GO GUARD

60-Day Site Experience Enrollment Agreement — Individual Site Agreement | Visitor Management System

Item	Particulars
Agreement Date	_____
CSS	CSS Strata Management Sdn Bhd (Company No. 1217422-K) of Unit C-3A-5, Level 4, Block C, Viva Home (UE3), 85 Jalan Loke Yew, Taman Miharja, 55200 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur ("CSS"); Tel: +603-9200 4096; Fax: +603-9200 4249; Website: www.cssgroup.com.my
Customer	_____ (Registration No. _____) of _____ ("Customer")
Registered Site	_____ ("Site")

BACKGROUND

- CSS provides the Go Guard visitor management system, related software, equipment, implementation and support services.
- The Customer wishes to evaluate Go Guard at the Site for 60 calendar days before deciding whether to subscribe and acquire the required equipment.
- The parties agree that the Site's participation is governed by this Agreement and its Schedules, all of which form part of the Agreement.

THE CUSTOMER IS ADVISED TO SEEK INDEPENDENT LEGAL AND PROFESSIONAL ADVICE IN UNDERSTANDING AND EVALUATING WHETHER TO ACCEPT THIS AGREEMENT.

Marketing communications (optional): [ ] The Customer consents to receive promotional, sales and marketing communications from CSS. Consent may be withdrawn at any time by following the unsubscribe procedure in the communication or by written notice to sales@cssstrata.com. Withdrawal does not affect the Experience.

1. STANDALONE AGREEMENT AND RELATIONSHIP WITH OTHER CSS AGREEMENTS

1.1 This Agreement is a separate and standalone agreement governing the Go Guard 60-Day Site Experience at the Site. Go Guard is not included in, and is not automatically provided under, any other CSS agreement, and this Agreement is not a product schedule, annexure or appendix to any other CSS agreement. A customer who wishes to participate in the Experience must separately execute this Agreement, whether or not it holds any other CSS subscription.

1.2 Where the Customer has also executed the CSS System Service Subscription Application Form and its Terms and Conditions (the "System Service Agreement"), this Agreement and the System Service Agreement are separate and independent agreements. Each independently governs its own service, and neither replaces or overrides the other as a whole.

1.3 If an inconsistency between this Agreement and the System Service Agreement relates specifically to the Go Guard service, this Agreement prevails, but only in respect of the Go Guard service. The System Service Agreement continues to govern the other CSS products and services covered by it in all respects.

1.4 Without limiting Clause 1.3, the masking, access, retention, backup, export, deletion and personal-data-breach notification provisions of this Agreement and of Schedule 4 govern the Go Guard service exclusively. The general retention and breach-notification provisions of the System Service Agreement do not apply to, and do not override, the Go Guard service.

1.5 Termination or expiry of the System Service Agreement does not terminate this Agreement, and termination or expiry of this Agreement does not terminate the System Service Agreement. Each is terminated only in accordance with its own terms. The liability cap in Clause 21 is separate from, and is not aggregated with, any cap under the System Service Agreement.

1.6 Conversion to a paid Go Guard subscription is effected only under the separate Go Guard Standard Subscription Agreement in accordance with Clause 15, and not under the System Service Agreement or any product schedule to it.

2. DEFINITIONS

"Activation Date" means the date on which the agreed Go Guard setup is activated, the Equipment is handed over, and the Training Completion and Installation/Activation Acceptance in Schedule 1 is signed.

"Approved Entrance" means each Site entrance or guardhouse listed in Schedule 1.

"Brand-New Unit" means a unit recorded in Schedule 2 as new and not previously deployed at another site.

"Conversion" means the Customer's written election to continue Go Guard after or during the Experience Period, accepted by CSS in accordance with Clause 15 and the applicable subscription, purchase or lease-to-own documents.

"Customer Data" means personal data and other information submitted to, generated through, hosted in or accessed through Go Guard for the Site.

"Equipment" means every tablet, stand, charger, cable and accessory recorded in Schedule 2.

"Experience Period" means 60 consecutive calendar days beginning on the Activation Date, subject only to early termination under Clause 17 or an administrative extension granted by CSS under Clause 4.

"Used Experience Unit" means a unit previously deployed solely for evaluation, demonstration or experience purposes and recorded as used in Schedule 2.

3. ELIGIBILITY, AUTHORITY AND SITE SCOPE

- Participation is subject to CSS approval, equipment availability and Site readiness. It applies only to the Site and Approved Entrances listed in Schedule 1.
- The Customer confirms that it has authority to enter this Agreement and to operate Go Guard at the Site. A managing agent signing for a JMB or MC must provide the authority requested by CSS.
- The Customer must notify CSS in writing within three (3) days of any change in committee, managing agent, authorised signatory, management PIC, security PIC or contact information. Failure to notify CSS of such a change shall be a waiver of the Customer's rights under this Agreement which depend on that information, including the right to be notified. A management or committee change does not automatically terminate this Agreement where the legal Customer remains the same.
- The Experience is not transferable to another Site and may be used only once per Site.

4. COMMENCEMENT AND DURATION

- Signing this Agreement, reserving equipment or delivering equipment without activation does not start the Experience Period.
- The Experience Period begins only when the agreed entrances are operational and the Activation Date is recorded in Schedule 1.
- Where different entrances are activated on different dates, the Experience Period begins on the common date recorded in Schedule 1 after the agreed initial deployment is ready.
- Delay caused by the Customer, including unavailable guards, lack of internet or electricity, postponed training, Site works or committee delay, does not extend the Experience Period.
- CSS may, at its sole discretion, grant an administrative extension where a verified material CSS system or Equipment failure prevented genuine use for a substantial period. No Customer request, preference, Site delay or operational issue creates any entitlement to an extension.
- At the end of the Experience Period the Customer's access to Go Guard will be automatically deactivated, with or without notice, unless the Customer has converted in accordance with Clause 15. The Customer must contact CSS not less than three (3) business days before the end of the Experience Period if it wishes to continue using Go Guard.

