UNALYZE TERMS OF SERVICE

Version 1.0 dated November 1, 2026

This English version is a translation; the contract is concluded in Czech (Section 1.8); in case of any discrepancy, the Czech version prevails.

1 Introductory provisions

1.1 These Terms of Service govern the provision of the UNALYZE digital analytics service, supplied on a continuous basis, through the website https://www.un-alyze.com and the related application interface (the "Website"). In particular, they govern the creation of an account, the subscription, changes to the price and scope of the service, its termination, and rights arising from defects. The original domain unalyze.cz may redirect to the Website.

1.2 The provider is **UNALYZE s.r.o., Company ID No. 29853575**, with its registered office at Nové sady 988/2, Staré Brno, 602 00 Brno, entered in the Commercial Register maintained by the Regional Court in Brno, Section C, Insert 153200 ("we" or the "Provider").

1.3 You can contact us by email at info@un-alyze.com, through the contact form on the Website, or in writing at the address of our registered office. These contact details also serve for complaints, withdrawal, notice of termination, and data export requests. If a telephone line is published on the Website, it may also be used for ordinary inquiries; we recommend making legal declarations in text form.

1.4 You may use the service if you **have reached the age of eighteen and conclude the contract in your own name**. A contract under these Terms cannot be concluded on behalf of a company, an association, or any other legal entity. If you order the service for yourself outside your business or the independent exercise of your profession, you are a consumer. If you use it within your own business or independent professional activity, for example as a sole proprietor, we contractually grant you the same rights as consumers in respect of withdrawal under Section 7, defects under Section 10, and changes and termination. This does not extend to you the statutory procedures reserved for consumers, in particular out-of-court consumer dispute resolution.

1.5 The **service** means access to the features of the Website and the processing of trading data within the scope of the agreed plan. The **user account** is your personal space on the Website. A **trading account** is an account whose data you connect to or import into the Website and which is held with a broker or with a provider of a trading or simulation program.

1.6 The **Price List** is a separate Schedule 1 to these Terms entitled UNALYZE Price List and Plan Specifications. It contains the prices, the currency, the length of the billing periods, and the features and limits of the plans. A **subscription** is the continuous provision of the paid service with a recurring payment for the selected month or year. These Terms do not contain the specific prices.

1.7 The paid contract consists of the order accepted by the Provider, these Terms, and the specific version of the Price List made available before the order was submitted. An individually agreed provision takes precedence. A newer document on the Website does not by itself change the agreed terms. The information on the characteristics and price provided before the contract was concluded and your statutory rights remain unaffected.

1.8 We conclude the contract in the Czech language. We keep its text and the order confirmation for the duration of the contractual relationship and its settlement; we will make a copy available to you on

request. We send information in text form so that you can store it and later display it unchanged, in particular in the body of an email or in an attachment to it. A mere link to a web page that can be changed does not replace such a confirmation.

2 Registration and user account

2.1 You create an account by filling in the registration form, accepting these Terms, and completing the verification required by the Website. The contract for maintaining the account is concluded when our registration confirmation is delivered to the email address you provided. We will also send you the text of the accepted Terms. Registration alone does not commit you to a paid subscription.

2.2 Provide true and up-to-date information and correct it on an ongoing basis when it changes. One user account is intended for one person and may not be shared or transferred without our agreement. Connecting several trading accounts as your plan allows does not turn it into a team account.

2.3 Protect your login credentials and your device, and use a secure password and the available security features. Notify us without undue delay of any suspected misuse of the account. Your obligation to protect the account does not exclude our liability for the security of the service.

2.4 If we provide a free demo or trial access, we will tell you its length and scope in advance. **Without a separate paid order, no paid subscription and no obligation to pay arise.** Free-of-charge performance is governed by the statutory rules appropriate to its nature; the mere fact that it is free of charge does not mean that consumer protection is excluded.

2.5 You may request the closure of your account at any time. Before confirming it, we will tell you how it affects an active subscription, access, and data, and we will enable the data to be handed over under Section 12. Merely disconnecting a trading account, logging out, uninstalling the app shortcut, or interrupting use does not end the subscription.

3 Ordering and concluding the paid contract

3.1 In the order, you choose a plan and a monthly or annual billing period. We offer the paid service with an immediate start after the contract is concluded and payment is confirmed. Before you submit the order, we will display the main characteristics and limits of the service, the total price including any taxes, the currency, the payment method, the automatic renewal, the date of the next payment, the option to withdraw, and the other ways of termination. You can check and correct the details before submitting the order.

