 do not apply in the event of wilful misconduct or gross negligence of EduCore Network.

A10.5. The Parties are released from liability for non-performance of obligations caused by force majeure: natural disasters, military action, acts of public authorities, large-scale failures of network infrastructure. The Party relying on such circumstances notifies the other Party without delay. If the circumstances last for more than 60 days, either Party may terminate the Agreement.

A11. Termination, notices, final provisions

A11.1. Either Party may terminate the Agreement by Notice in the event of a material breach by the other Party that is not remedied within 14 days from receipt of the Notice of breach. Failures and shortcomings remedied within the time limits set by the relevant chapter of Part B, as well as delays caused by the actions or omissions of the Client, do not constitute a material breach. EduCore Network may terminate the Agreement if any payment is overdue by more than 30 days. In that case the Client pays the outstanding debt, the charges under A5.2 on it, and damages for early termination equal to the fees for the months remaining until the end of the current term, but not more than three Monthly Fees (Section 1779 of the Civil Law of the Republic of Latvia). The penalty under A5.2(a) does not accrue on the compensation amount, and the compensation does not include periods already paid or recovered as debt. Upon termination by the Client due to the fault of EduCore Network, the

compensation under A7.3 is not charged, and fees for periods after the termination date are refunded. Work performed before termination and delivered to the Client is payable; upon termination of a One-off Service through no fault of the Client, A4.7 applies.

A11.2. Notices are sent by e-mail and are deemed received on the next Business Day after sending.

A11.3. A new version of the Terms applies to Agreements concluded after its publication. To an ongoing Recurring Service, a new version applies from the first day of the next term of the Agreement, provided that EduCore Network has sent the Client a Notice of transition to the new version no later than 30 days before the end of the current term. Without such Notice, the Agreement is renewed on the previous version. A Client who does not agree with the new version may decline renewal under A7.2 within 14 days from receipt of that Notice, even if fewer than 30 days remain until the end of the term.

A11.4. Changes to the Order are valid if agreed in writing by both Parties, including by e-mail.

A11.5. If any provision of the Agreement is found invalid or unenforceable, the remaining provisions remain in force. The invalid provision is deemed replaced by a valid provision that comes closest to it in meaning and economic effect.

A11.6. The Agreement is governed by the law of the Republic of Latvia. Disputes are resolved by negotiation and, if no agreement is reached within 30 days, exclusively by the courts of the Republic of Latvia having jurisdiction at EduCore Network's registered office.

A11.7. Assignment. The Client may not assign or otherwise transfer its rights or obligations under the Agreement to third parties without the written consent of EduCore Network. EduCore Network may assign or transfer the Agreement to a successor in the event of reorganisation or sale of the business, by Notice to the Client.

A11.8. Contact details. The Client keeps the e-mail address and telephone number stated in the Order up to date and reports any change by Notice. Notices sent to the previous details before such a report is received are deemed received.

Part B. Terms for individual services

A chapter of Part B applies only to the service ordered. In the event of a conflict with Part A, the chapter of Part B prevails for that service.

B1. Websites and online stores

B1.1. Subject. Development of a website or online store in the scope of the Order: structure, design, layout, configuration of functions, placement of the Client's content, as well as going live on the Client's domain where maintenance is ordered (B2) or handover of files for self-hosting (B1.6).

B1.2. Not included in the price, unless the Order provides otherwise: creation and translation of texts, photo and video production, domain registration, search engine optimisation, advertising, maintenance after going live (B2).

B1.3. Payment. 30% upon conclusion of the Agreement, 70% after acceptance of the Demo Version (A6). Going live on the domain and handover of files — after full payment.

B1.4. Revisions. The price includes 2 rounds of revisions at the design stage and 2 rounds of revisions on the finished website, unless the Order provides otherwise. A round is one consolidated list of the Client's comments sent in a single message. Revisions that change the agreed structure or the scope of the Order, as well as revisions beyond the included rounds, are performed under a separate Order or at a price agreed under A3.4.

B1.5. Domain. The domain is registered in the Client's account with the registrar and paid for by the Client. For going live, the Client gives EduCore Network access to the DNS settings or enters the DNS records according to EduCore Network's instructions within 3 Business Days from receipt of the instructions.