5. EXPERIENCE SCOPE AND CHARGES

- CSS will provide the Go Guard functions, Equipment quantities, initial setup, initial training and support expressly stated in Schedule 1, subject to Site readiness and the service limits in this Agreement.
- No RM299 monthly subscription fee is charged during the Experience Period.
- The Customer remains responsible for internet or SIM connectivity, electricity, guard personnel, secure counter space, Site access, civil or electrical work and all other Site operating requirements. CSS is not liable for any telephone, telecommunications or connectivity cost incurred by the Customer, and CSS strongly advises the Customer to subscribe to an appropriate telco service plan.
- Custom development, unsupported integrations, barrier or lift integration, additional training, customer-requested or non-standard onsite visits, civil works and third-party hardware are excluded from the Experience.
- All stated prices are exclusive of applicable SST or other taxes imposed by law. No non-standard delivery, installation, optional work or additional service forms part of the Experience.
- Except where required by law or expressly stated in this Agreement, all charges paid to CSS under this Agreement are non-refundable.
- The Experience is granted for the Customer's own evaluation and operational assessment of Go Guard at the Site and not for any commercial or competitive purpose. The Customer shall not release to any third party the results of any evaluation, monitoring or benchmarking of Go Guard, whether as to availability, performance or functionality, without CSS's prior written approval.

6. EQUIPMENT HANDOVER AND STATUS

- All Equipment remains CSS property throughout the Experience Period and until ownership is transferred under a fully paid purchase or lease-to-own arrangement. All software, applications, systems and other computer programs provided by CSS as part of the Experience remain CSS's property at all times.
- Each item must be recorded in Schedule 2 with its CSS asset ID, manufacturer serial number, model, accessories, entrance location, physical condition, handover date, photographs where used, and status as Brand-New Unit or Used Experience Unit.
- The Customer must inspect the Equipment at handover and sign Schedule 2. An authorised Guard or Management Office representative may sign the physical handover record solely as an operational acknowledgement of receipt, condition and custody; that signature does not authorise Conversion, purchase, lease-to-own or any commercial amendment. Any visible defect not recorded at handover must be reported within two business days.
- The Equipment status in the signed Schedule 2 is conclusive for programme administration. A genuine clerical error may be corrected only through a correction record signed by both parties.

7. BRAND-NEW UNIT TREATMENT

- If the Customer converts, it may retain the same Brand-New Unit under the one-time purchase or lease-to-own option selected in Schedule 5.
- Where applicable and reasonably available, the manufacturer warranty dates and terms for that serial number will be recorded. The warranty is provided by the manufacturer under its applicable terms, runs from the date recognised by the manufacturer and does not restart on Conversion. No additional CSS hardware warranty forms part of the Experience; post-Conversion warranty terms are governed solely by the applicable purchase or lease-to-own agreement.
- If the Customer does not convert, the Brand-New Unit must be returned under Clause 16. After return, it will be classified only as a Used Experience Unit and will not be represented or sold as new.
- The Customer is not entitled to change the Equipment model or obtain replacement of a working Brand-New Unit during the Experience Period. Any Equipment supplied after Conversion is governed exclusively by the applicable purchase or lease-to-own agreement.

8. USED EXPERIENCE UNIT TREATMENT

- A Used Experience Unit is supplied for evaluation and temporary operational use only. It may not be purchased or represented as a new unit.

- If the Customer does not convert, it must return the Used Experience Unit under Clause 16.
- If the Customer converts under an accepted purchase or lease-to-own arrangement, CSS will arrange replacement of the Used Experience Unit with a new unit in accordance with Clause 9, subject to supplier and stock availability.
- Until the replacement new unit is handed over, CSS may permit the Customer to continue using the Used Experience Unit as a temporary loan unit. It remains CSS property and all custody, damage, security and data obligations continue to apply.

9. DELAYED NEW-UNIT HANDOVER AFTER CONVERSION

- CSS will notify the Customer of the expected new-unit delivery period stated in Schedule 1. Delivery remains subject to supplier and stock availability.
- Where a working Used Experience Unit remains at the Site and Go Guard remains materially available for use, the RM299 subscription begins on the agreed Conversion Effective Date.
- The one-time equipment payment or lease-to-own instalments for a replacement new unit begin when that new unit is handed over and accepted, subject to the applicable purchase or lease-to-own agreement.
- At the replacement handover, both parties must record the new serial number, condition and warranty details. The Used Experience Unit must be returned simultaneously or within three calendar days.
- If, solely because CSS is unable to provide working Equipment, no working temporary unit is available and the Site cannot reasonably operate Go Guard, CSS will apply an appropriate pro-rated billing adjustment for the verified period of material non-availability. No adjustment applies to interruption caused by the Customer, Site conditions, connectivity, electricity, third-party services, misuse or events beyond CSS's reasonable control.
- If CSS cannot provide the replacement new unit within the long-stop period stated in Schedule 1, CSS may offer a standard equivalent unit or a revised delivery date. If no standard replacement solution is offered or accepted, the Customer may cancel the unfulfilled equipment arrangement without equipment penalty. Any service already provided remains subject to the RM299 subscription up to the effective service end date.

10. APPROVED ENTRANCES AND FIXED EQUIPMENT SCOPE

- The RM299 subscription applies once per Site and covers one, two or three Approved Entrances listed in Schedule 1.
- Hardware is charged per set. Every entrance's Equipment is separately identified and may have a different Brand-New or Used Experience status.
- On Conversion, each Brand-New Unit may be retained and each Used Experience Unit must be replaced in accordance with Clauses 7 to 9.
- If the Customer converts but requires fewer units, the unneeded units must be returned by the applicable return deadline. RM299 remains the Site subscription fee.
- The Approved Entrances and Equipment quantities recorded on the Activation Date are fixed for the Experience Period. No entrance or Equipment set may be added, substituted or reconfigured under this Agreement.

