

TERMS AND CONDITIONS OF USE AND PRIVACY NOTICE

Welcome to SoL, The only companion you'll ever need.

These Terms apply to the Users and the use of the Platform and the provision of the Platform Services. The Users shall agree to and comply with these Terms and acknowledge the contents of the Privacy Notice and provide their consent to process their personal data to access and use the Platform and the Platform Services. These Terms constitute the entire agreement between the User and the Platform Operator regarding the access to and the use of the Platform and the Platform Services.

Please read these Terms and the Privacy Notice carefully. Should you have any questions or comments regarding either document, we encourage you to reach out to us via one of our contacts included under Section 2 below.

1 Definitions

"Ability"	means the agentic workflow created through our platform either by third parties or by us.
"Code of Civil Procedure"	means Act CXXX of 2016 on the Code of Civil Procedure.
"Consumer Protection Act"	means Act CLV of 1997 on consumer protection.
"Civil Code"	means Act V of 2013 on the Civil Code.
"GDPR"	means regulation (EU) 2016/679 of the European Parliament and of the Council.
"Platform Operator", "we" and "us"	means Neura Kft. as defined under Section 2 below.
"SolAI App"	means the iOS application published by us through which the Platform and the Platform Services are available.
"Terms"	means these terms and conditions of use and the privacy notice that apply to the use of the Platform by the Users.
"personal data"	means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly.
"Platform"	means collectively the online platform operated by the Platform Operator, available at solai.app and via the SolAI App.
"Platform Services"	means the services provided by the Platform Operator via the Platform as defined under Section 3.
"Privacy Notice"	means the document in which we provide you with the information regarding the circumstances of processing your personal data in accordance with the requirements set out under Articles 12-14 of the GDPR.
"User" or "you"	means any person using the Platform.
"User Account"	means the user account created by the User on the Platform.

2 General information of the Platform Operator

Name: Neura Korlátolt Felelősségű Társaság (Neura Ltd.)

Registered seat: Tündérlaki mélyút 5 fszt. 3., 1016 Budapest, Hungary

E-mail address: mate.laszlo.nagy@gmail.com

Phone number: +36 20 935 72 01

3 Platform Services

3.1 The Platform Operator provides Platform Services to Users, which enables them to:

(i) create a User Account on the Platform;

The Users may create a User Account on the website (solai.app) or via the SolAI App. The account creation is finalized and the account is created once the User accepts these Terms and acknowledges the Privacy Notice. The Platform is accessible and may be used only using an active User Account. User Accounts serve as the center for all activities on the Platform. Terms and conditions of deletion and termination of User Accounts is outlined below.

(ii) use and create Abilities

The Users may add, use and remove Abilities enabling them to enjoy the functionalities of the Abilities they add to their User Account.

Users may also create Abilities. The terms and conditions of the creation of Abilities is outlined in the next Section.

(iii) use the “Memory” feature

By enabling the “Memory” feature, Users could allow and authorize the Platform to store their certain relevant personal data, to enable much deeper customization of the Platform and the Platform Services and the personalized use of the Abilities. If turned on, this function enables the Platform, to “remember” the activities, preferences, instructions and details of the User and allow for a user experienced uniquely tailored to them.

(iv) use other services which may be introduced in the future.

3.2 The Platform Operator, at its sole discretion, may change the scope, nature, extent and content of the Platform Services and the Platform’s features or discontinue those at any time. The Platform Operator undertakes to provide the User with a prior notice of such changes.

4 Ability creation, review and approval for publishing

4.1 Users may create Abilities using the respective feature of the Platform. After creating the Ability, the User must submit it in a read-only form to us for review and approval using the provided features of the Platform for this purpose. Upon approval, the user can publish the Ability, i.e., make it available on the Platform to other Users.

4.2 The purpose of the review is

(i) to comment on the created Ability and make recommendations to ensure seamless, appropriate and compliant operation;

(ii) quality assurance, and

(iii) to monitor and detect potentially harmful Abilities, activities, agents and breaches and non-compliance with these Terms, as well as the terms of use of the Apple AppStore and Google Play.

- 4.3** As a result of failing the review process, we may deny approving and publishing an Ability. We may set requirements as prior condition for granting approval and publishing an Ability based on the review to ensure its seamless, appropriate and compliant operation.
- 4.4** We reserve our right to deny approval and publishing of an Ability at our discretion, without any further comments or justification.
- 4.5** Please note that the review, approval and publishing process described under this point requires time and resources. We aim to conduct these processes swiftly and without any disruptions, however we cannot commit to a fixed timeline for these processes. We aim to provide transparency regarding the status of these processes.