B1.6. Hosting. After going live, the website is hosted on EduCore Network's hosting only as part of maintenance (B2). If maintenance is not ordered, EduCore Network hands over the website source files and hosting instructions to the Client; hosting is arranged by the Client independently.

B1.7. Online stores. The store is built on the platform stated in the Order. The platform account is registered in the Client's name; the platform subscription and payment system fees are paid by the Client. EduCore Network is responsible for configuring the store but not for the operation of the platform.

B1.8. Content. Texts, images and other materials are placed as provided by the Client, without editing, proofreading or fact-checking.

B1.9. Warranty. The website is covered by the warranty under A6.6.

B1.10. Compatibility. The website works correctly in the versions of the Chrome, Safari, Firefox and Edge browsers current on the date of acceptance, on computers and smartphones. Support for outdated browsers and non-standard devices is performed under a separate Order.

B1.11. Third-party services. Third-party services (online booking, maps, payment systems, chats, analytics and others) are connected to the website only to the extent stated in the Order and operate on the terms of their owners. Accounts with such services are registered in the Client's name; any fees for them are paid by the Client.

B1.12. Legal pages. The privacy policy, cookie notice and other mandatory texts are placed on the website as provided by the Client. The Client is responsible for their content and legal compliance. EduCore Network may provide a standard template of such texts without any warranty that it is sufficient for the Client's business.

B2. Website maintenance and hosting

B2.1. Condition. Maintenance is provided only for websites and online stores built by EduCore Network.

B2.2. Scope of the service:

Service	Content
Hosting	Hosting of the website on a hosting platform in EduCore Network's account
SSL certificate	Maintaining a valid HTTPS certificate
Monitoring and fault resolution	Monitoring website operability, resolving failures caused by the website or the hosting
Technical updates	Updating code, libraries and integrations for security and operability
Code backup	Storing the source code in a version control system with change history; data in third-party services — under B2.10
Minor edits	Changes to existing content (text, prices, images, contact details) not exceeding 30 minutes each, within the monthly limit under the Order (1 hour by default). Unused limit does not carry over
Consultations	Answering questions about the operation of the website during Business Hours

B2.3. Not included: new pages, sections and functions; redesign; content creation; the domain and its renewal; the Client's e-mail; paid third-party services; search engine optimisation and advertising; remedying the consequences of interference with the code or settings by the Client or third parties.

B2.4. Availability. EduCore Network uses reasonable efforts to keep the website running continuously. Failures are resolved during Business Hours. Work on a critical failure (website unavailable, forms not submitting) begins on the same Business Day if reported before 15:00, otherwise by 12:00 on the next Business Day; work on other requests begins within 2 Business Days; edits are completed within 3 Business Days. EduCore Network is not liable for unavailability caused by the hosting platform, domain expiry, the Client's DNS settings, the actions of the Client or third parties, scheduled maintenance of which the Client has been notified 24 hours in advance, or force majeure.

B2.5. Client's obligations: renew the domain on time; not change the website code or hosting settings without EduCore Network's consent; report failures via the contact details in the Order.

B2.6. Term, renewal and payment — under A7. The free month applies to monthly payment for website maintenance (A7.4); it does not apply to application maintenance under B5.5 (B5.6).

B2.7. Termination. After termination of the Agreement, the website remains accessible for 15 days. Upon termination of the Agreement due to non-payment (A5.5, A11.1), the website remains switched off, and the 15-day period for handover of the code, files and access credentials begins on the date the debt is paid in full; data deleted after 90 days is not handed over. During this period, EduCore Network hands over to the Client free of charge the source code, files, access credentials belonging to the Client, migration instructions, and an export of the content management system contents in a commonly used format if the content management system is hosted in EduCore Network's account. The handover is confirmed by a Notice from EduCore Network listing what has been handed over; if no reasoned objections are raised within 5 Business Days, the handover is deemed completed. If there is an outstanding debt, the handover of the source code, files and access credentials may be withheld until it is paid; an export of personal data (form submissions, CMS contents containing data of data subjects) is provided at the Client's request regardless of any debt within 10 Business Days. At the end of the period, the website is removed from hosting; the Client's data is deleted no later than 90 days after termination of the Agreement regardless of whether the debt has been paid, or, where a request for export of personal data is received before that period expires, within 30 days after delivery of the export; the exception is data that must be retained by law (data in sub-processors' systems — under D11).