11. PERMITTED USE AND CUSTODY

- The Customer may use the Equipment only for Go Guard at the Site and must keep it at the assigned Approved Entrance. The Customer must not relocate the Equipment; CSS may relocate it only where CSS determines this is necessary for standard installation, support or recovery.
- The Customer must protect the Equipment against theft, loss, water, impact, excessive heat, unauthorised access and misuse.
- The Customer must not sell, transfer, pledge, lend, sublet, factory-reset, root, dismantle, repair, modify, install unauthorised applications on, or remove CSS labels from the Equipment.
- CSS may inspect, service, replace or recover its Equipment at reasonable times with Site coordination.

12. FAILURE, LOSS, THEFT AND DAMAGE

- The Customer must report any failure, loss, theft, compromised account, physical damage or missing accessory promptly after becoming aware of it through the designated CSS support channel.
- For a failure not caused by misuse, CSS may diagnose, repair or provide a replacement or temporary unit, subject to availability.
- Normal wear and tear is not chargeable. Accidental or negligent damage, water damage, broken screen, missing accessories, unauthorised repair, loss or theft is chargeable according to Schedule 3, subject to inspection and supporting evidence.
- Where Equipment is lost, stolen, not returned or damaged beyond economic repair, its reasonable replacement value will take into account whether it was recorded in Schedule 2 as a Brand-New Unit or Used Experience Unit, together with its age and condition at handover. The equipment replacement value will not exceed RM2,500 per complete Equipment set, exclusive of applicable SST. Reasonable recovery costs supported by evidence may be charged separately.
- A police report may be required for theft or suspected criminal loss. The Customer must cooperate with remote logout, credential reset, wipe or other security action.
- Replacement of a lost or damaged unit does not automatically restart the Experience Period.

13. CUSTOMER RESPONSIBILITIES

- Appoint and maintain a management PIC and security PIC, make relevant personnel available for training and ensure authorised guards and staff use the system appropriately. The Guard or Management Office representative who receives the training must sign the Training Completion and Activation Sign-Off in Schedule 1; that signature is an operational acknowledgement only and does not authorise commercial commitments.
- Provide stable connectivity, electricity, secure physical placement and reasonable Site access for installation, support, inspection and collection.
- Maintain current authorised-user records, protect credentials, avoid password sharing and remove access promptly when staff or guards change.
- Give a written report to CSS within twenty-four (24) hours if a user account, user identification or password is lost, stolen or compromised. Until such report has been received by CSS, the Customer is responsible for all transactions and access to Go Guard effected using that account, user identification or password by any person, whether authorised or unauthorised.
- Comply with all laws and Site procedures concerning visitor admission, security, surveillance and personal data.
- Maintain appropriate manual or alternative security procedures for emergencies, outages and situations where a visitor cannot or will not use the digital process.
- Ensure that all persons who access Go Guard through the Customer's internet connection are aware of this Agreement and comply with it.

13A. Acceptable use and prohibited conduct

a) Unless expressly permitted by CSS in writing, the Customer shall not licence, sub-licence, sell, resell, transfer, assign, distribute or otherwise commercially exploit or make available to any third party Go Guard or its content; modify or make derivative works based on Go Guard or its content; reverse engineer, disassemble or hack Go Guard or any portion of it, or defeat or overcome any encryption technology or security measure implemented by CSS; or access Go Guard in order to build a competitive product or service.

b) Without limitation, the Customer undertakes not to use, and not to permit anyone else to use, Go Guard:

i. in breach of this Agreement or of any applicable law or regulation;

ii. in a manner that may unreasonably encumber or impose an unreasonable or disproportionately large load on the Go Guard infrastructure, in CSS's reasonable opinion;

iii. in a manner that may interfere or attempt to interfere with the proper working of Go Guard or with any third party's participation in it;

iv. in a manner that bypasses or attempts to bypass measures used by CSS to prevent or restrict access to Go Guard;

v. to collect or harvest any personally identifiable data, including names or other user account information, or to use any communication system provided by CSS for commercial solicitation purposes;

vi. to intercept or attempt to intercept any communication transmitted by way of a telecommunications system;

vii. for any fraudulent purpose;

viii. otherwise than in conformance with accepted internet practices and the practices of any connected network;

ix. in any way calculated to incite hatred against any ethnic, religious or other minority, or otherwise calculated adversely to affect any individual, group or entity; or

x. for a purpose other than that for which CSS has designed or intended it.

c) The following are expressly prohibited, and the Customer undertakes not to do, and not to permit anyone else to do, any of the following:

i. furnishing false data, including false names, addresses and contact details, or the fraudulent use of credit or debit card numbers;

ii. attempting to circumvent CSS's security or network, including accessing data not intended for the Customer, logging into a server or account the Customer is not expressly authorised to access, or probing the security of other networks;

iii. uploading, emailing, posting, transmitting or otherwise making available any content the Customer does not have a right to make available under any law or under a contractual or fiduciary relationship, including inside information and proprietary or confidential information learned or disclosed under an employment relationship or a non-disclosure agreement;

iv. sending spam or otherwise duplicative or unsolicited messages in violation of applicable law;

v. sending or storing infringing, obscene, threatening, libellous or otherwise unlawful or tortious material, including material harmful to children or in violation of third-party privacy rights;

vi. sending or storing material containing software viruses, worms, Trojan horses or other harmful computer code, files, scripts, agents or programs;

vii. interfering with or disrupting the integrity or performance of Go Guard or the data contained in it, or attempting to gain unauthorised access to Go Guard or its related systems or networks;

viii. using Go Guard for the benefit of any third party or in any manner not permitted by the licence granted under this Agreement;

ix. opening or operating multiple user accounts in connection with conduct that violates the letter or spirit of this Agreement; or

x. engaging in any conduct which, in CSS's reasonable opinion, restricts or inhibits any other user from properly using or enjoying Go Guard.

d) The obligations in this Clause 13A survive the expiry or termination of this Agreement.

