

Terms and conditions for using social media channels - Saber platform

This Terms and Conditions document (“Terms and Conditions”) constitutes a binding contract between THIQA Business Services Company (“Operator”) and (“User”) as defined below.

Entering, using and/or benefiting from any service, feature, content and/or benefit provided by or through the platform - defined below - means acceptance by the (“User”) to be bound by these terms and conditions.

1. Definitions

Unless the context requires otherwise, the expressions defined below have the meanings given in front of them:

Applicable law: The laws, regulations and decisions in force in the Kingdom of Saudi Arabia and all binding references issued by the competent authorities in the Kingdom, including the rules issued by the (“Authority”) in its capacity as a public body with jurisdiction within its legal jurisdiction.

Official body: Saudi Standards, Metrology and Quality Organization.

Operator: The person responsible for content system operations to manage the operational functions of the input, output, and follow-up units for information transfer, communication, and data production, which is “THIQA Business Services Company.”

User: The person who uses the platform on a computer, on a computer network, or on a website.

Social media channels: The official means of direct communication between the operator and the user, which include e-mail, instant chat, telephone, self-service, and all social media channels in which the operator is present.

Platform: Saber platform/website which is available through the following link <https://saber.sa/> and all platforms/sites/pages that can be accessed through the aforementioned platform. The term also includes computer applications and smartphone applications (on Android platforms or IOs). All services and benefits provided by the platform/website and all intellectual property rights assigned to the aforementioned, and wherever the text indicates this, the term is used to refer to the operator.

Content: Any information, data or materials made available by the User on or through the Platform (including data, statements, reviews, comments, data of any kind or image, images, signals, forms, etc.) and including information submitted by the (“User”) for the purposes of providing the required services.

Intellectual Property: The operator’s copyrights, patents, trademarks, brand names, goodwills rights, trade secrets, confidential information, and any other form of intellectual rights in any country in the world, including intellectual property rights related to the “Platform” and everything that emanates from it or related software, computer applications, and smartphone applications, as well as the right to register the above rights and protect them through legal means.

Policies: Policies issued by the operator for the purposes of regulating any aspect, service, feature, or benefit provided by the platform. The definition also includes any amendment, reformulation, or replacement of any of the mentioned policies.

Use: Logging in, using, visiting and/or benefiting from any service and/or feature provided by the Platform. Other linguistic derivatives of this word (as the verb form) are interpreted according to this definition.

User Data: Any information or data that the platform requests from the user that is related to him or describes him and/or his business activity, such as data related to personal name, brand name, status with government agencies, personal card number, contact data, identity, commercial registry details, data. “Arrangements”, data related to the commodity for which a “certificate” is requested and the nature of the user’s relationship with this commodity, etc., for the purposes of providing services to the user.

2. Provisions Regulating Use

a. The user understands that his use of social media channels and sharing personal information (or any other personal or non-personal information or data) via the operator’s accounts on social media channel networks means accepting these terms and conditions. If the user does not agree to abide by any of these terms of use, he must not communicate with the operator through the operator’s official accounts on the networks of these sites.

B. The user understands that he is responsible for the accuracy, validity, legality and safety of the “content” he submits, and that observing the above is necessary in order to obtain the required services and/or obtain the benefits provided by the “platform”. In general, the operator shall not be responsible in any way for the user not obtaining the required services, the target platform service, or support services due to an error on the part of the user in fulfilling the requirements stipulated in these terms and conditions or any of the policies. The user is also aware of all the legal consequences that may arise. Resulting from the provision of false, incorrect, inaccurate, out-of-date, illegal, or incomplete information and specifications during any use.

c. The user understands that if there are any additional terms and conditions pertaining to a particular application or offer, the operator may provide the user with these new or

additional terms and conditions at that time and he is obligated to agree to them if he uses these channels.

d. Due to the constant changes that occur in social media channels and their uses, these terms and conditions may be subject to subsequent changes at any time. Therefore, the user must review the changes published on the platform from time to time to review the current conditions and any new changes that may affect the user.

e. The user pledges to not to use offensive, insulting, or threatening words. The operator may delete any comments or posts that are deemed to be (1) inappropriate, insulting, or not related to the main topic of the post, or any posts that contain immoral media (2) contains threats or personal attacks, uses incitement or insulting language, or is classified as messages of harassment or annoyance towards an individual, entity or organization. (3) is false, inaccurate, or misleading in any way. (4) Random and contains or leads to infecting devices with any viruses or is linked to malware, spyware or similar programs, which may harm the computer of the operator or the user. In all cases, the operator may ban the user who publishes posts containing such content and messages.

f. The user is obligated to respect the privacy of the operator or the employees providing the service and to refrain from publishing any personal information or information that may identify them publicly through the operator's account pages on social media channel networks.

g. The operator welcomes any opinions, criticism or suggestions that the user wishes to share as long as the user expresses it in a polite manner and appropriate language.

3. Copyright/Use License

a. Our social media pages were created so that the user can communicate with us. Also, the operator gives the user the freedom to republish our post and express his opinion about it, provided that you do not modify or tamper with it, and that the user mentions the account name as the source of that post.

B. All intellectual property rights to trademarks, logos, brand names, domains, applications, and images used in the operator's accounts on social media channels, and all copyrights in the content published by the operator through the operator's accounts, are the intellectual property of the operator, so the user undertakes not to copy or misuse these materials in any way, or use it for commercial purposes without obtaining prior approval from the operator.

c. The operator does not bear any responsibility for the content published by users, including posts by operator's employees or customer service employees who are not

officially authorized to manage operator accounts via social media channel networks. Content shared by others is not edited by the operator and does not necessarily reflect its dimensions.

d. The user has the right to share any content through the operator's accounts on social media channels, noting that the user's participation in this is considered an agreement and confirmation that the content of this sharing is accurate, not confidential, and does not violate any of the restrictions required under the laws and regulations in force in the Kingdom of Saudi Arabia or any contractual or legal restrictions, and does not violate the rights of any third party.

4. Supervision

a. The operator has the right to hide or permanently delete any posts from any user.

B. When the user participates through the operator's accounts on social media channels, the user grants the operator the right to use the content of the user's posts on the operator's pages via any media means without any legal or financial obligation in relation to that participation.

b. The operator is not responsible for any content or opinions expressed or shared by a user through the operator's accounts on social media channels. Also, the posts that appear in the operator's accounts do not necessarily all reflect the operator's orientation, and the operator has no knowledge of their authenticity. The operator is also not responsible for third party channels or websites or their content.

c. The presence of the operator through the media is limited to other platforms that the platform itself owns, manages, and controls (Twitter, Facebook, LinkedIn, Instagram, Snapchat, and YouTube). Noting that these platforms are not considered entities affiliated with the operator, as the user's use of the operator's pages is subject to the privacy and security policies of those platforms and the terms of use issued by them as well. The user must carefully read those policies and terms of use, as they differ from the operator's privacy policy.

5. Managing the operator's social media accounts and monitor them/communicate with us

a. The Operator makes every effort to moderate its accounts on social media channels.

b. If you have any questions about the services provided on the platform or are looking for a quick and immediate response to any problem you face, please contact us on the number: 920008673 or by writing to the operator on the social media channels or the following email address: eCare@saber.sa