B2.8. Online stores. For online stores built on a third-party platform (B1.7), the hosting provisions of this chapter do not apply: the store is hosted on the platform in the Client's account, and the platform subscription is paid by the Client. Maintenance includes technical support of the store: resolving failures in settings and layout, edits, updating the theme and apps within the limits of the Order. Upon termination of the Agreement, the theme files and the settings made by EduCore Network are handed over within 15 days in the manner set out in B2.7; the platform account and data remain with the Client.

B2.9. Load. Maintenance is designed for normal traffic to the Client's website. In the event of load substantially exceeding normal levels (attacks, mass mailings, viral traffic), EduCore Network may temporarily restrict access to the website and offer the Client separate terms.

B2.10. Third-party service data. Content management system contents, form submissions and other data stored in third-party services are stored and backed up by those services on their terms.

B3. Product catalogue management

B3.1. Subject. A Recurring Service for online stores: adding, changing and removing products, prices, stock levels, descriptions and images based on the Client's data, within the monthly limit stated in the Order.

B3.2. Not included: creation of texts and images, configuration of new store functions, processing of customer orders, logistics.

B3.3. Data. The Client provides product data in the agreed format. The data is entered as provided; EduCore Network is not liable for errors in the Client's data.

B3.4. Timelines. Changes are made within 2 Business Days from receipt of complete data. Price and stock changes of up to 20 items are made on the same Business Day if requested before 15:00.

B3.5. Term, renewal and payment — under A7. The free month does not apply.

B3.6. Limit. The limit is stated in the Order in product items. One item is the addition, change or removal of one product with its data and images. Unused limit does not carry over. Items beyond the limit are paid for at the price stated in the Order or performed under a separate Order.

B3.7. Initial population. Loading the catalogue when the store is created, or a bulk upload exceeding the monthly limit, is performed under a separate Order.

B3.8. Access. The Client gives EduCore Network access to the store admin panel through a separate account with permissions sufficient for catalogue management.

B4. AI solutions

B4.1. Subject. AI solutions under an Order: assistants for communicating with the Client's customers in messengers and by telephone, assistants working with the Client's internal documents, analytics of calls and enquiries, and other solutions based on artificial intelligence models.

B4.2. Structure. An AI solution is provided under a licence and consists of implementation (a One-off Service: design, preparation based on the Client's materials, connection of channels, testing, launch) and a licence (a Recurring Service: the right to use the solution, its operation on EduCore Network's infrastructure, keeping it operational, data updates within the limit under the Order, fault resolution, quality control of responses).

B4.3. Licence. The Client receives a non-exclusive, non-transferable right to use the solution for the term of the Agreement. The licence is granted from the date the solution is switched on in live mode (A7.1), subject to full payment for implementation. The monthly licence fee is stated in the implementation Order. The solution is intended solely for the Client's own business: the Client may not give access to the solution to third parties other than its employees, make the solution available to other companies or resell it.

B4.4. Payment. Implementation: 50% upon conclusion of the Agreement, 50% after acceptance of the Demo Version (A6). Licence: under A7; the free month does not apply.

B4.5. Third-party costs. The licence fee covers only EduCore Network's work and the operation of the solution on its infrastructure. The cost of AI model usage and of paid messenger messages is paid by the Client directly to the providers on the basis of actual consumption. Accounts with the AI provider and communication channels are registered in the Client's name, unless the Order provides for the use of EduCore Network's account (B4.8). Any estimate of such costs provided by EduCore Network is indicative only.

B4.6. Channels. The channels (WhatsApp, Telegram, Instagram, telephony and others), their number and cost are stated in the Order. The Client complies with the rules of the relevant platforms and telecom operators.

B4.7. Nature of responses. Responses are generated automatically and may contain errors or inaccuracies; this is not a defect. The Client itself decides which tasks to entrust to the solution, verifies important information and is responsible to its customers for the information communicated by the solution. The Client ensures that its customers are informed that they are interacting with an automated system where the law so requires.