14. CSS RESPONSIBILITIES AND SERVICE LIMITS

- CSS will configure the agreed Go Guard scope, provide initial training and provide reasonable remote support during the standard support hours stated in Schedule 1. Email support may be accessed at supports@cssdecisions.com and support@cssdecisions.com, and chat or telephone support at 03-9200 4094 and 03-9200 4098, or such other channels as CSS may notify. Messages left outside business hours will be responded to on the following business day. Where CSS determines that remote diagnosis is insufficient, CSS may arrange onsite support subject to personnel availability, Site coordination and scheduling. This Agreement does not guarantee onsite attendance or include any fixed number or frequency of onsite visits.

- CSS may apply maintenance, security patches and updates. CSS will use reasonable efforts to minimise material interruption. CSS reserves the right to make changes, modifications, reductions in functionality and enhancements to Go Guard at any time and from time to time without prior notice.
- Go Guard assists visitor registration and management. It is not an emergency service, physical security service or guarantee against crime, trespass, unauthorised access or human error.
- Services that depend on internet, telecommunications, cloud, device manufacturer or other third parties may be affected by matters outside CSS's reasonable control.
- Support under this Agreement is provided on a reasonable-efforts basis. It does not include a service-level agreement or guarantee any fixed acknowledgement, attendance, repair, restoration or resolution time.
- CSS and its designees have the right, but not the obligation, in their sole discretion to pre-screen, refuse, delete, stop, suspend, remove or move any Customer Data or content which violates this Agreement or any applicable law, is the subject of a complaint from another user or of a notice of intellectual-property infringement or other legal instruction for removal, or is otherwise objectionable. CSS may also block the delivery of a communication to or from Go Guard to protect Go Guard or its users or to enforce this Agreement. Subject to Clause 21, CSS is not liable for exercising, or for not exercising, any right under this bullet.

15. REVIEW AND CONVERSION

- The parties may conduct an operational review around Day 30 and a Conversion review around Day 45.
- Before the Experience Period expires, the Customer must record in Schedule 5 whether it wishes to: purchase the required equipment and continue at RM299 per month; apply for the approved lease-to-own plan and continue at RM299 per month; or discontinue and return all Equipment.
- Schedule 5 records the Customer's election only. Conversion is effective only after CSS accepts the election and the parties sign the applicable subscription and, where relevant, outright-purchase or lease-to-own documents. Silence, continued possession, use or failure to reply does not by itself create a paid subscription or transfer ownership.
- CSS may accept early Conversion through the standard Conversion process. The Conversion Effective Date and billing start must be recorded in Schedule 5. Unused Experience days expire on Conversion and are not credited, carried forward or exchanged for additional services.
- Conversion does not restart, extend, suspend or otherwise affect any retention period already running in respect of Customer Data created during the Experience Period. Each retention period in Schedule 4 continues to run from the date of creation of the relevant record or, where Schedule 4 so provides, from the visitor's recorded checkout time, irrespective of the Conversion Effective Date. Customer Data created during the Experience Period is not re-dated, refreshed or treated as newly created by reason of Conversion, and the same periods continue to apply under the Go Guard Standard Subscription Agreement after Conversion.

16. EXPIRY, NON-CONVERSION AND RETURN

- If the Customer does not convert, Go Guard access may be deactivated after the Experience Period and the Customer must, within seven calendar days, return all Equipment or make it available for collection as directed by CSS, at the Customer's own cost.
- The Customer remains responsible for the Equipment until CSS physically receives it and signs Schedule 6.
- The parties should inspect the Equipment jointly. Missing items, damage and any disagreement must be recorded in Schedule 6.
- If the Customer fails to return Equipment after written notice, CSS may disable access and claim the applicable replacement value and reasonable recovery costs, subject to applicable law.

17. EARLY TERMINATION AND SUSPENSION

- The Customer may end the Experience early by written notice to CSS at sales@cssstrata.com and must return the Equipment and comply with the data-exit process.
- CSS may suspend or terminate for material breach, unlawful or unsafe use, unauthorised access, false information, Equipment tampering, serious data-protection risk, repeated refusal to cooperate or non-return of CSS property.

- Where a breach can reasonably be remedied, CSS may provide a reasonable cure notice before termination. Immediate suspension is permitted for urgent security, legal or data-protection risk.
- Either party may additionally terminate this Agreement for cause upon thirty (30) days' written notice to the other party of a material breach if that breach remains uncured at the expiry of that period. This bullet is without prejudice to CSS's rights above.
- Upon suspension or termination, the Customer must immediately return to CSS all Equipment, products and accessories furnished by CSS, at the Customer's own cost, failing which CSS is entitled to claim compensation equivalent to the replacement value determined under Clause 12 together with reasonable recovery costs.
- Subject to Clause 21, where suspension or termination is effected in accordance with this Agreement, CSS is not liable to the Customer for any loss, damage, cost, loss of profit or loss of prospective profit of any nature arising out of it.

18. PERSONAL DATA PROTECTION

The parties will comply with the Personal Data Protection Act 2010 [Act 709], as amended, and other applicable Malaysian data-protection requirements. Schedule 4 governs the processing of Customer Data and prevails over inconsistent general terms on that subject.