3.2 You submit the order with the “Order and pay” button. Its label must unambiguously express the obligation to pay. In separate boxes that are not pre-ticked, you confirm that you accept these Terms and the Price List, and you expressly request the immediate start of the paid service before the withdrawal period under Section 7 expires. Without this request, a paid order with an immediate start cannot be completed; we do not offer a deferred start of the paid subscription. The paid contract is concluded when our express confirmation of acceptance of the order is delivered by email. A mere technical confirmation that the order has been received is not an acceptance unless it expressly says so.

3.3 The confirmation states the agreed plan, the price and currency, the billing period, the date on which the service is made available and the date of the next renewal, the termination rules, and the versions of these Terms and the Price List. We will attach their full texts, the Withdrawal Instructions, and the separate Model Withdrawal Form. We will also confirm in text form the exact wording and time of your

separate request for the immediate start of the service and the related information on the proportionate payment and on the effects of full performance of the service.

3.4 We will make the paid service available without undue delay after the order is accepted and payment is confirmed, on the basis of your express request under Section 7. The billing period begins only when the service is actually made available. If we do not have a proper express request, we will not start providing the paid service during the withdrawal period and will not accept a paid order with an immediate start. If, for technical reasons, we cannot make the service available without undue delay, we will inform you and proceed under the following paragraph.

3.5 If we do not make the service available on time, you may call on us to remedy this. If we do not fulfill the obligation without undue delay or within an additional period expressly agreed, you may withdraw from the contract. You may withdraw without an additional request if it is clear that we will not make the service available, or if the agreed date was essential and was not met.

3.6 A failed payment before the order is accepted does not create a paid contract. If an amount has been debited but we do not accept the order, or cannot fulfill it for reasons on our side, we will refund the amount without undue delay and in any event within fourteen days. We do not replace the ordered plan with a different one without your consent.

3.7 You pay the costs of your own device, internet connection, and ordinary communication to your own supplier at its rates. We do not charge any special fee for concluding the contract at a distance.

4 Scope of the service and connecting trading accounts

4.1 UNALYZE retrieves or receives data on trading accounts and evaluates their **historical results**. In accordance with the Price List, it makes available a dashboard, calendar, metrics, UN Score, reports, gamification elements, sharing, and community access. The specific features and quantitative limits are determined by the agreed plan.

4.2 The service does not provide personal recommendations to buy, sell, or hold financial instruments, does not receive or execute trade orders, does not manage portfolios, and does not handle your funds. It is not the provider of an account with a broker or a trading program. You conclude contracts with these third parties separately.

4.3 Connect only accounts whose data you are entitled to make available and that the rules of the relevant provider allow you to connect. From the available methods of obtaining data, you yourself choose the one that suits you and is compatible with your broker and account. Depending on the option chosen, data can be retrieved through an external integrator, in particular MetaApi, or directly by means of an installation package and a local assistant which, once you launch it, transfers the data from MetaTrader to the service; for supported accounts, a manual import of a statement is also possible. We will display the specific compatible options and their requirements before you order. The scope of data processing is described in the Privacy Policy; by connecting, you do not authorize UNALYZE to trade on your behalf.

4.4 For an automatic connection, use **only the investor password or another read-only permission**. It is prohibited to enter, or otherwise provide to us, the master password, an access token, or any other permission that enables trade orders to be placed or modified, funds to be handled, or the security of the trading account to be changed. By providing such a broader permission, you breach your contractual obligation. Do not send login credentials by ordinary email or to the support chat.

4.5 Before connecting, check with your broker or other provider what permissions the details you enter grant. If the system detects a broader permission, we will block the connection until it is corrected and display a warning. If you find that you have given a broader permission, change or revoke it with your

provider without undue delay and inform us without stating the password itself. If we detect such a permission, we will warn you, stop using it, and, without undue delay, ensure the secure deletion of the data from our systems and from the suppliers to whom we transferred it. Revoking the permission with the broker is your responsibility. The technical receipt of data does not mean any authorization to trade on your behalf.

4.6 The supported platforms and servers, technical requirements, and compatible methods of obtaining data are set out in the Price List and in the specific offer before you order. You yourself choose from the compatible options offered; we do not determine the connection method solely by platform. The general designation MT4 or MT5 does not in itself confirm support for every server or account type. Before the contract is concluded, we will enable you to check support for a specific account and the available transfer options. A later change to the list on the Website does not by itself take away the agreed compatibility.

