

## **Anti-spam policy of 20 May 2021**

### **What is the anti-spam policy?**

QuarticOn opposes the distribution of unsolicited commercial messages. In order to counteract such practices, QuarticOn has introduced the Anti-Spam Policy.

The Anti-Spam Policy constitutes an appendix to the Rules and Regulations.

The Customer intending to use the Services provided by QuarticOn must accept the Anti-Spam Policy.

Accepting the Anti-Spam Policy is equivalent to Customer's agreement to follow rules contained therein, in particular not to use QuarticOn's Services in order to distribute unsolicited commercial messages (spam).

In addition to following the Anti-Spam Policy, the Customer shall follow the provisions of generally applicable law, in particular those referring to electric services suppliers and personal data protection.

### **What is spam?**

Spam is commercial messages sent to the recipient (usually multiple recipients simultaneously) to which the recipient has not agreed beforehand.

For example, emails and text messages can be spam.

Spam is also messages sent massively to the addresses of recipients from illegally created databases.

QuarticOn strongly opposes and prohibits activities aimed at using the Services provided by QuarticOn to distribute spam.

### **What QuarticOn's Customers are not allowed to do?**

QuarticOn's Customer can under no circumstances use the Services provided by QuarticOn to distribute spam.

### **What are your duties as a Customer?**

When importing databases to QuarticOn's System, the Customer is obligated to import only the entries with consents for electronic communication. Communicating with email addresses without consents is prohibited.

When using QuarticOn's Services, the Customer shall only send emails to verified contacts that have provided an express written consents to receive messages, in particular with a provided identifying electronic mail address.

Each email message sent as part of the use of Services provided by QuarticOn must contain all information enabling the verification of the addressee (Customer) by the recipient and the verification of the recipient (so that QuarticOn is able to verify whether a given recipient has consented to electronic communication).

The minimum data to be provided is the name of the addressee and the email address in the heading, the actual email address within the option of replying to the message and the footer enabling the addressee's identification.

The content of the messages must be comply with the law and good practice.

The Customer shall provide the recipient with a simple, clear, visible and free option of resigning from receiving messages from the Customer.

The Customer must respect the decision of the recipient not wishing to receive messages from them.

### **QuarticOn's additional authorisations**

QuarticOn reserves the right to use any legal and technical measures protecting QuarticOn's System from sending massive email messages unsolicited by the recipients.

QuarticOn reserves the right to use any legally and technically available methods to verify whether actions taken by the Customer are related to spam or violate the Anti-Spam Policy or generally applicable law.

In order to ensure the highest quality standards and to prevent spamming, QuarticOn may take additional steps, in particular:

- (i) setting a limit of sent email messages to a single email address within a specified time interval;
- (ii) refusing to send emails to non-existing email addresses;
- (iii) refusing to send emails to addresses that have not opened any previously sent emails within 180 days;
- (iv) refusing to send emails to addresses whose users have not consented to receive emails from a given sender;
- (v) blocking further email campaigns that are suspected to be repeated violations of the Anti-Spam Policy until all violations have ceased.

### **What happens to those violating the Anti-spam Policy?**

In the event of any violation of the Anti-spam Policy or any generally applicable law, QuarticOn may request the Customer violating the Anti-spam Policy to immediately cease the violations.

If the violations do not cease, QuarticOn may block the Customer's access to the System until the violations are resolved.

In the case of persistent violations of the Anti-Spam Policy or generally applicable law, QuarticOn may immediately terminate the Agreement with the Customer. In such a case, the Customer is not entitled to a refund of any fees paid to QuarticOn.

In the case of violations of generally applicable law, QuarticOn shall notify relevant law enforcement authorities.