

SPECIFIC CONDITIONS FOR THE PROVISION OF THE "MAILDOC PRO" SERVICE**Section I – General Provisions****1. Legal Value of these Specific Conditions**

These Specific Contract Conditions (hereinafter, the "Specific Conditions") govern the provision of the "MailDoc Pro" service (hereinafter, the "Service" or the "Platform"), provided in Software as a Service ("SaaS") mode.

These Specific Conditions supplement and form an integral part of the General Terms and Conditions for the Provision of Services and Software (Mod.Nam.Contracts01) and any Additional Conditions applicable to the SaaS services of the Namirial Group.

In the event of a conflict between the General Conditions and these Specific Conditions, the latter shall prevail with respect to the Service. The definitions set out in the General Conditions also apply to this document.

2. Service Object

The Service enables the Client to manage, acquire, process, consult, archive, monitor, and transmit electronic communications and digital documents through an application platform accessible via web and/or through application integration.

The Service is provided in SaaS mode, hosted on the cloud infrastructure of the Namirial Group or its qualified Sub-suppliers, and is accessible through authentication credentials, secure connections, and, where provided, dedicated APIs.

The Service includes, where provided in the Commercial Proposal:

- application hosting;
- standard corrective maintenance;
- application updates and security patches;
- operation management;
- backup and disaster recovery;
- help desk and technical support;
- access management and event tracking;
- any dedicated testing/UAT environments;
- any application integrations.

Excluded from the Service are any customised developments, adaptive maintenance, data migrations, custom integrations, and additional professional services, unless otherwise provided in the Commercial Proposal.

Section II – MailDoc Pro SaaS Service**3. Service Delivery Mode**

The Service is delivered through cloud infrastructure.

The application infrastructure is designed according to criteria of security, resilience, logical segregation of environments, and operational continuity. Production environments are separated from any development, test, and testing environments. Production data shall not be used in non-production environments without the prior authorisation of the Client.

Namirial may use multi-tenant or dedicated infrastructure, as provided in the Commercial Proposal.

4. Service Levels (SLA)

The Service is delivered in accordance with the service levels ("SLA") defined in the technical documentation and applicable contractual annexes.

Unless otherwise provided in the Commercial Proposal:

- tickets classified with "Urgent" severity shall be managed with restoration of operations within 1 (one) working day in 90% of cases and within 2 (two) working days in 100% of cases;
 - interventions classified with High, Medium, and Low severity shall be managed on a best-effort basis;
 - the support service is provided on working days from Monday to Friday from 9:00 to 13:00 and from 14:00 to 18:00.
- SLAs commence from the opening of the ticket through the official support channels.

Excluded from the SLA calculation are:

- a) force majeure events;
- b) unavailability attributable to third parties or to the Client;
- c) scheduled maintenance;
- d) anomalies arising from non-compliant use of the Service;
- e) unavailability of telecommunications networks or external services not controlled by Namirial.

Scheduled Maintenance

Any scheduled maintenance activities that may result in Service unavailability shall be communicated with reasonable advance notice, except in cases of urgency or security requirements.

Maintenance windows shall not be counted for the purposes of SLA measurement.

5. Security and Protection Measures

Namirial adopts adequate technical and organisational measures to ensure the security of the Service, including strong authentication measures, logical segregation of environments, encryption of data at rest and in transit, firewall systems, DDoS protection, continuous monitoring, logging and traceability systems.

Namirial also adopts vulnerability management, incident management, and change management processes in conformity with applicable security standards and best practices.

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Any advanced or dedicated security measures requested by the Client may be subject to a specific quotation and governed in the Commercial Proposal.

6. Backup and Disaster Recovery

Data backups are stored on the cloud infrastructure indicated in the Data Processing Agreement.

The Service provides for periodic full backups, differential backups, transaction log backups, and redundant data replication in accordance with the standard configurations of the cloud infrastructure.

Unless otherwise provided in the Commercial Proposal:

- the standard RPO (Recovery Point Objective) is 1 (one) hour;
 - the standard RTO (Recovery Time Objective) for backup restoration is generally less than 12 (twelve) hours;
 - in the event of infrastructure disaster recovery, the restoration of environments may require up to 48 (forty-eight) working hours.
- Any advanced configurations for high availability, geographical backup, or increased resilience shall be subject to a separate quotation.

7. Maintenance and Updates

Namirial carries out corrective maintenance, application updates, patch installation, and security interventions aimed at ensuring operational continuity, regulatory compliance, and the maintenance of the security standards of the Service.

Scheduled maintenance interventions may result in temporary limitations or suspensions of the Service.

Where possible, such activities shall be carried out outside standard working hours.

8. Help Desk and Support

The technical support service makes use of a ticketing system for the registration, classification, and tracking of Client requests.

Support requests must be submitted through the official channels indicated by Namirial.

The Client undertakes to transmit only the information strictly necessary for the management of the support request, avoiding the inclusion of unnecessary personal data.

9. Use of Artificial Intelligence (AI) Components

Qualsiasi utilizzo di componenti di intelligenza artificiale all'interno della Piattaforma avviene nel rispetto del Regolamento (UE) sull'Intelligenza Artificiale (AI Act), del GDPR e della normativa applicabile.

No training activities are carried out on Client Data without the prior written authorisation of the Client and/or the use of anonymised or pseudonymised data as permitted by applicable legislation.

10. Specific Client Obligations

The Client undertakes to:

- use the Service in compliance with applicable law and the technical documentation provided;
- safeguard the access credentials with due diligence;
- ensure the lawfulness of the data and content processed;
- ensure the correctness of configurations and integrations within its competence;
- adopt adequate security measures on its own systems and devices;
- use supported software and browser versions.

The Client remains responsible for the data entered into the Service and for the activities carried out by its authorised users.

11. Traceability and Logs

The Service provides for the tracking of application events and administrative access in accordance with security and regulatory compliance criteria.

Logs shall be retained for the periods required by applicable legislation, the Commercial Proposal, or Namirial's internal policies.

Any export of logs in specific formats or SIEM integrations requested by the Client may be subject to a separate quotation.

12. Integrations with Third-Party Services

Where the Service involves integrations with third-party systems, providers, or platforms, the Client acknowledges that any malfunctions, unavailability, or modifications attributable to such parties may affect the operability of the Service without any liability on the part of Namirial.

Any costs, licences, or technical requirements required by third-party suppliers shall remain at the Client's expense unless otherwise agreed contractually.

Client Signature* _____

*please provide a digital signature