4.7 The availability and completeness of the input history also depend on the broker, the trading program, and the chosen transfer method. You may also connect an inactive trading account, if it is supported, and decide to connect only some of your accounts. We cannot evaluate data that you do not provide to the service. Synchronization may be delayed; the metrics are not intended for managing trades in real time. This does not release us from the obligation to properly retrieve and process the data obtained within the agreed feature, or from the obligation to deal with defects.

4.8 You may disconnect individual connections. We will stop further retrieval and ensure that the relevant access with the integrator is ended. The history, reports, their deletion, and any export are governed by your request, the agreed features, Section 12, and the Privacy Policy. Disconnecting an account does not in itself cancel the subscription.

5 Subscription and payment of the price

5.1 The paid contract is concluded for an indefinite period with a **monthly or annual billing period**. You pay the price in advance for the entire selected period. The annual price is a single payment for twelve months, not the sum of twelve mandatory monthly installments.

5.2 The first period begins when the agreed paid service is made available. Subsequent periods follow without interruption. A month or year is counted from the day and time at which the period begins to the corresponding day and time of the following month or year; if there is no corresponding day, the last day of the relevant month applies. We will display the exact time of the next renewal in your account and state it in the confirmation.

5.3 The subscription **renews automatically** for a period of the same length at the agreed price or, where applicable, at a price duly changed under Section 6. By submitting a paid order, you authorize recurring charges of this price to the selected means of payment. We will not change a monthly period to an annual one or move you to a more expensive plan without your order.

5.4 You can turn off automatic renewal at any time in the subscription settings or by a notice sent to the contact details under Section 1, at the latest before the next period begins. What matters is the time your notice is delivered, not when support later processes it. We will confirm to you that renewal has been turned off and when access ends. You may use the service until the end of the period already paid for.

5.5 You pay by the method offered in the order, usually through a payment gateway. You provide your payment details to its operator. We will display the identity of the operator and the payment terms before the payment is made. We do not charge any hidden activation fees, nor any mandatory service

fees. Conversion from another currency and any fees charged by your bank are governed by your contract with your bank.

5.6 If a recurring payment fails, we will notify you and give you at least seven days to remedy it. During this time, we may retry the same payment several times. Until it is paid, we may suspend paid access; after payment, a new full period begins on the day access is restored, unless we kept access available to you throughout. If the payment is not made within the period given to remedy it, we will end the paid subscription and further renewals. We do not charge the price for any period in which paid access was not provided.

5.7 We will make the payment receipt and any tax document available to you electronically. By accepting these Terms, you agree to the electronic delivery of these documents. Changing your payment card or removing the means of payment does not replace a notice turning off renewal.

5.8 When renewal is turned off in the ordinary way, the price for the current period is not refunded merely because you stop using the service. This does not affect refunds in the event of withdrawal, defects, adverse changes, termination by us, or the procedure under Section 12. We calculate a proportionate refund from the price actually paid for the period concerned and its unused part; we do not retroactively recalculate an annual price at the more expensive monthly plan rate.

6 Changes to the Price List and plans

6.1 We maintain the Price List as a separate versioned document and may issue new versions of it. New orders are governed by the offer in effect when they are concluded. A change may affect your running subscription only through the procedure under this Section and Sections 9 and 15. **We do not unilaterally increase the price for a period that has already been paid.**

6.2 We may change the price of an existing subscription, to a reasonable extent, only because of a change in mandatory taxes or levies, or a demonstrable change in the necessary costs of hosting, data storage and security, account connections, licenses, and payment services that relate directly to the provision of your plan. An increase must not exceed the corresponding impact of these changes on the price of the service; if the same costs decrease, we will also take that impact into account. A mere decision to increase profit, or the addition of a service you have not ordered, is not a reason.

6.3 We will notify you of a price change **at least sixty days in advance by email** on a durable medium. We will state the current and the new total price, the currency, the specific reason for and extent of the change, the new version of the Price List, the first period affected, and the option to reject the change. The new price may be charged at the earliest for the first full billing period beginning after the sixty-day notice period expires.

6.4 You may reject the change until the time it is to apply for the first time, by turning off renewal or by a notice sent to our contact details. In that case, the subscription ends when the last period charged at the original price expires, without penalty and without any fee for rejection. If you do not reject the change in time, the subscription continues at the new price from the notified period. If we do not notify you of the change properly and in time, the current price remains in place for the next renewal.