B4.8. Materials. The Client provides the materials for configuring the solution (service descriptions, prices, rules, documents) and is responsible for keeping them up to date and for their lawfulness. The Client ensures that there is a legal basis for recording and transcribing calls and that callers are

informed of the recording. The AI provider and channel operators process the conversations, materials and call recordings: as sub-processors of EduCore Network — where EduCore Network's account is used (Annex 1, D7); as the Client's processors on their own terms — where the Client's account is used (B4.5). The model used is stated in the Order or in the launch Notice.

B4.9. Rights and termination. The rights to the solution, its configuration and code remain with EduCore Network. The Client's materials, conversation history, call recordings and transcripts belong to the Client. Upon termination of the Agreement, the solution is switched off at the end of the paid term; the Client's materials, conversation history, call recordings and transcripts are provided in a commonly used format within 10 Business Days from the date of a request sent within 15 days after termination. The data is deleted within 30 days after termination of the Agreement or, where a request has been made, within 30 days after delivery (data in sub-processors' systems — under D11). The configuration and code are not handed over.

B4.10. Warranty. The warranty under A6.6 applies to the implementation.

B5. Web applications

B5.1. Subject. Applications that run in a browser: online booking systems, customer portals, management dashboards and others, under an Order. The Order specifies one of two models.

	Licence	Turnkey
Rights to the application	Remain with EduCore Network	Assigned to the Client under A8.1
Payment	Implementation: 50% upon conclusion of the Agreement, 50% after acceptance of the Demo Version (A6); thereafter a licence fee for the period (month or year) stated in the implementation Order	40% upon conclusion of the Agreement, 30% after acceptance of the prototype, 30% after acceptance of the Demo Version of the finished application (A6). The Order may provide for a different number of stages
Hosting, support, platform updates	Included in the licence	Under a separate Order
Custom enhancements	Separate Order	Separate Order
Term	Under A7	Not applicable

B5.2. Licence. The Client receives a non-exclusive, non-transferable right to use the application for the term of the Agreement. The application is intended solely for the Client's own business: the Client may not copy, modify or decompile the application (except in cases expressly permitted by law that cannot be excluded by contract), give access to third parties other than its employees, make the application available to other companies or resell it. EduCore Network may update the application, provided that the update does not materially degrade its functions.

B5.3. Data and termination of the licence. The Client's data entered into the application belongs to the Client. Upon termination of the Agreement, the application is switched off at the end of the paid term; the data is provided to the Client in a commonly used format within 10 Business Days from the date of a request sent within 15 days after termination. The data is deleted within 30 days after termination of the Agreement or, where a request has been made, within 30 days after delivery (data in sub-processors' systems — under D11). The source code and configuration are not handed over.

B5.4. Availability of a licensed application — on the conditions of B2.4. The data of a licensed application is backed up at least once a day, with copies retained for at least 7 days; restoration from a backup at the Client's request is performed within 1 Business Day.

B5.5. Turnkey. Development, acceptance, handover and warranty — under A3, A6 and A8. Acceptance is carried out by the stages specified in the table in B5.1 or in the Order; A6 applies to each stage. A prototype is an interactive mock-up of the interface in the scope agreed in the Order, without full server-side logic, unless the Order provides otherwise. After full payment, the Client receives the source code and the rights under A8.1 and independently arranges the hosting and operation of the application. Hosting and maintenance of a turnkey application may be ordered under a separate Order; A7 and chapter B2 apply to them to the extent applicable.

B5.6. The free month (A7.4) applies neither to application licences nor to maintenance of a turnkey application (B5.5).

B5.7. Warranty. The warranty under A6.6 applies to the implementation of a licensed application and to turnkey development.

B5.8. Start and term of the licence. The licence is granted from the date the application is switched on in live mode (A7.1), subject to full payment for implementation. The term, renewal and non-renewal — under A7: 12 paid months with automatic renewal; with payment for a year in advance, A7.5 applies. The licence fee is stated in the implementation Order.

B5.9. Limits and third-party costs. The number of users, branches, records and other limits are stated in the Order. If a limit is exceeded, the Parties either agree a change to the licence, effective from the next debit date, or conclude a separate Order; the term of the Agreement does not change as a result. If the change is not agreed within 14 days from the date of the Notice of the limit being exceeded, EduCore Network may restrict the use of the application to the limits of the Order. Paid third-party services used by the application (sending SMS and e-mails, maps, payment systems and others) are paid by the Client directly to the providers; accounts with them are registered in the Client's name.

