



GENERAL TERMS AND CONDITIONS OF SAP West Balkans d.o.o. ("Cloud GTC")

APPLICABILITY

Except as otherwise agreed, in any contractual relations in which SAP West Balkans d.o.o. (hereinafter referred to as "SAP") provides Cloud Software Services including Support, as well as related Consulting Services, to another company or public-law entity or special fund, these General Terms and Conditions for Cloud Software Services (or "Cloud GTC") apply. They apply to precontractual relations accordingly.

1. DEFINITIONS

- 1.1 **"Customer Data"** means any content, materials, data, personal data and information that Authorized Users enter into the production system of a Cloud Software Service or derive from its use of and store in the Cloud Software Service (e. g. Customer-specific reports). Customer Data and its derivatives will not include SAP's Confidential Information.
- 1.2 **"Authorized User"** (or **"Named User"**) means a person at Customer or its Affiliates or Customer's or its Affiliates' Business Partners to whom Customer grants access authorization to use the Cloud Software Service.
- 1.3 **"Cloud Materials"** mean any materials provided by SAP to Customer before or in the course of performance under the Agreement, including the materials produced delivering support or Consulting Services for Customer. Cloud Materials include materials created in cooperation with Customer, but do not include the Customer Data, Customer Confidential Information or the Cloud Software Service.
- 1.4 **"Cloud Software Service"** means any distinct on demand solution provided and supported by SAP under an Order Form.
- 1.5 **"Consulting Services"** means related professional services, such as implementation, configuration, or training services, agreed as applicable in the Order Form.
- 1.6 **"Documentation"** means SAP's then-current technical and functional documentation as well as any roles and responsibilities descriptions, if applicable, for the Cloud Software Service which is made available to Customer with the Cloud Software Service.
- 1.7 **"Supplement"** means the product specific supplemental terms and conditions that apply to the Cloud Software Service and that are incorporated in an Order Form.
- 1.8 **"Business Partner"** means a legal entity that requires use of a Cloud Software Service in connection with Customer's and its Affiliates' internal business operations. These may include customers, distributors, service providers and/or suppliers of Customer or its Affiliates.
- 1.9 **"Subscription Term"** means the term of a Cloud Software Service subscription identified in the applicable Order Form, including the Initial (Subscription) Term and all Renewal Terms.
- 1.10 **"Usage Metric"** means the standard of measurement for determining the permitted use volume and calculating the applicable fees due for a Cloud Software Service as set forth in the Order Form.
- 1.11 **"Order Form"** or **"Agreement"** means an agreement between SAP and Customer on Cloud Software Services and (where applicable) related Consulting Services referencing the present Cloud GTC (and other documents), including agreements entered into by means of agreed electronic contract conclusion procedures provided by or on behalf of SAP, such as via SAP Store or DocuSign™.
- 1.12 **"SAP Policies"** means the operational guidelines and policies applied by SAP to provide and support the Cloud Software Service as incorporated in an Order Form.
- 1.13 **"SAP SE"** means SAP SE, the parent company of SAP.

- 1.14 “**Affiliate**” of a party means any legal entity in which a party, directly or indirectly, holds more than fifty percent (50%) of the shares or voting rights or controls or is under common control with that legal entity. “Control” means the direct or indirect possession of the power to direct or cause the direction of the management and policies of an entity, whether through ownership, by contract or otherwise. Any such company shall be considered an Affiliate for only such time as such interest or control is maintained.
- 1.15 “**Confidential Information**” means all information which SAP or Customer protect against unrestricted disclosure to others or that are deemed confidential according to the circumstances of their disclosure or their content, including the Agreement. In any case, the following information is considered to be Confidential Information of Customer: the Customer Data, Customer marketing and business requirements, Customer implementation plans, and/ or Customer financial information; and Confidential Information of SAP: the Cloud Software Service, Documentation, Cloud Materials and analyses under Section 3.5, and information regarding SAP research and development, product offerings, pricing and availability.