6.5 The features and limits of a plan you have paid for cannot be changed to your detriment merely by replacing the Price List on the Website. Changes to the content of the service are governed by Section 9. We may not present the removal of an essential agreed feature or a forced move to another plan as a mere price change. An extension of the service for an additional payment requires your active order.

6.6 You may request a change of plan or billing period in your account or through support. Before confirming it, we will tell you when it takes effect, the new scope, the price, and any settlement of the

remainder of the subscription. Unless expressly agreed otherwise, the change is made only for the following period; no automatic additional payment or double charge arises.

6.7 Discounts, promotional prices, and trial offers have the scope and duration stated before you order. If a discount is temporary, we will also state upfront the price that applies after it ends and the date it ends. This cannot be used to circumvent the protection against other unilateral price changes.

7 Withdrawal from the contract within fourteen days

7.1 You may withdraw from a distance contract without giving any reason **within fourteen days of its conclusion**. The period starts on the following day; its calculation and any extension if the information obligation is not met are governed by law. It is sufficient to send the notice of withdrawal before the period expires.

7.2 Inform us of your withdrawal by an unequivocal statement sent to any of the contact details under Section 1, in particular by email or letter. You may use the Model Withdrawal Form, which we will make available to you separately before you order and send to you with the contract confirmation; its use is not mandatory. State the details that allow you and the contract to be identified; we ask for the order number only if you know it.

7.3 For contracts concluded online, the **"Withdraw from the contract"** function is also available on the Website while the period is running. After you fill in the identification of the contract and confirm sending, we will send you, without undue delay, a confirmation of the content of the withdrawal, including the date and time it was sent. This function does not replace other ways of withdrawing and is not the same as turning off automatic renewal.

7.4 We offer the paid service only with an immediate start after the contract is concluded and payment is confirmed. Before submitting the order, you separately and expressly request the start during the fourteen-day period by ticking a box that is not pre-ticked. We will inform you in advance that, if you withdraw, you will pay a proportionate part of the price for the service actually provided until the withdrawal is delivered, and that the right of withdrawal lapses only once the service has been fully performed, if the statutory conditions are met. Mere agreement to these Terms, payment, account activation, or the first login does not replace the request and, for an ongoing subscription, does not mean full performance of the service. If you do not wish to request an immediate start, you cannot order the paid subscription; without the request, we will not begin performance during the period.

7.5 If you withdraw within the fourteen-day period after a properly requested start of the service, we will keep only a reasonable part of the agreed price corresponding to the time during which the paid service was actually available to you until the withdrawal was delivered. For an ongoing monthly or annual subscription, we calculate it from the price actually paid for the entire period, in the ratio of this time to the length of the selected billing period; we do not charge a special activation fee or retroactively recalculate an annual plan as a monthly one. We will refund the rest of the price. If we did not begin performance at your express request or did not properly inform you, we will not claim the proportionate payment.

7.6 We will refund the price received, less any justified proportionate payment, no later than fourteen days after the withdrawal is delivered, using the same means of payment, unless we agree otherwise without any additional costs for you. In the settlement, we will state the time the service was made available and the time the withdrawal was delivered, the price paid, the length of the period, the calculation of the proportionate payment, and the amount refunded. We do not charge an administrative fee for withdrawal.

7.7 Upon withdrawal, we will end the relevant paid subscription and the related recurring payments. Access to paid features may end; this does not affect the right to have your data made available under Section 12.

7.8 The mere automatic continuation of a properly agreed subscription does not constitute the conclusion of a new contract and does not in itself start a new fourteen-day period. This does not affect the rights in the event of a new separate order, an adverse change, or insufficient prior information.

8 Rules of use and sharing

8.1 For the duration of the contract, you obtain a non-exclusive right to use the service for your own needs within the scope of your plan. Without our consent, you must not resell access, provide the service to third parties under your account, circumvent limits or security protection, or interfere with its operation without authorization. This does not limit any rights that cannot be taken away from you under the law.

8.2 You retain the rights to the data you enter and to your own content. You grant us only the authorization necessary to store, process, and display them, to transfer them to the suppliers involved, and to share them as you request within the service. Acceptance of these Terms does not in itself permit the sale of your trading history or the training of general artificial intelligence models on your personal data.

8.3 Sharing a report or a trade is your choice. Before publication, we will show you the scope of the shared data. A verification code or link enables the person who obtains it to verify the relevant record. Verification confirms that the record originates from the Website; it is not an audit of the entire history, a creditworthiness check, a strategy recommendation, or a guarantee of future results.

