



INF-DOC-00010 · v2026.8.1300

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# Terms of Use of the INFONITE portal and console

For the people holding a user account on the platform 

|                |                                                                     |
|----------------|---------------------------------------------------------------------|
| Service owner  | LUCUAL18 SL (L18), owner and operator of the INFONITE platform      |
| Service        | INFONITE client portal and console (infonite.tech)                  |
| Version        | 2026.8.1300                                                         |
| Language       | English (en) — translation. The original version is in Spanish (es) |
| In force since | 2026-08-13                                                          |
| Replaces       | — (first version)                                                   |
| Contact        | legal@infonite.tech                                                 |

## 1. What these terms govern

These terms govern the **use of the INFONITE portal and console by the holder of a user account**: someone who works for a client company of the platform and signs in to manage or follow its integration.

The **commercial relationship** — the contracted service, its pricing and its warranties — is governed by the **contract between L18 and the client company**, not by this document. If anything said here contradicted that contract, the contract prevails.

The processing of your personal data as an account holder is explained in the **Privacy Policy of the portal and console**, which is its own document and is provided to you together with these terms.

## 2. The account

- **Access is by invitation only.** Accounts are created by your company (or by L18 at its request) inviting you through your professional email address. There is no open sign-up.
- The account is activated when you **accept the invitation, set your password and accept these terms**. The platform keeps a record of that acceptance.
- The account is **personal and non-transferable**: your credentials identify you, not a position or a shared mailbox. Do not share them or let anyone else use them.
- You are responsible for the **safekeeping of your credentials** and for telling us without delay at **security@infonite.tech** if you suspect they have been compromised.

## 3. Acceptable use

By using the portal and the console you undertake to:

- use them only for the purposes proper to the relationship between your company and the platform;
- not attempt to access data, accounts or systems you are not authorised for;
- not carry out actions aimed at damaging, overloading or disabling the service, or at circumventing its security measures;
- not extract or reuse the platform's software, design or contents outside their purpose, nor attempt to decompile them or derive their code, except in the cases the law allows.

#### 4. Suspension and deactivation

- We may **temporarily suspend** an account for security reasons or upon use contrary to these terms. If that happens, the client company will be informed of the reason through the contract's channels.
- The account is **deactivated** when your company requests it, when the relationship between your company and L18 ends, or when you ask for it through your company.
- Upon deactivation, your personal data is **erased immediately**, as described in the portal's Privacy Policy. If you need access again, your company invites you again and a new account is created.

#### 5. Service availability

We work to keep the portal and the console continuously available, but interruptions can occur — for maintenance, incidents or causes beyond the platform.

**Scheduled maintenance** is carried out, where possible, in low-use windows and, when it can noticeably affect the service, it is announced reasonably in advance. **Incidents** are handled diligently from the moment they are known: we give a first response within a short time and resolve them according to their priority and their impact on the service.

The console's availability does not condition the operation of the service already integrated with your company, which is governed by its own contract.

#### 6. Intellectual property

The software, design and contents of the portal and the console belong to **L18** or are used with their owners' authorisation. Access to the console grants you no licence over them beyond their use in accordance with these terms.

The data and configurations your company enters into the platform belong to your company, under the terms of its contract.

#### 7. Liability

The primary contractual relationship is the one between **L18 and your company**: economic liability for the service is governed by that contract. Toward you, we answer for damages attributable to us under the terms the law imposes imperatively and, to the extent the law allows, we assume no commitments toward the individual user beyond those of that contract.

To the extent the law allows, we are likewise not liable for damages arising from a use of the console contrary to these terms or from a loss of credentials that was not reported to us.

## 8. Changes to these terms

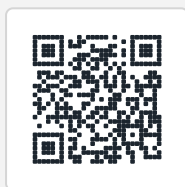
If we modify these terms, we will publish the updated version and present it to you for acceptance on your next sign-in. Every version is kept in a way that makes it always possible to prove which one was in force and which one you accepted.

## 9. Applicable law

These terms are governed by Spanish law.

## 10. Languages

These terms were originally written in **Spanish** (es). This **English** (en) version is a **translation** of that text, published under the same version number and with the same content. If you find any discrepancy between the two, **the Spanish version prevails**, as the original text.



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