B5.10. Client's users. The Client is responsible for the actions of its users in the application, for the security of login credentials and for the lawfulness of the data entered. If the application is used in breach of B5.2 or the law, EduCore Network may suspend access until the breach is remedied, notifying the Client. Personal data of application users is processed by EduCore Network as a processor under Annex 1.

B5.11. Application address. A licensed application is available at an address on EduCore Network's domain or on the Client's domain if so stated in the Order; the Client's domain is registered and paid for by the Client, and the DNS records are configured under B1.5. Enhancements made under a separate Order for a licensed application become part of the application, and the rights to them remain with EduCore Network (A8.4).

B6. Design

B6.1. Subject. Logos, brand identity, animation, image processing, QR menus and other design work under an Order.

B6.2. Payment. 50% upon conclusion of the Agreement, 50% after acceptance of the final version (A6). Files are handed over after full payment.

B6.3. Concepts and revisions. Unless the Order provides otherwise, the price includes 2 concepts and 3 rounds of revisions within the chosen concept. The Client chooses a concept within 5 Business Days from receipt; if no choice is made, A3.3 applies. Changing the concept after it has been chosen and developing additional concepts are performed under a separate Order.

B6.4. Acceptance. Until full payment, the Deliverable is demonstrated as a preview (with a watermark or in reduced resolution). Acceptance — under A6.1–A6.5 and A6.7.

B6.5. Files handed over. The finished files are handed over in the formats stated in the Order. Source (working) files are handed over only if the Order so provides.

B6.6. Rights. The rights to the approved final version are assigned to the Client under A8.1. Concepts not selected remain with EduCore Network and may be used in other work. Intermediate versions of the chosen concept are not passed to other clients and may be shown by EduCore Network only in its portfolio as stages of the work (A8.5).

B6.7. Third-party materials. Fonts and stock materials are used on the terms of their licences; paid licences are purchased by the Client.

B6.8. Client's materials. The Client warrants that it holds the rights to any images it provides for processing and to the objects and persons depicted in them.

B6.9. The warranty under A6.6 does not apply.

B6.10. Print and production. EduCore Network delivers files suitable for printing or production according to the specification stated in the Order, but is not liable for print quality, colour reproduction on materials or other deviations arising at the printer or manufacturer. Test printing and production supervision are performed under a separate Order.

B6.11. Trade marks. EduCore Network does not check logos, names and other design elements against registered trade marks and industrial designs and does not register them. Checks of protectability and registration are at the Client's discretion and expense.

Company details and annexes

SIA EduCore Network

Registration number: 40203720968

Not registered for VAT

Website: educore-network.com

Contacts

Existing Clients (Notices, questions about the Agreement and personal data): clients@educore-network.com

General enquiries, support and pre-contract requests: support@educore-network.com

Business WhatsApp: +371 26269028

Annex 1. Data Processing Agreement

This Annex is concluded in accordance with Article 28 of Regulation (EU) 2016/679 (GDPR) and is an integral part of the Agreement. The terms "personal data", "processing", "controller", "processor", "data subject" and "personal data breach" have the meanings defined in the GDPR.

D1. Roles. In respect of the personal data specified in D2, the Client is the controller and EduCore Network is the processor. In respect of the data of the Client's representatives needed to conclude and perform the Agreement (name, position, contact details, payment details), EduCore Network is an independent controller and processes such data in accordance with its privacy policy.

D2. Subject matter, nature and purpose of processing. EduCore Network processes personal data solely to provide the services under the Agreement: hosting and maintaining the website (receiving form submissions), operating the AI solution (receiving and processing messages and calls from the Client's customers), operating the web application (user data and records), catalogue management. Categories of data subjects: the Client's customers, patients, users, employees and contractors. Categories of data: name, contact details, the content of enquiries and conversations, call recordings and transcripts, booking data, and other data that the Client or its customers enter into the Deliverable. Special categories of data (for example, health data) are processed only on the Client's instruction expressed in the Order or in writing via the channels in A2.8; the Client confirms that the processing satisfies one of the conditions in Article 9(2) GDPR and that, where required, a data protection impact assessment has been carried out. If no such instruction is given, the Client configures data collection so that special categories are not entered; EduCore Network may suspend the processing of such data until an instruction is received (D4). EduCore Network does not use the Client's data for training models, for analytics for its own purposes or for transfer to third parties other than the sub-processors under D7.