8.4 You may stop sharing through the available function or by a request to support. This stops further verification or making available on our side; copies and posts that third parties previously made outside the Website are not automatically removed as a result. You must not alter your reports or misleadingly present them as other data confirmed by us.

8.5 Community access under the Price List is voluntary and may require your own Discord account and acceptance of Discord’s rules. In the community, you must not publish unlawful content, other people’s confidential information, fraudulent offers, or unsolicited advertising, harass other persons, or interfere with their rights. Posts by other users express their own opinions; publication in the community alone does not mean that UNALYZE has approved or verified them.

8.6 If the rules are breached, we may take proportionate action by removing a post or restricting the relevant community feature. We will tell you the reason and allow you to request a review. Restricting one feature does not in itself mean that the other paid services end; any broader intervention is governed by Section 11.

9 Updates and changes to the service

9.1 For as long as we provide the service, we supply the updates needed to maintain the agreed functionality, compatibility, and security. Maintenance and updates on our side usually take place automatically, without the need for your separate consent. If they require your cooperation, we will clearly inform you of their availability, the procedure, and the consequences of not installing them. We are not liable for a defect caused solely by your failure to install a necessary update within a reasonable time, provided that we properly informed you of the update and its consequences and that the failure to install it or its incorrect installation was not caused by a defect in our instructions.

9.2 Beyond the necessary updates, we may, without prior notice, **add new features or extend existing ones** in order to improve the service. This is subject to the condition that we do not thereby restrict the agreed features, limits, or compatibility, do not impair access or use, and that you incur no additional costs or obligations. We will clearly inform you of such an extension on the Website no later than when it is made available. Paid add-ons require a separate order; new purposes of data processing are governed by Section 13.

9.3 We may make other changes to features, limits, or supported technologies, at no additional cost to you, only in order to adapt to changes in legislation or in supported technologies, to eliminate security risks, to ensure interoperability, to adjust capacity, or to improve functionality and usability. The change must be fairly justified and proportionate to its purpose. **At least thirty days in advance, we will notify you by email on a durable medium** of its nature, the specific reason, the impact on your plan, and the date it will be made. If the law requires a reasonably longer notice period, we will comply with it. We do not circumvent these Terms merely by amending the Price List.

9.4 If a change restricts an agreed feature, reduces a limit, or impairs compatibility or access to or use of the service, **you may withdraw from the contract for the affected service without penalty, with effect for the future**, even if the restriction is minor. You may exercise this right as soon as the notice is delivered and no later than thirty days after its delivery or after the change is made, whichever is later. The contract ends when the withdrawal is delivered, unless you specify a later date. We will refund the proportionate part of the price for the unused prepaid period within fourteen days. This does not limit the statutory right to terminate the commitment by notice without penalty in the event of a change to a digital service, or the rights arising from defects.

9.5 In the notice, we will expressly draw your attention to the right to terminate the contract and the procedure for exercising it. The special right under the preceding paragraph does not arise if we enable you, at no additional cost, to keep the service free of defects in its original scope and with its original characteristics. A fundamental change to the subject matter of the service itself or a new paid commitment requires your express agreement.

9.6 You are responsible for the operation of your device, connection, browser, its extensions, and other software of your own. Their manufacturers may install updates automatically; we do not control their timing or content. **Such a change on your device is not in itself a change to the service on our part** and does not give rise to the special right of termination under this Section. We are not liable for problems caused solely by an environment that does not meet the technical requirements clearly communicated before you order, for example an unsupported browser, a blocking extension, or disabled necessary functions. This does not affect our obligation to keep the service functional, secure, and compatible in the supported environment. A routine automatic update of a supported browser alone is not a reason to exclude rights arising from defects; if we change the requirements, the rules of this Section apply.

9.7 We limit scheduled downtime to the time necessary and announce it reasonably in advance. In the event of an imminent security risk, we may intervene immediately and provide an explanation without undue delay afterwards. Such a necessary intervention does not cancel your rights arising from defects or your rights in the event of a restriction under this Section, and it does not serve to introduce a permanent narrowing of features without notice. A change in, or the end of, our cooperation with one of our suppliers does not in itself release us from our obligations to you.

9.8 The availability of the service and scheduled downtime are assessed according to the agreed scope and the statutory rights arising from defects; we do not agree on any specific percentage availability guarantee or any special arrangements for public holidays.