2. USAGE RIGHTS

- 2.1 During the Subscription Term, SAP grants to Customer a non-exclusive, non-transferable and world-wide right to use the Cloud Software Service (including its implementation and configuration), Cloud Materials and Documentation solely for running Customer’s and its Affiliates’ internal business operations and in accordance with the Agreement, in particular the terms of the product-specific Supplement, the SAP Policies and the Documentation. Permitted uses and restrictions of the Cloud Software Service also apply to Cloud Materials and Documentation.
- 2.2 Customer may permit Authorized Users to use the Cloud Software Service within the contractually agreed scope. In particular, usage is limited to the Usage Metrics and volumes stated in the Order Form. Access credentials for the Cloud Software Service may not be shared or used by more than one individual at a time, but may be transferred from one individual to another if the original user is no longer permitted to use the Cloud Software Service. Customer is responsible for the acts and omissions of its Authorized Users, Affiliates, and Business Partners as for its own acts and omissions and shall oblige them to adhere to the contractual provisions for the use of the Cloud Software Service, Documentation and the Cloud Materials. Customer is otherwise not allowed to sublicense, license, sell, lease rent or otherwise make any Cloud Software Service or Cloud Materials available to third parties.
- 2.3 Acceptable Use Policy: When using the Cloud Software Service, Customer shall not: (a) copy, translate, disassemble, decompile, reverse engineer, or otherwise modify, in full or in part, or make any derivative works of the Cloud Software Service, the Documentation or Cloud Materials (except to the extent permitted by mandatory law); however, the Documentation may be copied to the extent necessary for internal purposes; (b) use the Cloud Software Service in breach of applicable law, in particular Customer will not transmit any content or data that is unlawful or infringes any intellectual property rights of third parties; (c) circumvent or endanger the operation or security of the Cloud Software Service.
- 2.4 Customer will monitor its use of the Cloud Software Service and report to SAP in writing without undue delay any use that goes beyond what is contractually agreed, in particular any use in excess of the Usage Metrics and volume. In this case, Customer must sign an Extension Agreement that documents the additional use and additional fee. Such fees shall accrue from the date the excess use began. SAP may monitor use to verify compliance with Usage Metrics, volume and the Agreement.
- 2.5 SAP can temporarily limit or suspend Customer’s access (in particular user names and passwords) to the Cloud Service to prevent damages, if it is sufficiently probable that the continued use of the Cloud Service in breach of contract by Customer, the Authorized Users, or a third party using Customer’s access data may result in harm to the Cloud Service, other SAP customers, or the rights of third parties in such a way that immediate action is required to avoid damages. SAP will notify Customer of the limitation or suspension without undue delay. If circumstances allow, Customer shall be informed in advance in writing or by email. SAP will limit the suspension or limitation in time and scope as reasonably possible under the circumstances.
- 2.6 The Cloud Software Service may include integrations with web services made available by SAP-Partners or third party providers on external websites that are accessed through the Cloud Software Service and subject to terms and conditions with those third parties. SAP shall provide only technical access to the content of such integrated websites. The content of such websites is the sole responsibility of these third parties.
- 2.7 Authorized Users may access certain Cloud Software Services through mobile applications obtained from third-party websites such as Android or Apple app store. The use of mobile applications as such is subject to the terms and conditions agreed upon download/access to the mobile application and is not subject to the terms of the Agreement.
- 2.8 The Cloud Service may include on-premise components that can be downloaded and installed (including updates) by Customer. The SLA referenced in section 3.2 of these Cloud GTC does not apply to these

components. In addition to the Support Policy referenced in the Order Form, specific SAP support and maintenance policies apply to these on-premise components and can be found in SAP Support Note 2658835.