- For Site visitor-management data, the Customer acts as data controller and CSS as data processor acting on the Customer's documented instructions given in accordance with Clause 19A.1. Each party remains an independent data controller for personal data it processes for its own contracting, billing, support, security, audit or legal obligations.
- The Customer must ensure that collection is lawful, limited to what is necessary and accompanied by an appropriate Personal Data Protection Notice, including Bahasa Malaysia and English versions where legally required. The Customer, and not CSS, is responsible for informing users and third parties that their information is provided to CSS, for informing them how it will be used and for gathering the consents required for that transfer and use. CSS has no liability arising from the Customer's use of Go Guard to collect or manage sensitive personal data.
- Customer Data must not be used for unrelated marketing, sale, unlawful surveillance, discrimination or other incompatible purposes.
- Access to Customer Data must be limited according to role, purpose and operational necessity. The Customer must assign, review and revoke permissions appropriately and must not use or request access to another person's visitor activity without lawful authority. No resident-account category is automatically entitled to another user's visitor activity merely because the accounts relate to the same unit. This does not restrict authorised management or guard access limited to lawful Site security and administration.
- The Customer appoints and manages its authorised users and remains responsible for their use of Customer Data after authorised access, including any download, report generation, printing, photography, screenshot, copying, onward disclosure, storage and disposal. The Customer must ensure that such acts are lawful, necessary, secure and limited to Site visitor-management and security purposes. Customer Data must not be sold, supplied to property agents, used for sales or rental solicitation, or used for any unrelated commercial purpose.
- The Customer, and not CSS, has sole responsibility for the accuracy, quality, integrity, legality and intellectual-property ownership of, or right to use, all Customer Data, and CSS is not responsible or liable for the deletion, correction, destruction, damage or loss of Customer Data save as expressly provided in this Agreement.
- Report-generation, download and export rights are restricted to individual named authorised users designated in writing by the Customer and recorded in the system. The Customer must maintain a current written list of those named authorised users, must not permit report generation through a shared, generic or unattributed account, and must withdraw designation promptly when a person ceases to require it.
- Where the standard function is available, a named authorised user may generate the Daily Operational Visitor Report while a visitor remains checked in and for twenty-four (24) hours after the recorded checkout time. The report will contain only selected operational fields made available by CSS and will exclude higher-risk fields such as contact numbers, identification details, visitor photographs and security credentials. After that period, historical information will be masked or restricted according to Schedule 4.
- CSS may record available report-generation, download, security and administrative actions. CSS does not warrant that every viewing, physical print, screenshot, photograph, copy, onward transmission or other off-system act is technically detectable or logged, and CSS does not control an authorised user's handling of information outside Go

Guard. This does not limit CSS's responsibility for its own breach of this Agreement or obligations imposed directly upon CSS by law.

- The use of Go Guard requires the electronic transmission of data over open, accessible and worldwide networks such as the internet, which carries a risk of transmission to an unauthorised person despite precautionary measures. Subject to Clause 21, CSS is not liable for any loss or damage sustained by reason of any disclosure, inadvertent or otherwise, of information or data concerning the Customer, unless caused by CSS's gross negligence.
- The Customer must notify CSS promptly after becoming aware of a lost device, compromised credential, unauthorised access or suspected personal data breach. CSS will notify the Customer within twenty-four (24) hours after CSS becomes aware of facts giving it reasonable grounds to believe that a personal data breach affecting Customer Data has occurred. That twenty-four (24) hour period runs from the time CSS becomes so aware and not from the time the incident occurred or from any earlier time at which it might have been discoverable, and runs continuously, including on Saturdays, Sundays and public holidays. CSS may conduct a prompt preliminary assessment, and the notification may contain only the information reasonably available to CSS at the time and may be supplemented and corrected as the investigation progresses; a notification containing preliminary information satisfies this requirement, and CSS is not in breach of it by reason only that the initial notification is incomplete, is later revised, or is delayed by an event beyond CSS's reasonable control under Clause 22. The parties will take reasonable steps to contain, investigate and mitigate the incident and will cooperate with any notification required by applicable law.
- During the Experience Period, the standard Go Guard service does not include facial-recognition matching, biometric identification or biometric templates. Ordinary visitor photographs supported by Go Guard are permitted. This does not prevent CSS from offering an official biometric module in the future under separate terms and privacy requirements.

19. DATA ACCESS, EXPORT, RETENTION AND DELETION

- The post-expiry export-request window, export format, operational masking and access periods, active-system retention periods, deletion process and backup rotation are stated in Schedule 4. Continued live or unmasked access after the applicable period, expiry or termination is not guaranteed.
- CSS may require verification that a data-export or rights request comes from an authorised person and may use secure delivery methods.
- During the service period, CSS will provide reasonable assistance required by applicable law and available through the agreed service functionality for a valid data-portability request under section 43A of Act 709, subject to verification of identity and authority, technical feasibility, compatibility, security and the rights of other persons. This is separate from the post-expiry export-request window.
- CSS may retain minimum records required for security, fraud prevention, dispute, legal or regulatory purposes, subject to access restriction and lawful retention.
- The Customer must not assume immediate deletion from backups. Residual copies will expire through the secure backup rotation stated in Schedule 4, are maintained primarily for service continuity and disaster recovery, and are not an extension of normal customer access or a customer archive.
- The Customer acknowledges and agrees that it alone determines the purposes for which and the manner in which Customer Data is processed, that CSS stores and processes Customer Data on behalf of and in accordance with the Customer's instructions, and that the Customer is responsible for satisfying itself that the retention periods in Schedule 4 are consistent with its own legal, regulatory, statutory and record-keeping obligations. By enrolling in the Experience the Customer approves and accepts those retention periods.
- Where the Customer requires any category of Customer Data to be retained beyond the applicable retention period, or requires the retrieval, export or restoration of any Customer Data, the Customer must submit a written request to CSS before the expiry of the applicable retention period. CSS will, subject to technical feasibility, security and payment of CSS's prevailing charges, retain, retrieve or restore the same. CSS is under no obligation to entertain any request received after the expiry of the applicable retention period.
- The Customer acknowledges that data storage capacity is finite and is a cost borne by CSS, that deletion under Schedule 4 is carried out on a rolling and automated basis, and that CSS is under no obligation to give notice before deletion is effected. Subject to Clause 21, CSS is not liable to the Customer or to any third party for any loss, damage,

cost or expense of any nature arising from the deletion of Customer Data in accordance with this Clause 19 or Schedule 4.

- CSS is not obliged to retain any Customer Data after the expiry or termination of the Experience Period and may delete Customer Data after that date in accordance with Schedule 4, without further obligation or liability to the Customer.
- This Clause 19 and Schedule 4 prevail over any inconsistent provision of this Agreement on the subject of data retention and deletion, and survive the expiry, termination, cancellation or suspension of this Agreement.

