

QVOX TECHNOLOGY SAS

General Terms and Conditions of Use of the Website

Owner of the Website

Company name	QVOX TECHNOLOGY SAS
Tax ID (NIT)	900.906.223-1
Commercial registration	No. 02467191 – Chamber of Commerce of Bogotá
Domicile	Bogotá D.C., Colombia
Address	Carrera 49 D No. 91-84, Bogotá D.C.
Email	gerencia@qvox.com.co
Phone numbers	(+57) 318 837 2494 / (+57) 300 354 7094
Website	www.qvox.com.co
Legal Representative	Andrés Mauricio Bolívar Arias

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1. General information

In compliance with the duty of information and the provisions of Law 527 of 1999 (electronic commerce and data messages), Law 1480 of 2011 (Consumer Statute) and Law 1581 of 2012 (protection of personal data) of the Republic of Colombia, the following general information about the website is provided below www.qvox.com.co (hereinafter, the “Website”). Ownership of the Website corresponds to:

Company name	QVOX TECHNOLOGY SAS
Tax ID (NIT)	900.906.223-1
Commercial registration	No. 02467191 – Chamber of Commerce of Bogotá
Principal domicile	Bogotá D.C., Colombia
Address	Carrera 49 D No. 91-84, Floor 4, Bogotá D.C.
Phone numbers	(+57) 318 837 2494 / (+57) 300 354 7094
Contact email	gerencia@qvox.com.co
Legal Representative	Andrés Mauricio Bolívar Arias

These Terms and Conditions constitute, together with the Personal Data Processing and Protection Policy and the Website Privacy Policy, the framework that governs access to and use of the Website by Users.

2. Purpose and general conditions of use

2.1. The Website

The purpose of these General Conditions of Use (hereinafter, the “Conditions”) is to regulate access to and use of the Website. The Website is understood as the external appearance of the screen interfaces, both static and dynamic (the navigation tree), and all the elements integrated in them (hereinafter, the “Contents”), as well as the online services or resources offered to Users where applicable (hereinafter, the “Services”).

QVOX TECHNOLOGY SAS (hereinafter, “QVOX”) reserves the right to modify, at any time and without prior notice, the presentation and configuration of the Website and of the Contents and Services incorporated in it. The User acknowledges and accepts that QVOX may, at any time, interrupt, deactivate and/or cancel any of these elements or access to them.

Access to the Website is free in nature and, as a general rule, free of charge, without the User having to provide any consideration, except with respect to the cost of connection through the telecommunications network supplied by the access provider contracted by the User.

Some Contents or Services offered by QVOX or by third parties through the Website may be subject to prior contracting, in which case this will be clearly specified and the corresponding General or Particular Conditions governing them will be made available to the User. The use of certain Contents or Services may require the prior subscription or registration of the User.

2.2. The User

Access to, navigation of and use of the Website, as well as of the spaces enabled for interaction, confer the status of User, whereby all the Conditions established herein and their subsequent modifications are accepted from the moment navigation begins, without prejudice to the mandatory legal regulations that may apply. The User is recommended to read the Conditions each time they visit the Website.

The User assumes responsibility for making correct use of the Website. This responsibility extends to:

- Using the information, Contents, Services and data offered by QVOX in a manner that is not contrary to these Conditions, the law, morality or public order, and that does not harm the rights of third parties or the functioning of the Website.
- Guaranteeing the truthfulness and lawfulness of the information provided in the forms made available by QVOX for access to certain Contents or Services.
- Immediately notifying QVOX of any event that allows the improper use of the registered information, such as the theft, loss or unauthorized access to identifiers and/or passwords, in order to proceed with its cancellation.

QVOX reserves the right to remove all those comments and contributions that violate the law, respect for the dignity of the person, or that are discriminatory, xenophobic, racist, pornographic, spam, that are detrimental to children and adolescents, public order or public safety, or that, in its judgment, are not suitable for publication. QVOX will not be responsible for the opinions expressed by Users.

Mere access to the Website does not imply the establishment of any kind of commercial relationship between QVOX and the User. The User declares that they are of legal age and have sufficient legal capacity to be bound by these Conditions; consequently, this Website is not directed at minors and QVOX disclaims any liability for non-compliance with this requirement.

The Website is directed primarily at Users residing in Colombia. QVOX does not warrant that the Website complies, in whole or in part, with the legislation of other countries. If the User resides or is domiciled elsewhere and decides to access or navigate the Website, they do so at their own responsibility, and must ensure that such access complies with the local legislation applicable to them.