3. SAP RESPONSIBILITIES AND OBLIGATIONS

- 3.1 SAP provides the Cloud Software Service agreed in the Order Form in accordance with Section 2. SAP provides support as agreed in the Order Form and (if agreed) the Consulting Services. The quality and functionality of the agreed performance that SAP is obliged to provide is conclusively agreed in the Order Form and the documents referred to therein. SAP is not obliged to perform additional services or provide additional service features. If Customer is provided with a free-of-charge Cloud Software Service, SAP shall provide no support for this Cloud Software Service and has no obligation to provide any particular service level. SAP may cease providing access to such free-of-charge Service at any time. This Section 3.1 supersedes any conflicting term in these Cloud GTC.
- 3.2 Unless otherwise stipulated in the Supplement, SAP will maintain an average monthly system availability for the production system of the Cloud Software Service as defined in the Service Level Agreement referenced in the Order Form ("SLA"). In the event of SAP's breach of the SLA Customer may claim a service credit as detailed in the SLA in the form of a contractual penalty. Customer will follow SAP's credit claim procedure. When the validity of the service credit is confirmed by SAP in writing or by email, Customer may apply the credit to a future invoice for the Cloud Software Service or request a refund for the amount of the credit if no future invoice is due. Contractual penalties paid shall be offset against any Customer claims for damages. In the event SAP fails to meet the SLA (i) for four consecutive calendar months, or (ii) for five or more calendar months during any twelve months period, or (iii) at a system availability level of least 95% for one calendar month, Customer may terminate its subscriptions for the affected Cloud Software Service by providing SAP with written notice within thirty days after the failure. Termination will become effective at the end of the calendar month in which SAP has received the termination notice.
- 3.3 SAP uses reasonable security technologies in providing the Cloud Software Service. As a data processor, SAP will implement and maintain technical and organizational measures for the processing of personal data in the Cloud Software Service in accordance with applicable data protection law, as agreed in the Data Processing Agreement for SAP Cloud Software Services referenced in the Order Form.
- 3.4 The features of the Cloud Software Service and the SAP Policies may be enhanced and may be adapted by SAP to reflect technical advances and to allow for the Cloud Software Service's continuing compliance with applicable mandatory law ("Continuous Modification"). SAP will provide information about Continuous Modifications within a reasonable period of notice (in general 3 months before the change is scheduled to take effect), in particular by email, on the Support Portal, through Release Notes, or within the Cloud Software Service.
In the event that a change may negatively affect the justified interests of Customer so that Customer can no longer reasonably be expected to adhere to the agreements in the Order Form, Customer can terminate the affected Cloud Software Service in writing with a notice period of one month before the announced change is scheduled to take effect. In case Customer does not terminate, the Continuous Modification will become effective on the date the announced change is scheduled to take effect. SAP will draw attention to this in the change notice.
- 3.5 SAP, SAP SE or SAP Affiliates may create analyses utilizing, in part, Customer Data and information derived from Customer's use of the Cloud Service and Consulting Services, as set forth below ("Analyses"). Analyses will anonymize and aggregate information and will be treated as Cloud Materials.
Unless otherwise agreed, personal data contained in Customer Data is only used to provide the Cloud Service and Consulting Services. Analyses may be used for the following purposes:
- (a) product improvement (in particular, product features and functionality, workflows and user interfaces) and development of new SAP products and services,
 - (b) improving resource allocation and support,
 - (c) internal demand planning,
 - (d) training and developing machine learning algorithms,
 - (e) improving product performance,
 - (f) verification of security and data integrity
 - (g) identification of industry trends and developments, creation of indices and anonymous benchmarking.

4. CUSTOMER DATA AND PERSONAL DATA; CUSTOMER RESPONSIBILITIES AND OBLIGATIONS

- 4.1 Customer is responsible for the content of the Customer Data and entering it into the Cloud Software Service. Subject to Section 11, Customer grants to SAP (including SAP SE, its Affiliates and subcontractors) a nonexclusive right to process Customer Data for the sole purpose of and only to the extent necessary for SAP to provide and support the Cloud Software Service (including without limitation preparing backup copies or performing penetration tests); (ii) to verify Customer's compliance with the provisions set forth in Section 2.