10 Defects of the service and complaints

10.1 We are liable for ensuring that, throughout the term of the commitment, the service corresponds to the agreed description, scope, quality, functionality, compatibility, and security, to the agreed purpose, and to the characteristics that can reasonably be expected. We will provide the necessary instructions and updates. This liability also extends to the activities of the suppliers we use to perform the contract.

10.2 You may notify us of a defect that manifests itself or occurs during the term of the commitment, using the contact details under Section 1. Describe how it manifests itself and the remedy you require, and include the details that allow the account to be identified. You do not need to know the technical cause of the defect or use a special form. We do not charge anything for receiving a complaint or for remedying a defect that was justifiably notified.

10.3 We will confirm receipt of the complaint to you in text form, stating the date on which it was lodged, its description, and the requested method of settlement. We will inform you of the outcome and of the reason for any rejection. We will settle the complaint and remedy the defect **within a reasonable time, taking into account its nature and the purpose of the service**, without significant inconvenience to you. We do not hereby agree on any universal thirty-day waiting period.

10.4 If the service has a defect, you may demand that it be remedied, unless this is impossible or disproportionately costly. You may demand a reasonable price reduction or withdraw from the contract if we do not remedy the defect properly and within a reasonable time, if the defect recurs, if it constitutes a material breach of the contract, or if it is clear that we will not remedy it properly. For a paid service, you cannot withdraw because of a minor defect; the burden of proving that the defect is minor lies with us.

10.5 The price reduction corresponds to the difference between the value of the service free of defects and that of the defective service. For continuous provision, it takes into account the time during which the service was defective. Upon withdrawal, we will also refund the price for the unused prepaid period and for the period of defective performance to the extent provided by law. We will make the refund without undue delay and no later than fourteen days after the relevant right is exercised, using the same payment method, unless we agree otherwise at no cost to you.

10.6 If a defect manifests itself during continuous provision, we bear the burden of proof that the performance was free of defects, to the extent provided by law. Exceptions relating to an incompatible digital environment may be invoked only if the statutory conditions are met, in particular after the necessary technical requirements have been clearly communicated in advance.

10.7 When the cause of a defect is being determined, you may be asked only for necessary and reasonable cooperation by the means that are least intrusive for you. Remote service access is possible only after you have separately authorized the specific intervention, and only for the time necessary; we do not request the master password for this purpose. We will reimburse you for the costs reasonably incurred in connection with a justified complaint.

11 Restriction of access and termination of the contract

11.1 We may restrict access only to the extent and for the time necessary, if this is required to eliminate an imminent security risk, to comply with a legal obligation, to remedy a serious breach of the rules, or because of an unpaid subscription under Section 5. Where possible, we will first ask you to remedy the situation and give you a reasonable period to do so.

11.2 We will notify you of the reason for, scope, and expected duration of the restriction, unless the law prevents this or the notice would compromise security; in that case, we will provide the information as

soon as the obstacle ceases to exist. You may challenge the restriction through our contact details. We will not make the restoration of access conditional on your waiving your rights.

11.3 We may terminate the paid commitment for a material breach of the contract, in particular if, despite a warning, you continue to make the service available without authorization or to attack its operation. In the event of an imminent serious threat or a breach that cannot be remedied, we may act immediately. We will tell you the reason for and date of termination. The subscription is not automatically forfeited as a contractual penalty; we will settle the unused part and assess any claim for damages separately.

11.4 If you have not breached your obligations, we may terminate an ordinary subscription only by giving at least sixty days' notice, and at the earliest as of the end of the paid period. If we stop providing the service earlier, we will refund the price for the remaining part and enable the handover of data. This does not affect your right to other statutory claims.

11.5 You may end the subscription in the ordinary way by turning off renewal under Section 5, withdraw from the contract under Sections 3, 7, 9, and 10, terminate it by notice in the event of an adverse change under Sections 6, 9, and 15, or use switching and termination under Section 12. These options do not limit one another.

11.6 When the paid subscription ends, further recurring payments stop, and access to paid features and synchronization may end. The end of the subscription alone does not automatically mean the immediate and final deletion of the account. We will inform you of the date of the handover and deletion of data under Section 12. We will make refunds for the unused part no later than fourteen days after the entitlement arises.

12 Data export and switching to another provider

12.1 You may request a copy of your data, or switching to another provider or to your own environment, at any time through your account or the contact details under Section 1. A switching request is not tied to the end of an annual or monthly period. When processing data and carrying out switching, we also observe the directly applicable rules of Regulation (EU) 2023/2854 (Data Act) where they apply to the relevant service.

