



ORDO™: Notices and License Information

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SERVICES AND FEATURES COVERED

This documentation is applicable to the following services, features, and managed packages (collectively, for the purposes of this document only, the “Covered Services”), provided by GBS Corporation and its affiliates (“GBS”):

- ORDO™

PURPOSE OF THIS DOCUMENTATION

This documentation describes features, restrictions and notices associated with any:

- information sourced from third parties and provided to users via the Covered Services;
- Covered Services functionality that allows users to interact with third-party products, services or platforms; and
- desktop and mobile device software applications provided in connection with the Covered Services.

Customers’ Order Form(s) may include additional terms that apply to its use of the Covered Services.

CUSTOMER DATA

This documentation does not modify GBS obligations with respect to Customer Data as defined in the MSA.

ACCEPTABLE USE AND EXTERNAL-FACING SERVICES POLICY

The Covered Services are subject to the Acceptable Use and External-Facing Services Policy, as applicable.

MFA REQUIREMENT FOR USING THE COVERED SERVICES

Customer must either: (1) enable Multi-Factor Authentication for all users who log in to Customer’s Covered Services through the user interface or (2) ensuring MFA is enabled for all users who use Single Sign-On (SSO) to access Customer’s Covered Services, by using the SSO provider’s MFA services.

Restricted Uses of Information

1. Important: The Covered Services may not be used to generate, send or facilitate messages to third parties (“Messages”) that are unsolicited. Customers shall be solely responsible for the creation, initiation and sending of Messages, including without limitation, complying with any laws, regulations, or rules applicable to the sending of Messages (including obtaining consent to send those Messages) and for the content of Messages. Customer will not use rented, traded, or purchased lists, email append lists, or any list that contains email addresses or phone numbers captured in any other method than express, Customer-specific opt-in when using the Covered Services to send text messages or commercial emails. The use of opt-out lists for such communications is prohibited. GBS retains the right to review client lists and emails/text messages to verify that Customer is abiding by the privacy and permission policies set forth herein.
2. The Covered Services may be used to send Messages only to those recipients who have given customers permission to send them such Messages in accordance with any legal requirements for obtaining such permission, or, for email messages governed by the U.S. CAN-SPAM Act, where the Message can be characterized as a “transactional or relationship message” as contemplated

by the U.S. CAN-SPAM Act. Customers shall also be solely responsible for complying with the U.S. CAN-SPAM Act.

3. If a carrier, aggregator, industry group, government group, or other organization creates a list of email addresses, telephone numbers or other addresses whose status has changed – such as email addresses added to a “do not contact” list or telephone numbers that have been assigned to a new user – GBS reserves the right to block Messages from being sent to those recipients. However, the responsibility for ensuring compliance with such list’s rests solely with our customer and GBS shall not be liable for any failure to block Messages to such addresses or phone numbers or for any failure for inadvertently opting out a user who should be opted-in.
4. Without limiting the generality of any Customer obligations under the MSA, and solely for the avoidance of doubt, Customer shall be solely responsible for obtaining all necessary rights, consents, and authorizations and providing legally adequate privacy notices in connection with its use of the Covered Services, including, but not limited to, notifying third parties that their messaging, chat, or other communications may be recorded, monitored, or stored by Customer or with Customer's third party service providers and obtaining all legally required consents and authorizations for such messaging, chat, or other communications.

THIRD-PARTY PLATFORMS

The Covered Services allow users to interact with third-party products, services and platforms, including Non-GBS Applications, Content, websites, products, services and platforms operated by or on behalf of a customer of the Covered Services (collectively “Third-Party Platforms”).

- The Covered Services may access, collect, process, and/or store information or content from Third-Party Platform accounts (including information otherwise classified as Customer Data under a customer’s agreement with GBS).
- Customers are solely responsible for any content their users provide to any Third-Party Platform. For clarity, Customers are solely responsible for any content, including usernames, passwords, keys, account and/or wallet information their users provide to, or use in connection with, Third-Party Services.
- Customers are solely responsible for any information accessed by their users or any third party from any Third-Party Platform.
- Customers are solely responsible for their users’ interactions or communications with third parties through any Third-Party Platforms.
- Customers are solely responsible for any transactions relating to a separate agreement or arrangement between customers or their users and any Third-Party Platform provider or website and otherwise complying with such agreements.
- Customers are solely responsible for ensuring they have the necessary rights from any Third-Party Platform provider to enable the integration between Covered Services and the Third-Party Platform.