- 4.2 Customer will collect and maintain all personal data contained in the Customer Data in compliance with applicable data protection law.
- 4.3 Customer shall maintain appropriate security standards for use of the Cloud Software Service by the Authorized Users. Customer will not conduct or authorize penetration tests of the Cloud Service without advance approval from SAP. Customer is solely responsible for determining the suitability of the Cloud Software Service for Customer's business processes and for complying with all applicable legal provisions regarding Customer Data and its use of the Cloud Software Service. Free of charge, Customer must provide the collaboration required in connection with the provision of the Cloud Software Service and the support and Consulting services by SAP, including, for example, infrastructure and telecommunications equipment for Cloud Software Service access. SAP points out that Customer's collaboration is a necessary precondition for SAP's correct performance of its obligations. Customer bears all consequences and costs resulting from breach of its duties. Section 8 also applies.
- 4.4 During the Subscription Term, Customer can access its Customer Data at any time. Customer may export and retrieve its Customer Data in a standard format. Export and retrieval may be subject to technical limitations and prerequisites (e. g. as described in the Documentation), in which case SAP and Customer will agree on a reasonable method to allow Customer access to Customer Data. Before the Subscription Term expires, Customer may use SAP's self-service export tools (as available) to perform a final export of Customer Data from the Cloud Software Service. Following the end of the Subscription Term, SAP will delete or overwrite the Customer Data remaining on servers hosting the Cloud Software Service unless applicable mandatory law requires retention. Retained data is subject to the confidentiality provisions of the Agreement.

5. REMUNERATION, PAYMENT, TAXES

- 5.1 Customer will pay SAP the fees agreed in the Order Form. No cash discounts shall be granted. Invoice is issued on the Start Date of License right in RSD as per middle exchange rate of the Serbian National Bank on the day of invoicing. Payments are due 30 calendar days from the date of the invoice. Any fees not paid when due shall accrue interest at the applicable statutory interest rate. If Customer is still in default of payment after a 30 days extension period, SAP can deny full or partial access to the Cloud Software Service temporarily until payment has been received. Customer may offset only claims or claim rights of retention that are uncontested or have been finally determined by the court.
- 5.2 All agreed fees are subject to statutory value-added tax.
- 5.3 During the Subscription Term of the Order Form, Customer may agree on an increase of units of an agreed Usage Metric by executing an addendum to the relevant Order Form ("Extension Agreement"). The term of each Extension Agreement shall be co-terminous with the then-current term of the Order Form irrespective of the effective date of Extension Agreement and all fees shall be prorated accordingly. Upon renewal of the Order Form, the renewal term for all increases in Usage Metric added to the Order Form prior to renewal shall be the same as specified in the Order Form.
- 5.4 The recurring fee agreed in the Order Form applies for the Initial Subscription Term agreed therein. The fee applicable for a Renewal Term corresponds to the fees for the preceding Initial or Renewal Term, unless SAP increases the fees as follows:
- (a) Subject as is set out below, SAP may at its discretion adjust the recurring fees with effect from the start of a renewal term by giving two months' written notice of the fee adjustment to Customer:
 - (b) The change applied to the fees must not be greater than the change in the index under section (c) below ("Discretionary Applicable Change"). For the first fee adjustment under the contract, the Discretionary Applicable Change is the change from the published index as it stood when the contract was concluded to the index as it had most recently been published when the fee adjustment notice was given. If the fee has already been adjusted in the past, the Discretionary Applicable Change is the change from the index that had been most recently published when the previous fee adjustment notice was given to the index that had most recently been published when the new fee adjustment notice is given.
 - (c) The index used to determine the Discretionary Applicable Change is the index of mean gross monthly salaries of full-time employees in Germany in the information technology services sector (currently published in the quarterly figures by the German Federal Statistics Office at "Fachserie 16, Reihe 2.4, Gruppe J 62"). If that index is discontinued, the applicable index will be the index published by the Federal Statistical Office that most closely reflects changes in average gross monthly earnings in that sector.
 - (d) The fee change is deemed to be agreed by the parties if the Cloud Software Service is renewed automatically for the renewal period unless Customer, by giving written notice at least one month prior to the expiration date of the preceding contractual term, terminates the Order Form with effect from

the expiration of the relevant contractual term (extraordinary termination right). SAP will draw attention to this in the fee adjustment notice.