5 Limitations and conditions of use

- 5.1** The Platform may be used only by persons who are able to enter into legally binding contracts. By declaring acceptance of these Terms and using the Platform, the User declares that they are not prohibited by law or by a court decision to conclude legally binding contracts.
- 5.2** Users may not use the Services in any form, way or manner to portray, distribute, depict, advertise, promote, discuss, transmit content or materials relating to
 - (i) adult content, such as pornographic material;
 - (ii) gore, violence;
 - (iii) use of weapons, explosives;
 - (iv) acts of war, acts against humanity, acts against common decency,
 - (v) religious beliefs;
 - (vi) negative discrimination;
 - (vii) racism;
 - (viii) gambling;
 - (ix) criminal and/or illegal activities;
 - (x) tobacco; and
 - (xi) narcotics.
- 5.3** Users may not use the Platform and the Platform Services in any form, way or manner that constitutes a breach of the terms of use of the Apple AppStore and Google Play.
- 5.4** The User shall not use the Platform or the Platform Services in a manner that would harm or otherwise negatively affect the reputation of the Platform Operator or the Platform.
- 5.5** The User Account of a User breaching these Terms may be suspended for a period determined by the Platform Operator or terminated by the Platform Operator, prohibiting the User to access and use the Platform. Users are notified by the Platform Operator of such termination of their User Account.

6 Subscription, payment of fees, termination of subscription

- 6.1** The Users may access the Platform free of charge. The Platform Operator explicitly reserves the right to set a subscription fee for the use of the Platform and the provision of the Platform Services.

- 6.2 The User may terminate this agreement by deleting its User Account at any time and without any prior notice, free of charge.
- 6.3 The Platform Operator may terminate this agreement with 30 days' notice made to the User's emails address, after which period the Platform Operator is entitled to delete the User's User Account discontinuing the User's access to the Platform, and to cease the provision of the Platform Services.

7 Copyrights and use of intellectual properties

- 7.1 The Platform, its structure, visual presentation and branding and elements thereof, as well as all content published and available on the Platform are the exclusive intellectual properties of the Platform Operator, which may not be used without the explicit written consent and approval of the Platform Operator.
- 7.2 Settings, instructions (e.g., prompts) and structuring thereof, use patterns, mathematical operations created or carried out by the User are excluded from copyright protection (in accordance with Section 1(6) of Act LXXVI of 1999 on Copyright). We may monitor, review, store, analyze or otherwise use such information without any limitation.
- 7.3 We grant a free, non-transferable, non-exclusive license to Users accepting these Terms to access and use the Platform, limited to the duration of the existence of their User Account. If the User's User Account is terminated by the User or the Platform Operator, the User's such license is terminated along with the User Account. If the User Account is terminated by the Platform Operator, the User is notified by the Platform Operator of the time of the termination User Account and the license.
- 7.4 Without the explicit written consent or approval of the Platform Operator, third parties may reference, recommend, and promote the Platform Operator, the Platform Services and the Platform and use its brand and the brand's elements to the extent allowed by the applicable laws, including commercial competition laws, as well as the related authority guidelines and best practices.

8 Liability

- 8.1 The Platform Operator is liable exclusively for the operation, maintenance and development of the Platform and the provision of the Platform Services. The Platform Operator excludes liability for the use of the Platform and its elements, including Abilities.
- 8.2 The Platform Operator excludes its liability for the results, effects and any damage that may arise pursuant to the use or misuse of the Platform.
- 8.3 The Platform Operator is not liable and excludes any liability for the activities of the Users and their use or misuse of the Platform.
- 8.4 The Platform Operator is not liable and excludes any liability for the activities and services provided by any third parties, or activities, such as transactions between Users and third parties, regardless of the involvement of the use of the Platform or the Platform Services.
- 8.5 The Platform Operator does not mediate or interfere in consumer disputes, legal disputes or transactions between the User and third parties.
- 8.6 The User undertakes to not use any intellectual properties unlawfully on the Platform, without appropriate and necessary authorization and undertakes to hold harmless the Platform Operator from any claim for compensation or damages that third parties may make against the Platform Operator due to the conduct of the User, as well as to reimburse any reasonable expenses that arise in relation to defending against such claims.