19A. Documented instructions, exceptional access and legal hold

19A.1 Documented instructions. Any instruction of the Customer to CSS concerning the processing, access, masking, retention, export, restoration or deletion of Customer Data must be given in writing by the authorised signatory, management PIC or security PIC named in Schedule 1, or by a person whose authority CSS has verified. CSS may decline to act on an instruction which is not so given and may require written confirmation before acting. CSS will maintain a record of the instructions on which it acts. A demonstration, telephone call, informal message, operational discussion or request from an unverified person is not a documented instruction.

19A.2 Exceptional access to restricted or masked Customer Data. Where the Customer requires access to Customer Data which has been masked or restricted under Schedule 4, the following process applies and no other means of access is available:

a) the Customer must submit a written request to CSS from a person named in Schedule 1, stating the specific records or period required, the lawful purpose of the request and the incident, complaint, dispute, insurance claim, legal proceeding, police report or regulatory requirement to which it relates;

b) CSS will verify the identity and authority of the requester and may require supporting documents, including the relevant police report, insurance reference, court document or regulatory direction, before acting;

c) CSS may approve, limit or decline the request at its discretion, having regard to lawfulness, necessity, proportionality, the rights of other persons, security and technical feasibility, and may decline a request it reasonably believes to be unlawful, excessive or unrelated to a genuine purpose;

d) where approved, access is granted only to the specific records identified, only to the named individuals identified in the approval, and only for a defined access window which will not exceed fourteen (14) calendar days unless CSS agrees a longer period in writing for the purposes of ongoing proceedings. Access ends automatically on expiry of the access window;

e) CSS will record the request, the verification carried out, the approval or refusal, the records released, the persons to whom access was granted and the access window, and will retain that record in accordance with Schedule 4;

f) the Customer is responsible for the lawful use, security, storage, disclosure and disposal of any data released under this Clause 19A.2 and must destroy or return it when the purpose for which it was released has been fulfilled; and

g) CSS may charge its prevailing rate for the work involved in verifying and fulfilling a request. Nothing in this Clause obliges CSS to restore, recreate or retrieve data already deleted or anonymised in accordance with Schedule 4.

19A.3 Legal hold. Where CSS or the Customer becomes aware of an actual or reasonably anticipated incident, complaint, dispute, claim, investigation, court proceeding or regulatory inquiry to which Customer Data is or may be relevant, either party may notify the other in writing that a legal hold applies, identifying the records or categories of records and the matter to which the hold relates. On a legal hold taking effect, CSS will suspend the deletion, purging, overwriting and anonymisation of the identified Customer Data in the live system for so long as the hold remains in force, notwithstanding the expiry of the applicable retention period and notwithstanding the expiry or termination of this Agreement. Data under legal hold remains subject to restricted access and may be accessed only through Clause 19A.2. A legal hold does not apply to backup media, which continue to expire through CSS's ordinary rotation. The party that imposed the hold must notify the other in writing as soon as the matter is resolved and the hold is released, after which ordinary deletion resumes as soon as reasonably practicable. Where a hold is imposed by the

Customer, the Customer must satisfy itself that continued retention remains necessary and lawful, and CSS may charge its prevailing rate where a hold requires data to be retained beyond the applicable retention period.

20. INTELLECTUAL PROPERTY AND CONFIDENTIALITY

- CSS retains all rights in Go Guard, software, documentation, configuration, trademarks, improvements and related intellectual property. The Customer receives only a limited, revocable, non-transferable right to use Go Guard at the Site during the Agreement.
- No right or licence is granted directly or indirectly to use or reproduce any CSS proprietary content, trademark, service mark, brand name or logo, and the Customer may not claim any right, title or interest in them.
- The Customer must not copy, distribute, republish, transmit, publicly display, publicly perform, modify, adapt, rent, sell, reverse engineer, circumvent security, publish non-public technical benchmarking, create derivative works of any portion of Go Guard, or provide access to a competitor. The Customer must not, without CSS's prior written consent, mirror or frame any part or the whole of Go Guard on any other server or as part of any other website.
- Each party must take reasonable measures to protect the other's confidential information and disclose it only to personnel or advisers who need it and are bound by confidentiality.
- CSS may not use the Customer's name, logo, testimonial or Site as a public case study without separate written permission.

21. WARRANTIES, LIABILITY AND RESPONSIBILITY

- Each party warrants that it has authority to enter this Agreement and will comply with applicable law.
- Except for express commitments in this Agreement and rights that cannot legally be excluded, Go Guard is provided during the Experience Period for evaluation on an "as is" and "as available" basis. To the fullest extent permitted by law, all implied warranties, conditions and representations are excluded.
- CSS does not warrant that Go Guard or the Equipment will be uninterrupted, error-free, free from every vulnerability, compatible with any unlisted third-party system, or capable of detecting or preventing every error, misuse, intrusion, unauthorised act or security incident.
- To the maximum extent permitted by law, neither party is liable for indirect, incidental, special, exemplary, punitive or consequential loss, loss of profit, revenue, goodwill, opportunity or anticipated savings, business interruption, loss or corruption of data, or loss caused by the other party's unlawful instructions, acts or omissions, unauthorised users, credential compromise, Site conditions or failure to maintain reasonable security or contingency procedures.
- To the extent permitted under Malaysian law, CSS is not liable or responsible for: (a) the suitability of Go Guard or the Equipment for the Customer's intended use; or (b) any fault or defect resulting from (i) the improper use, operation or neglect of Go Guard or the Equipment; (ii) the failure by the Customer to implement recommendations in respect of solutions to faults or defects previously advised by CSS; (iii) any repair, adjustment, alteration or modification by any person other than CSS without CSS's prior written consent; (iv) any breach by the Customer of its obligations under any maintenance agreement in respect of the devices on which Go Guard is operated; (v) any unlawful use of Go Guard; or (vi) the use of Go Guard for a purpose for which it was not designed.
- Except for rights that cannot lawfully be excluded and CSS's express obligations under this Agreement, the Customer's sole remedy in respect of any problem with, or dissatisfaction with, the Experience Service is to discontinue use of Go Guard and return the Equipment in accordance with Clause 16.
- Where Equipment is lost, stolen, not returned or damaged beyond economic repair, its replacement value will be assessed according to whether it was provided as a Brand-New Unit or Used Experience Unit, taking into account its age and condition at handover, and will not exceed RM2,500 per complete Equipment set, exclusive of applicable SST.
- Subject to liability that cannot lawfully be limited, CSS's total aggregate liability arising out of or relating to the Experience Period, whether in contract, tort (including negligence), statute or otherwise, will not exceed RM2,500 per Site. This cap does not limit the Customer's responsibility for Equipment loss, theft, non-return or damage, recovery costs or other amounts properly payable under this Agreement.
- Nothing in this Agreement excludes or limits liability for fraud, wilful misconduct, death or personal injury caused by negligence, or any other liability that cannot lawfully be excluded or limited. Each party remains responsible for its statutory personal-data obligations to the extent imposed by law.