6. TERM, TERMINATION

- 6.1 The Subscription Term is as stated in the Order Form. Each Order Form initially runs for the Initial Subscription Term defined therein ("Initial Subscription Term"). At the end of the Initial Subscription Term, it automatically renews by the renewals defined therein (each a "Renewal Term"), unless the Order Form is terminated by one of the parties in accordance with Section 6.2.
- 6.2 Ordinary (partial) termination of the Order Form is excluded during the Initial Subscription Term or any Renewal Term. Customer may terminate any Order Form by written notice at least one month in advance of the expiration of the Initial Subscription Term or current Renewal Term. SAP may terminate any Order Form by written notice at least six months prior to the expiration of the Initial Subscription Term or current Renewal Term. Extraordinary termination rights and the right to termination for just cause remain unaffected. Notice of termination must be given in written form. The provisions in Section 12.1 concerning notices setting limited extra time also apply. SAP reserves the right to terminate for just cause in particular where Customer is repeatedly or seriously in breach of major contractual obligations (in particular in Sections 2, 4 and 11).
- 6.3 In the event of termination by Customer, Customer shall be entitled to a pro-rata refund of prepaid fees for the period of time of termination to the end of the original term for the relevant Cloud Software Service.
- 6.4 At the end of the contract, (i) Customer's access to the Cloud Software Service shall cease, (ii) Customer's right to use the Cloud Software Service and all SAP Confidential Information will end and (iii) Confidential Information of the disclosing party will be returned or destroyed as required by the Agreement. Termination of individual Order Forms shall leave other Order Forms and agreements unaffected.

7. WARRANTIES BY SAP

- 7.1 SAP warrants, for the Subscription Term, that the Cloud Software Service meets the specifications agreed in the Supplement and the Documentation and that the Cloud Software Service where used by Customer as contractually agreed does not infringe any third-party right. SAP will remedy any defects as to quality and defects in title in the Service in accordance with Section 7.4. If SAP has failed to remedy the defect at the end of an additional time period of a reasonable length set in writing by Customer, and the suitability of the Cloud Software Service is consequently reduced to a more than just insignificant degree, Customer has the right of termination, which must be communicated in writing. If the suitability of the Cloud Software Service for use in accordance with the Agreement is reduced to a more than just insignificant degree, Customer is entitled to reduce the remuneration by an appropriate amount. Section 9 applies for damage compensation due to defects.
- 7.2 For Consulting Services provided as works, SAP warrants that the Consulting Service corresponds to the agreed service description by remedying defects in accordance with Section 7.4. If defects have not been remedied at the end of an additional time period of a reasonable length (not shorter than ten working days) set by Customer in writing, Customer is entitled to reduce the payable remuneration in the Order Form for the Consulting Service concerned by an appropriate amount or to withdraw from the Order Form with respect to the Consulting Service. Section 9 applies for damage compensation due to defects.
- 7.3 If SAP fails to properly provide Consulting Services which are not subject to acceptance, or if – with regard to Consulting Services or the Cloud Software Service – SAP is otherwise in breach in an area other than liability for defects as to quality and defects in title, Customer must give notice of this failure or breach to SAP in writing and set an additional time period of a reasonable length, during which SAP has the opportunity to properly perform its duty or otherwise remedy the situation. Section 9 applies with regard to compensation for damages.
- 7.4 SAP shall remedy defects in Consulting Services that are subject to acceptance and in the Cloud Software Service by providing Customer with either a new Consulting Service or Cloud Software Service, that is free of defects or, at its election, by eliminating the defects. One of the ways SAP may eliminate a defect is to indicate to Customer a reasonable way to avoid the effect of the defect. In the event of defects in title, SAP shall elect to (i) procure for Customer the right to use the Cloud Software Service or Consulting Service in accordance with the contract, or (ii) replace the Cloud Software Service or Consulting Service or change it such that the accusation of breach no longer stands, whereby Customer's contractual use is not unreasonably impacted, or (iii) terminate the Order Form to this extent and reimburse the Customer's remuneration paid in advance for the term remaining after the date of termination, and to pay damages subject to the limitations of Section 9.
- 7.5 Customer must give notice of every breach to SAP in writing without delay and with a detailed description of the reason.