D3. Duration. Processing is carried out for the term of the Agreement and for the period of data handover and deletion set by the relevant chapter of Part B (B2.7, B4.9, B5.3).

D4. Client's instructions. EduCore Network processes data only on the documented instructions of the Client; the Agreement and the Order constitute such instructions. If, in EduCore Network's opinion, an instruction infringes the GDPR or other applicable law, EduCore Network immediately informs the Client and may suspend its execution. If Union or Member State law to which EduCore Network is subject requires it to process personal data otherwise, EduCore Network informs the Client of that legal requirement before processing, unless that law prohibits such information on important grounds of public interest.

D5. Confidentiality. EduCore Network ensures that persons authorised to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality, and act only on EduCore Network's instructions.

D6. Security. EduCore Network applies technical and organisational measures appropriate to the risk (Article 32 GDPR): transmission of data over secure channels (HTTPS, TLS), two-factor authentication of work accounts, storage of access credentials in a secure password manager, access restricted on a need-to-know basis, backup of code, settings and data of applications under B5, change logging, deletion of access credentials upon completion of work. The measures may be updated without lowering the overall level of protection.

D7. Sub-processors. The Client gives general authorisation for the engagement of the sub-processors listed in the table below. EduCore Network gives Notice of its intention to engage a sub-processor not listed in the table; objections and their consequences — under A9.3. The list of sub-processors actually engaged for a specific Order is provided to the Client on request. EduCore Network imposes on each sub-processor, by contract, the same data protection obligations as those set out in this Annex, and remains fully liable to the Client for the performance of the sub-processor's obligations.

D8. Transfers outside the EEA. Data may be transferred to sub-processors in third countries on the basis of a European Commission adequacy decision (including the EU-U.S. Data Privacy Framework) or the European Commission's standard contractual clauses, with supplementary measures where necessary.

D9. Assistance to the Client. Taking into account the nature of the processing, EduCore Network assists the Client: (a) in responding to data subject requests (access, rectification, erasure, restriction, portability, objection) — a request received directly by EduCore Network is forwarded to the Client within 3 Business Days without a substantive reply to the data subject; (b) in ensuring security, notifying breaches, carrying out data protection impact assessments and consulting the supervisory authority (Articles 32–36 GDPR). Assistance is provided in all cases; where it goes beyond the ordinary work under the Agreement, EduCore Network may invoice the time spent at a price agreed by the Parties.

D10. Personal data breach. EduCore Network notifies the Client of a personal data breach without undue delay after becoming aware of it and in any event no later than 48 hours after becoming aware of it, with a description of the nature of the breach, the data affected, the likely consequences and the measures taken; the information may be provided in phases. Notification of the supervisory authority and of data subjects is carried out by the Client.

D11. Return and deletion. Upon termination of the Agreement, EduCore Network returns the personal data to the Client and deletes it, including existing copies, in the manner and within the time limits of the relevant chapter of Part B, unless Union or Member State law requires storage of the personal data. Data in sub-processors' systems is deleted in accordance with their deletion and backup terms.

D12. Audits. EduCore Network makes available to the Client all information necessary to demonstrate compliance with the obligations under this Annex, including a description of the security measures and the list of sub-processors. An audit is conducted remotely — by providing documents and a remote demonstration of the measures — no more than once a year, with at least 30 days' prior Notice, during Business Hours, by an independent auditor mandated by the Client and bound by a confidentiality obligation; the costs of the audit are borne by the Client. An on-site inspection is conducted only if required by law or by a supervisory authority, on the same conditions.

D13. Liability. The liability of the Parties under this Annex is limited in accordance with A10, except where such limitation is not permitted by the GDPR.

D14. Precedence. In matters of personal data processing, in the event of a conflict between this Annex and other provisions of the Agreement, this Annex prevails. This Annex remains in force for the term of the Agreement and until the deletion of data under D11 is completed.