- CSS does not provide any indemnity, hold-harmless undertaking, insurance-like protection, unlimited coverage or uncapped liability in favour of the Customer under this Agreement. No request, purchase order, tender document, correspondence, quotation, discussion, handwritten insertion or operational document creates such an obligation.

21A. INDEMNITY

21A.1 The Customer unconditionally and irrevocably undertakes to fully and effectively indemnify CSS, its officers, directors, employees, agents, contractors, assigns, servants, affiliates, members of its group of companies and third parties connected to it, and to keep each of them indemnified, from and against any and all claims, losses (including loss of profit), liabilities, obligations, penalties, fines, costs and expenses (including solicitors' fees on a solicitor-and-client basis) arising in any way from:

a) the Customer's use of Go Guard, the Equipment or the Experience Service;

b) any use of Go Guard by any other party using the Customer's user account or having access to Go Guard through the Customer, whether such use is authorised or unauthorised;

c) any unlawful or unauthorised Customer Data, instruction, disclosure, access permission or processing by or through the Customer or its authorised users;

d) infringement of another person's rights by materials supplied by the Customer, including any copyright, proprietary or privacy right;

e) any breach or alleged breach of this Agreement by the Customer or by its agents, representatives or persons acting under it; or

f) the fraud, wilful misconduct or negligence of the Customer or any of its authorised users.

21A.2 CSS must notify the Customer reasonably promptly of a claim under Clause 21A.1 and allow reasonable participation in the defence or settlement, provided that no settlement admitting CSS fault or imposing a non-monetary obligation on CSS may be entered without CSS's written consent. The indemnity does not apply to the extent a claim is finally determined to have been caused by CSS's fraud, wilful misconduct or breach of this Agreement.

21A.3 This obligation to indemnify continues in full force and effect and survives the expiry or termination of this Agreement for any reason, and is not subject to or limited by the cap in Clause 21.

22. FORCE MAJEURE

Neither party is liable for delay or failure caused by events beyond its reasonable control, including natural disaster, epidemic, government action, change of law, telecommunications or cloud failure, cyberattack not caused by its failure to take reasonable security measures, labour disruption, supplier shortage or transport interruption. After becoming aware of a material effect on performance, the affected party will notify the other as soon as reasonably practicable, take reasonable mitigation steps and resume performance when practicable. A prolonged event does not entitle the Customer to customised or additional services. CSS may suspend the affected performance, apply a standard administrative extension or terminate this Agreement without prejudice to accrued obligations.

23. GENERAL

- This Agreement, including all completed Schedules, is the entire agreement for the Site's 60-day Experience and replaces prior statements on that subject.
- Only the functions, Equipment, support and commitments expressly stated in this Agreement apply. Demonstrations, presentations, proposals, messages, discussions, indicative delivery dates, product roadmaps and staff statements do not add to or vary the standard Experience.
- The Experience is provided only on the standard scope and terms in this Agreement. No Customer request, staff discussion, message, proposal, handwritten note, operational sign-off or course of dealing adds units, training, onsite visits, functionality, integrations, service levels, exclusivity, special pricing or any other non-standard commitment. Any variation, modification or waiver is of no effect unless in writing signed by both parties.
- The Customer may not assign or transfer this Agreement without CSS's written consent. CSS may use approved service providers and subprocessors while remaining responsible for its contractual obligations.

- Formal notices must be sent to the contacts in Schedule 1 by hand, registered post or email with delivery evidence. Any notice, demand or other document may be sent by CSS to the Customer by transmitting the same to the Customer's last-known email address known to CSS, and is deemed received immediately upon successful transmission, notwithstanding any delay caused by mechanical or electronic failure or any other reason.
- If any provision is invalid or unenforceable, it will be read down where lawful and the remaining provisions continue in effect. Failure to enforce a provision is not a waiver. Where any matter falls within the scope of more than one provision of this Agreement, nothing prevents CSS from enforcing against the Customer the more, or the most, stringent requirement.
- Time is of the essence for every obligation for which a time is expressly stipulated in this Agreement.
- No joint venture, partnership, employment or agency relationship exists between the Customer and CSS as a result of this Agreement or the Experience.
- The Customer declares that it has the legal capacity and corporate or statutory authority to enter into and execute this Agreement, that its signatory is authorised to bind it, that it has read and understood this Agreement, that it has been advised to seek and has had the opportunity to obtain independent legal and professional advice, and that it is fully aware of its liabilities and the limits of CSS's responsibilities and liability before signing.
- Where the Customer has given its consent under Background above, CSS may send promotional, sales and marketing communications relating to CSS products and services to the contact details supplied. The Customer may withdraw that consent at any time by following the unsubscribe procedure in the relevant communication or by written notice to sales@cssstrata.com. Withdrawal of consent does not affect the Experience or any other provision of this Agreement.
- This Agreement is governed by Malaysian law and the parties submit to the courts of Malaysia.
- Electronic signatures and counterparts may be used to the extent permitted by law and accepted by CSS.