3. Access and navigation: exclusion of warranties and liability

QVOX does not warrant the continuity, availability or usefulness of the Website, nor of the Contents or Services. QVOX will do everything possible for the proper functioning of the Website; however, it is not responsible for and does not warrant that access will be uninterrupted or free of error.

Nor is it responsible for or does it warrant that the content or software that may be accessed through the Website is free of error or will not cause damage to the User's computer system (software and hardware). In no case will QVOX be liable for losses, damages or harm of any kind arising from access to, navigation of or use of the Website, including, without limitation, those caused to computer systems or those caused by the introduction of viruses.

QVOX is not responsible for any damage that may be caused to Users by improper use of the Website nor, in particular, for any outages, interruptions, lack or defect of telecommunications that may occur.

4. Linking policy

The Website may make available to Users linking means (among others, links, banners, buttons), directories and search engines that allow access to websites belonging to and/or managed by third parties. The installation of these links is intended to facilitate the search for and access to information available on the Internet, without this being considered a suggestion, recommendation or invitation to visit them.

QVOX does not offer or commercialize, by itself or through third parties, the products and/or services available on such linked sites, nor does it warrant the technical availability, accuracy, truthfulness, validity or legality of sites outside its ownership that are accessed through the links. QVOX will not review or control the content of other websites, nor does it approve, examine or make its own the products, services, contents or materials existing on them, and it assumes no liability for the damages and harm that may arise from the access, use, quality or lawfulness of contents of sites not managed by QVOX.

The User or third party who establishes a hyperlink from another website to the QVOX Website must take into account that:

- The reproduction, in whole or in part, of any of the Contents and/or Services of the Website is not permitted without the express authorization of QVOX.
- No false, inaccurate or incorrect statement about the QVOX Website or about its Contents and/or Services is permitted.
- Except for the hyperlink, the site on which it is established shall not contain any element of the Website protected as intellectual property, except with the express authorization of QVOX.
- The establishment of the hyperlink shall not imply the existence of any relationship between QVOX and the owner of the site from which it is made, nor the acceptance by QVOX of its contents or services.

5. Intellectual and industrial property

QVOX, by itself or as assignee, is the owner of all the intellectual and industrial property rights of the Website and of the elements contained in it (by way of example and not limitation: images, sound, audio, video, software, texts, trademarks or logos, color combinations, structure and design, selection of materials and computer programs necessary for its operation, access and use). These works are protected by Colombian copyright and industrial property regulations (among others, Law

23 of 1982, Andean Decision 486 of 2000 and Andean Decision 351 of 1993), as well as by the applicable international treaties signed by Colombia.

All rights reserved. The reproduction, distribution and public communication, including its modality of making available, of all or part of the contents of the Website for commercial purposes, in any medium and by any technical means, without the authorization of QVOX, are expressly prohibited.

The User undertakes to respect the intellectual and industrial property rights of QVOX. The User may view the elements of the Website and even print, copy and store them, provided that it is exclusively for their personal use. The User may not delete, alter or manipulate any protection device or security system installed on the Website.

If the User or a third party considers that any of the Contents of the Website constitutes a violation of intellectual property rights, they must immediately notify QVOX through the contact details in section 1 (General information).

6. Protection of personal data

The Processing of the personal data that the User provides through the Website is governed by the **Personal Data Processing and Protection Policy** of QVOX, adopted in accordance with Law 1581 of 2012 and Decree 1074 of 2015. The User may learn about the purposes of the Processing, the rights they hold as a Data Subject and the mechanisms to exercise them by consulting that Policy, available on the Website. To exercise their Habeas Data rights, the User may write to gerencia@qvox.com.co.

7. Legal actions, applicable law and jurisdiction

QVOX reserves the right to bring such civil or criminal actions as it deems necessary for the improper use of the Website and its Contents, or for the breach of these Conditions.

The relationship between the User and QVOX shall be governed by the regulations in force and applicable in the territory of the Republic of Colombia. Should any controversy arise in relation to the interpretation and/or application of these Conditions, the parties shall submit their disputes to the ordinary jurisdiction of the competent judges and courts of the Republic of Colombia, in accordance with the law.

8. Amendment and validity

QVOX reserves the right to amend these Terms and Conditions at any time. Amendments will take effect from their publication on the Website. The User is recommended to review them periodically. This version is effective as of June 1, 2026 and supersedes all previous versions.

Andrés Mauricio Bolívar Arias

Legal Representative

QVOX TECHNOLOGY SAS