12.2 The export includes the identification and profile data you provided, settings, the identification of trading accounts, the stored trading history, your notes, the reports created, the stored resulting metrics, and the related metadata needed to use this data, to the extent that we retain it and you are entitled to obtain it. It also includes retained data from a previous plan. As standard, we will provide a machine-readable output of the trading history and related data in CSV format, and reports in their available output format; we will publish the specific structure and technical options before you order.

12.3 The export does not include our source code, internal algorithms, security secrets and passwords, or the data of other users. We will not use these exclusions to withhold exportable data or to make switching impermissibly difficult. Before you order, we will publish on the Website technical information on the categories of data and digital assets, the formats, known limitations, the available interface, the jurisdictions of the infrastructure, and the measures against unlawful international access to non-personal data, to the extent required by applicable legislation.

12.4 We will confirm receipt of the request and agree on a secure method of handover, the destination, and the schedule. We will begin switching without undue delay and no later than thirty calendar days after the request, unless you specify a later date, and will, as standard, complete it within thirty calendar days of its start. We will provide reasonable assistance and maintain the security and continuity of the service during switching. You and any new provider will provide the necessary cooperation.

12.5 You may extend the switching period once by a period that you consider more appropriate for your purposes; tell us of your request before the switching period expires. If switching within the standard period is objectively technically unfeasible, we will notify you no later than fourteen working days after the request, substantiate the reasons, and propose an alternative period of no more than seven months. We will use this exception only under the conditions of the aforementioned Regulation.

12.6 Once switching is completed, the affected paid contract ends and we will send you a confirmation. If you expressly request termination and deletion without switching, the paid contract ends no later than thirty calendar days after the request is delivered, unless you specify a later date; this does not affect earlier termination under other provisions. We will confirm the termination to you. Deletion is not conditional on any further agreement, and we will not delay it because of an export you do not want. We will retain only data whose further retention has a separate statutory ground.

12.7 We do not charge any special fee for a standard export, switching, or early termination under this regime. If you request a non-standard format or an individual adjustment of the output beyond our statutory and contractual obligations, we will tell you the price in advance and carry out the adjustment only after you have expressly ordered it; if you do not order it, the standard export remains available to you free of charge. The regular price of the service is due only until the paid contract ends; we will refund the price for the unused part of the prepaid period within fourteen days. A proportionate settlement does not apply where renewal is merely turned off in the ordinary way under Section 5.

12.8 After switching is completed or the paid service otherwise ends, we will keep the exportable data available for you to download for at least thirty calendar days; after successful switching, this period begins when the transitional period ends. We will tell you the last day for retrieval in advance. Access during this phase serves only to hand over the data and is not a new paid subscription. We will then delete the data, subject to separately justified statutory records and the gradual overwriting of backups in accordance with the Privacy Policy. You may request earlier deletion unless a mandatory retrieval period or another legal reason prevents it.

12.9 In the event of withdrawal or termination by notice, we will also make available to you non-personal content that you entered or created, to the extent provided by the statutory rules. Rights relating to personal data under the GDPR remain unaffected. We cannot guarantee that another service will have the same features or allow all outputs to be imported; this circumstance does not release us from the obligation to hand over the data properly.

13 Personal data and cookies

13.1 Information on the purposes, legal bases, recipients, and period of processing of personal data and on your rights is contained in the separate Privacy Policy published on the Website. Information on cookies and similar technologies is contained in the separate Cookie Policy.

13.2 Acceptance of the Terms of Service is not a universal consent to the processing of personal data, to marketing, or to optional cookies. We obtain consents required by law separately and allow you to withdraw them. Processing necessary to provide the ordered service relies on the appropriate legal basis.

13.3 We will explain any changes to the manner of processing, the engagement of new suppliers, or the use of data in new AI features before they begin, and we will ensure the necessary legal basis. A change to the Price List alone does not create any authorization to use your data for a new purpose.

14 Analytical outputs and liability

14.1 Metrics, scores, and reports reflect historical data and the methodology used. The result may be affected by missing or delayed inputs, the time zone setting, the currency, trading costs, and the extent of the history. The UN Score, points, levels, and other ratings are not a confirmation of professional competence, a certification of a strategy, or a forecast of returns.

14.2 If we make available to you an assistant for finding your way around the Website and using its features, it is a form of user support. The assistant has no access to your trading history or to the data of connected trading accounts, unless we expressly inform you in advance of a different scope and ensure a legal basis. Its answers may contain inaccuracies. A planned analytical AI feature does not become part of the paid performance merely by being announced as forthcoming; we will publish any terms and data flows for it before it is launched.