Sub-processors of EduCore Network. EduCore Network engages the following sub-processors depending on the service ordered; only some of them are used for a specific Order (D7). Providers may act through their affiliates in the EEA (for example, Anthropic Ireland, Limited; OpenAI Ireland Ltd). Transfers of data outside the EEA take place on the basis of an adequacy decision (including the EU-

U.S. Data Privacy Framework) or standard contractual clauses. Providers of AI models, speech recognition and synthesis, telephony and messenger gateways are sub-processors only where EduCore Network's account is used (B4.5, B4.8).

Category	Sub-processors (country)
Hosting and infrastructure	Cloudflare, Inc. (USA); Netlify, Inc. (USA); Vercel Inc. (USA); Hetzner Online GmbH (Germany); Amazon Web Services EMEA SARL (Luxembourg); Google Cloud EMEA Limited (Ireland); Microsoft Ireland Operations Limited (Ireland); DigitalOcean, LLC (USA); Fly.io, Inc. (USA); Railway Corp. (USA); Render Services, Inc. (USA); OVH SAS (France); Scaleway SAS (France)
Databases and file storage	Supabase, Inc. (USA); Neon, Inc. (USA); MongoDB, Inc. (USA); Upstash, Inc. (USA); Turso, Inc. (USA); Backblaze, Inc. (USA); Wasabi Technologies LLC (USA); PlanetScale, Inc. (USA); Cloudinary Ltd. (Israel)
User authentication	Clerk, Inc. (USA); Okta, Inc. — Auth0 (USA)
Content management	Sanity AS (Norway); Storyblok GmbH (Austria)
AI models, speech recognition and synthesis	Anthropic, PBC (USA); OpenAI, L.L.C. (USA); Google Ireland Limited — Gemini (Ireland); Mistral AI (France); Cohere Inc. (Canada); Groq, Inc. (USA); DeepL SE (Germany); ElevenLabs, Inc. (USA); Deepgram, Inc. (USA); AssemblyAI, Inc. (USA); Cartesia AI, Inc. (USA); Replicate, Inc. (USA); Together Computer, Inc. (USA); Fireworks AI, Inc. (USA); xAI Corp. (USA); Speechmatics Ltd (United Kingdom)
Vector databases and search	Pinecone Systems, Inc. (USA); Qdrant Solutions GmbH (Germany); Weaviate B.V. (Netherlands); Algolia SAS (France)
Telephony and messenger gateways	Twilio Inc. (USA); Telnyx LLC (USA); Vonage — Ericsson (USA); Infobip Ltd. (Croatia); 360dialog GmbH (Germany); Plivo Inc. (USA); Bird B.V. (Netherlands)
E-mail and mailings	IONOS SE (Germany); Resend, Inc. (USA); Brevo — Sendinblue SAS (France); ActiveCampaign, LLC — Postmark (USA); Sinch — Mailgun (USA); Google Ireland Limited — Workspace (Ireland); Intuit Inc. — Mailchimp (USA); Twilio Inc. — SendGrid (USA)
Automation	n8n GmbH (Germany); Celonis SE — Make.com (Germany); Zapier, Inc. (USA)
Error monitoring	Functional Software, Inc. — Sentry (USA); Better Stack, Inc. (USA)
Code and credential storage	GitHub, Inc. (USA); GitLab Inc. (USA); AgileBits Inc. — 1Password (Canada); Bitwarden, Inc. (USA)

Services in the Client's account. The following services are connected under B1.7, B1.11, B4.5, B4.6 and B5.9 in the Client's accounts and act as the Client's processors or as independent controllers on their own terms; they are not sub-processors of EduCore Network, and the Client itself assesses

whether their use is permissible: Shopify International Limited; Lightspeed Commerce Inc. — Ecwid; Meta Platforms Ireland Limited — WhatsApp Business, Instagram; Telegram FZ-LLC; Cal.com, Inc.; Calendly LLC; Tally B.V.; Typeform S.L.; Google Ireland Limited — Maps, Analytics; Mapbox, Inc.; Microsoft Ireland Operations Limited — Clarity; PostHog, Inc.; Plausible Insights OÜ; Stripe Payments Europe, Ltd.; Mollie B.V.