- 7.6 Warranty rights resulting from defects as to quality and defects in title in Consulting Services subject to acceptance expire one year after acceptance. Warranties for the Cloud Software Service apply accordingly to the support services.

8. THIRD-PARTY CLAIMS

If a third party claims that Customer's use of the Cloud Software Service or Cloud Materials in accordance with the terms and conditions of the Agreement infringes its intellectual property rights, Customer must fully inform SAP in writing without delay. If Customer ceases to use the contractual Cloud Software Service or Cloud Materials to mitigate loss or for other just reason, Customer must notify the third party that such cessation does not imply any recognition of the claimed infringement. Customer shall conduct court proceedings with the third party only with SAP's agreement or shall authorize SAP to assume sole conduct of the dispute. This applies mutatis mutandis in cases where a third party makes claims against SAP that are due to acts by Customer, the Authorized Users, or third-party provider access.

9. LIMITATION OF LIABILITY

- 9.1 Nothing in this Agreement shall exclude or limit either party's liability for (i) death or personal injury caused by negligence (ii) willful misconduct (iii) fraud or fraudulent misrepresentation, (iv) damages resulting from unauthorized use or disclosure of confidential information under Article 11 of this Agreement, (v) SAP's right to collect unpaid fees hereunder, or (vii) any other liability which cannot be excluded or limited by applicable law.
- 9.2 Subject to Section 9.1 above, the aggregate liability of each party to the other (or their respective Affiliates or SAP's Licensors) or any other party in connection with this Agreement, shall not exceed an amount of damages exceeding the fees paid for the applicable Service in the twelve (12) month period preceding the date of the incident giving rise to such liability.
- 9.3 Save as provided in Article 9.1 above, and regardless of the basis of liability, under no circumstances shall either party (or their respective Affiliates or SAP's Licensors) be liable to the other or any other party, for any loss or damage in any amount, to the extent that such loss or damage is (i) consequential; or (ii) for any loss of profits, loss of business, loss of business opportunity, loss of goodwill, loss resulting from work stoppage or loss of revenue or anticipated savings, whether any such loss or damage is direct or indirect.
- 9.4 The provisions of this Agreement allocate the risks between SAP and Customer. The Service fees reflect this allocation of risk and limitations of liability herein. The aforementioned liability limitations shall include any claims against employees of, subcontractors of, or any other persons authorized by either party.

10. IP RIGHTS

- 10.1 Customer may only use the Cloud Software Service, Cloud Materials, Documentation and Consulting Services to the extent contractually agreed. As between Customer and SAP, all rights therein, that are not expressly granted to Customer, are reserved to SAP, SAP SE, their Affiliates or licensors, including without limitation if those were created to address a requirement of or in collaboration with Customer.
- 10.2 Except as stated otherwise in the Agreement, Customer retains all rights in and related to the Customer Data as between Customer and SAP. SAP may use Customer-provided trademarks solely to provide the Cloud Software Service and the Support.

11. CONFIDENTIALITY

- 11.1 Both parties undertake forever to protect the other party's Confidential Information acquired before and in connection with contract performance, as confidential to the same extent they protect their own Confidential Information, and not less than a reasonable standard of care. Confidential Information of the other party may only be shared with or disclosed to third parties who are under obligations of confidentiality substantially similar to those in Section 11 and only to the extent this is necessary to enable the receiving party to exercise its rights or perform its obligations under the Agreement. Any reproduction of any Confidential Information of the other party shall contain any and all confidential or proprietary notices or legends which appear on the original, as far as this is technically feasible.
- 11.2 Section 11.1, above shall not apply to any Confidential Information that: (a) is independently developed by the receiving party without reference to the disclosing party's Confidential Information; (b) is generally available to the public without a breach of the Agreement by the receiving party or is lawfully received free of restriction from a third party having the right to furnish such Confidential Information; (c) at the time of

disclosure, was known to the receiving party free of confidentiality restrictions; or (d) the disclosing party agrees in writing is free of confidentiality restrictions.