14.3 You make your trading decisions on your own. We do not guarantee a profit, the achievement of a specific result, compliance with the conditions of a trading program, or the prevention of a loss. An investment loss alone does not prove a defect in the service. At the same time, this provision does not exclude our liability if we cause you harm by breaching any of our obligations.

14.4 Our liability for the proper provision of the service and for compensation for harm is governed by the law. These Terms do not exclude or limit obligations that cannot be limited by contract, in particular consumer rights, compensation for harm caused intentionally or through gross negligence, and compensation for harm to a person's natural rights. We do not set any flat-rate cap on our liability to you derived from the amount of the subscription.

14.5 The service is not intended for storing or managing master passwords, or for executing or controlling trade orders or handling funds in your trading account. **We do not assume any guarantee of absolute protection of a broader permission provided in breach of the prohibition, or liability for all operations in your trading account.** However, this does not affect our statutory obligations to secure the data we have actually received. If damage is caused or increased by the provision of a broader permission in breach of Section 4, or by your delay in revoking it, this contribution will be taken into account in accordance with the law. We are not liable for damage caused solely by your breach of an obligation.

14.6 If you breach the prohibition on providing broader permissions or the related obligations under Section 4, you will compensate us, to the extent provided by law, for the **demonstrable damage that you thereby cause us**. This may also include justified claims of third parties that we were obliged to satisfy and reasonably incurred costs of necessary defense, but only if they are causally connected with your breach. We will inform you of any such claim without undue delay, substantiate its grounds and amount, and give you the opportunity to comment on it. Our voluntary acknowledgment or settlement of a claim without your consent does not by itself give rise to your obligation to compensate, nor does it increase the statutory scope of that obligation. The extent of compensation will also take into account any contribution on our part and the duty to prevent the damage from increasing. We do not shift onto you liability for our own breaches of obligations or for our suppliers, and we do not impose flat-rate compensation or automatic reimbursement of every alleged third-party claim.

15 Dispute resolution and final provisions

15.1 We handle suggestions and complaints through the contact details under Section 1. If a dispute cannot be resolved by agreement, a consumer may file a petition for out-of-court resolution with the **Czech Trade Inspection Authority**, Central Inspectorate, ADR Department, Gorazdova 1969/24, 120 00 Praha

2, email adr@coi.gov.cz, website https://coi.gov.cz/informace-o-adr/. The petition must be filed no later than one year after the right that is the subject of the dispute was first exercised with the Provider.

15.2 The out-of-court procedure does not exclude the right to turn to the competent court. The contract is governed by the law of the Czech Republic, in particular Act No. 89/2012 Coll., the Civil Code. The choice of law does not deprive a consumer of the protection afforded by the mandatory provisions of the law of the consumer's habitual residence, where such protection applies. We do not agree on a mandatory arbitration clause or on the exclusive jurisdiction of any court contrary to consumer protection rules.

15.3 We may amend these Terms for ongoing commitments, to a reasonable extent, only because of a change in legislation, a binding decision of a public authority, a change in the technical or security conditions of provision, or a necessary adjustment of the processes for ordering, payments, support, and data handover. The amendment must correspond to the reason in question. The price and feature rules under Sections 6 and 9 cannot be circumvented in this way.

15.4 We will deliver the new version and a clear summary of the changes to you on a durable medium at least sixty days before the proposed effective date. We will draw your attention to the reason, the effective date, and your right to reject the change and terminate the contract by notice without penalty. The rejection may be delivered no later than on the day preceding the effective date. The contract ends at the latest before the change would apply to you; we will refund the unused part of the subscription. Statutory rights to earlier termination remain unaffected.

15.5 If, after proper notice, you do not reject the change in time, the contract continues under the new version from the stated effective date. Changes beyond the agreed scope, a new paid commitment, or a fundamental change to the subject matter of the service require your express agreement. Without it, the existing contract does not change. Directly binding legislation applies by operation of law.

15.6 The invalidity or ineffectiveness of an individual provision does not take away your statutory rights and does not in itself affect the other severable provisions. In the interpretation of a consumer contract, the interpretation more favorable to the consumer applies.

15.7 The contractual documents include **Schedule 1, UNALYZE Price List and Plan Specifications**, as a separate file. We provide the Model Withdrawal Form separately under the procedure in Sections 3 and 7; it is not a schedule to these Terms.

15.8 These Terms of Service apply to contracts concluded from the date of their publication in the order process.