- 8.7** The Platform Operator is not responsible for, to any extent:
- (i) the appropriate operation and availability of the Abilities or certain features and functionalities of the Platform;
 - (ii) the results or effects of use of the Platform or the Platform Services;
 - (iii) the conclusion and performance of a contract between the User or any third party;
 - (iv) any advertisement or promotion by any third parties referencing the Platform and/or the Platform Services;
 - (v) ensuring and enabling the exercising of the consumers' rights in connection with the products or services of third parties, and
 - (vi) the quality, safety and legal compliance of the products or services of third parties.
- 8.8** In the course of its activities the operation of the Platform and the Platform Operator is responsible for ensuring the confidentiality, accuracy and integrity of the personal data of the User, regardless of its source.
- 8.9** During the use of the Platform and the Platform Services, if the provision of personal data is necessary, Users shall provide accurate and up-to-date information, for which they are solely responsible, as well as for any damages and consequences that could be attributed to their breach of this undertaking.
- 8.10** The User is solely responsible for logging in to their User Account, for making it automatic and for determining and providing the password required for logging in, its level of security, as well as for sharing their login credentials with third parties. All liability arising from such actions is borne solely by the User.
- 8.11** The User is responsible for all User activities carried out on or by using the Platform. The Platform Operator excludes its liability in this respect.
- 8.12** If the Platform Operator makes certain features of the Platform accessible to the User as (i.e., beta features), the Platform Operator fully excludes its liability for any damages or harm resulted by the use of such features or functionalities, for which the User accepts full liability.
- 8.13** To the extent allowed by the law, the Platform Operator excludes its liability regarding the direct, indirect or consequential, immaterial or material damages caused to or by the User by or as the result of the use of the Platform or the Platform Services by the User.
- 8.14** The User shall defend and hold the Platform Operator harmless from any claims related to use of the Platform or the Platform Services by the User and reimburse any reasonable expenses that may arise at the Platform Operator in relation to defending against such claims. The User shall cooperate, make any declarations, procure or provide any documents or information that may be necessary to fulfill this obligation, without any undue delay.
- 8.15** The Platform Operator shall not be liable for any damages that may occur due to interruption of the Platform Services and the operation of the Platform due to force majeure (vis maior).

9 Questions, concerns, legal disputes and consumer complaints

- 9.1** Should you have any questions or concerns regarding the use of the Platform or the Platform Services, please raise those via any of our contacts.
- 9.2** You may communicate complaints orally or in writing to us. Oral complaints are investigated without delay and, if feasible, remedied immediately. If the User is in disagreement with the way the complaint is handled, or if the complaint cannot be investigated immediately, we

proceed without delay to record the complaint and proceed in accordance with the relevant provisions of the Consumer Protection Act, if applicable.

9.3 We reply to written complaints within thirty (30) days of receipt.

9.4 Users who qualify as consumers may submit consumer complaints related to the Platform or the Platform Services, or any other activity of the Platform Operator to which they are subject as consumers, via the following dedicated consumer complaint contacts:

Post address: Tündérlaki mélyút 5 fszt. 3., 1016 Budapest, Hungary

Email address: mate.laszlo.nagy@gmail.com

9.5 In compliance with the provisions of the Consumer Protection Act and Government Decree no. 45/2014 (II.26.) on the detailed rules of contracts concluded between consumers and businesses, if any consumer dispute between the Platform Operator and the consumer is not settled during negotiations with the Platform Operator, then a User qualifying as a consumer may turn to the arbitration board competent according to the place of residence or stay of the consumer and may initiate proceedings of such board. The availability of the Hungarian arbitration boards can be found here: <https://www.bekeltetes.hu/index.php?id=testuletek>

9.6 In addition, in accordance with the abovementioned laws, Users who qualify as consumers may also turn to the arbitration board competent according to the registered seat of the Platform Operator. The name and availabilities of the arbitration board competent according to the registered seat of the Platform Operator is as follows:

Pest Megyei Békéltető Testület; seat: 1119 Budapest, Etele út 59-61. II. emelet 240.; postal address: 1364 Budapest, Pf.: 81; email address: pmbekelteto@pmkik.hu; phone number: +366-1-269-0703; fax: 06-1-269-0703; web page: www.pestmegyeibekelteto.hu.

9.7 If the User qualifies as a consumer, the User may also contact the territorially competent district government authority in connection with the User's consumer complaint. The list of such authorities is available at the following link: <http://jarasinfo.gov.hu/>.

9.8 Furthermore, the Service Provider is also compliant with the provisions of Regulation 524/2013/EU; thus, if you wish to launch a consumer dispute online, you can do so via the online dispute resolution platform available at <http://ec.europa.eu/odr>.

9.9 The User is entitled to enforce a claim arising from a consumer dispute before the court in a civil proceeding in accordance with the provisions of the Civil Code and Code of Civil Procedure.

9.10 Regardless of the laws applicable, Users waive their right to settle any disputes by class action or jury trial.

10 General provisions

10.1 The present Terms are governed by the laws of Hungary.

10.2 Terms and expressions within these Terms shall be interpreted in line with Section 1, or if undefined thereunder, in line with the applicable laws of Hungary.

10.3 For matters not regulated in these Terms, the provisions of Hungarian law shall apply.

10.4 If any clause of these Terms would be deemed invalid or unlawful, it does not affect the validity and lawfulness of the rest of the Terms.

10.5 These Terms may be subject to change from time-to-time, in which case Users will be notified on the Platform.

10.6 These Terms are applicable as of 1 August 2025.