11.3 Neither party shall use the name of the other party in publicity activities without the prior written consent of the other. However SAP may use Customer's name in customer listings (reference listings) or quarterly calls with its investors or, at times mutually agreeable to the parties, as part of SAP's marketing efforts (including reference calls and stories, press testimonials, site visits, SAPPHIRE participation). SAP may share information on Customer with SAP SE and its Affiliates for marketing and other business purposes. Insofar as this includes the provision and use of contact information of Licensee's contact persons, Customer will secure the appropriate permissions where necessary.

12. MISCELLANEOUS

12.1 Except in emergencies, a limited time fixed by Customer pursuant to the law or contract must not be less than ten working days. Where a failure to comply with a fixed time limit entitles Customer to be released from the contract (e. g. by termination or claim for damages in lieu of performance) Customer shall first threat in writing the consequence of failure to comply with that time limit when setting the limited time.

12.2 Amendments and additions to the Agreement and any contractually relevant declarations as well as declarations influencing a legal relations, especially without being limited to termination notices, reminders, or notices to set time limits, require written form. The foregoing provision also applies to any waiver of the written-form requirement. The written-form requirement can also be met by exchange of letters or (except in the case of termination notices) with an electronically transmitted signature (facsimile transmission, e-mail transmission with scanned signatures, or other agreed form of electronic contract conclusion provided by or on behalf of SAP, such as the "SAP Store" or the DocuSign™ procedure).

12.3 The Cloud Software Service, Cloud Materials, and Documentation are subject to the export control laws of various countries, in particularly the laws of Serbia, the US and the Federal Republic of Germany. Customer shall not hand over the Cloud Software Service, Documentation, or Cloud Materials to governmental authorities for licensing considerations or other official approval without SAP's prior written consent, and shall not export the Cloud Software Service, Documentation, or Cloud Materials to countries or to natural or legal persons for which export bans apply according to the relevant export laws. Furthermore, Customer is responsible for complying with all applicable legal provisions of the country in which it is headquartered, and of other countries in respect of the use of the Cloud Software Service, Documentation, and Cloud Materials by Customer and its Authorized Users. SAP hereby gives express notice that, in accordance with the export control laws of various countries, in particular the laws of Serbia, the US and the Federal Republic of Germany, and as a result of trade sanctions and embargos applicable to SAP, SAP may be obliged to restrict, temporarily withdraw, or terminate Customer's access to the Cloud Software Service, Cloud Materials, Documentation, and other SAP materials.

12.4 System notifications and information from SAP relating to the operation, hosting or support of the Cloud Software Service can also be provided within the Cloud Software Service, electronically to the contact person named in the Order Form or can be made available via the SAP Support Portal.

12.5 These Cloud GTC can be changed with regard to the provision and support of the Cloud Software Service, in accordance with the sentences below provided that the change does not have any impact on the contractual content that is material for the equivalency of Cloud Software Services and support and their remuneration between the parties and provided that such change is reasonably acceptable for Customer. SAP will inform Customer about the change of the Cloud GTC in writing. If, in this case, Customer does not expressly disagree in writing within four weeks after receipt of the change notice, the change will be deemed to be effected and from this point in time, the changed version of the Cloud GTC is binding for the existing agreements between SAP and Customer. SAP will draw attention to this consequence in the change notice.

12.6 Without SAP's prior written consent, Customer may not assign or transfer the Agreement or any of its rights or obligations to a third party. SAP may assign the Agreement to SAP SE or any of its Affiliates.

12.7 Serbian law applies exclusively to all claims in contract, in tort, or otherwise, and the UN sales laws convention is excluded. The conflict-of-law rules shall not apply.