24. SURVIVAL

Clauses 1 (standalone agreement), 5 (charges and evaluation restrictions), 6 and 11 to 12 (Equipment custody, loss and damage), 13A (acceptable use), 16 and 17 (return and consequences of termination), 18 to 19 and 19A (personal data, retention, deletion, exceptional access and legal hold), 20 (intellectual property and confidentiality), 21 (warranties and liability), 21A (indemnity) and 23 (general), together with any other provision which by its nature is intended to survive, remain in full force and effect after the expiry, termination, cancellation or suspension of this Agreement.

SCHEDULE 1

Site, commercial and activation particulars

Item	Particulars
Customer legal name	_____
Registration number	_____
Site name and address	_____
Authorised signatory	Name: _____ Designation: _____
Management PIC	Name: _____ Mobile: _____ Email: _____
Security PIC	Name: _____ Mobile: _____ Email: _____
Customer privacy/DPO contact	Name/Role: _____ Email: _____ Mobile: _____
Number of Approved Entrances	_____ entrance(s)
Number of Equipment sets	_____
Included initial setup/training	Standard Go Guard setup and one initial operational training session for the Guard or Management Office.
Excluded work	Not available under the Experience; see Clause 5.
Activation Date	To be completed on the Training Completion and Installation/Activation Acceptance date: _____
Experience End Date	Activation Date + 60 calendar days: _____
RM299 subscription	RM299 per month per Site after Conversion, exclusive of applicable SST
One-time equipment purchase	RM2,500 per complete set, exclusive of applicable SST
Lease-to-own option	No deposit; RM119 per equipment set per month for 24 months (RM2,856 total per set, before applicable SST); ownership transfers only after all 24 hardware instalments and other hardware-related amounts are fully paid
Expected new-unit delivery after conversion from used unit	Targeted within 30 calendar days after the Conversion Effective Date, subject to supplier and stock availability; Clause 9 applies if delayed
Long-stop new-unit delivery period	30 calendar days from the Conversion Effective Date, after which the Customer remedies in Clause 9 apply; this is not a guaranteed delivery date
CSS support channel/hours	Monday to Friday, 9:00 a.m. to 5:30 p.m., excluding public holidays in Kuala Lumpur, through CSS's designated support channel; no fixed response or resolution time applies
Standard Experience terms	No special terms, customisation, additional functionality or non-standard service applies.

TRAINING COMPLETION AND INSTALLATION/ACTIVATION ACCEPTANCE

- Go Guard has been configured for the Approved Entrances stated above.
- The Equipment in Schedule 2 has been handed over and its status explained.
- Initial training has been completed for the Guard or Management Office representative signing below.
- The Site representative acknowledges the Activation Date and Experience End Date stated above.

Party	Signature
For CSS	Name: _____ Designation: _____ Signature: _____ Date: _____
Site representative (tick one: [ ] Guard [ ] Management Office)	Name: _____ Designation: _____ Signature: _____ Date/Time: _____

SCHEDULE 2

Equipment Handover Register

Complete one row for every item or set. Tick or clearly write NEW or USED EXPERIENCE for each tablet.

Asset ID	Serial No.	Model/Item	Entrance	Status	Condition/ Accessories	Warranty/Date
				NEW / USED		
				NEW / USED		
				NEW / USED		
				NEW / USED		
				NEW / USED		
				NEW / USED		

Equipment Handover Sign-Off: I/We have inspected the above Equipment, acknowledge its recorded status and condition, and accept physical custody subject to this Agreement. The Site representative's signature records operational receipt only and does not authorise any commercial commitment or amendment.

Party	Signature
For CSS	Name: _____ Signature: _____ Date/Time: _____
Site recipient (tick one: [ ] Guard [ ] Management Office)	Name: _____ Designation: _____ Signature: _____ Date/Time: _____

Replacement new-unit handover following Conversion:

Returned Used Unit Serial	New Unit Serial	Model	Condition	Warranty	Handover/ Return Date

SCHEDULE 3

Equipment damage and replacement charges

Charges apply only to customer-caused loss, non-return or damage beyond normal wear. Replacement valuation follows Clause 12, including NEW/USED status and the RM2,500 per-set maximum.

Item/Event	Normal wear/fault	Customer-caused damage/loss	Charge
Tablet manufacturing failure	CSS diagnosis and appropriate warranty action	Applies only to confirmed misuse	RM0 where confirmed as a non-customer-caused fault
Tablet lost or stolen	Not applicable	Full replacement	Clause 12 replacement valuation
Broken screen / physical damage	Not applicable	Repair or replacement	Actual reasonable repair or replacement cost, supported by evidence
Water/liquid damage	Not applicable	Repair or replacement	Actual reasonable repair or replacement cost, supported by evidence
Tablet stand	Normal wear accepted	Missing/damaged	Actual reasonable replacement cost supported by supplier invoice or prevailing quotation
Original charger/cable	Normal wear accepted	Missing/damaged	Actual reasonable replacement cost supported by supplier invoice or prevailing quotation
Unauthorised repair/reset/modification	Not applicable	Diagnostic / restoration / replacement	Actual reasonable repair or replacement cost, supported by evidence
Recovery after non-return	Not applicable	Replacement value and reasonable recovery cost	Clause 12 valuation plus evidenced recovery cost

SCHEDULE 4

Personal Data Protection Schedule

A. ROLES AND INSTRUCTIONS

- The Customer is the data controller for Site visitor-management data and determines the permitted purposes, fields, users, disclosures and retention, subject to law.
- CSS is the data processor for that data and will process it only within the agreed service scope to provide, secure, maintain and support Go Guard, follow the Customer's documented instructions given in accordance with Clause 19A.1, and comply with law. CSS remains directly responsible for obligations imposed upon it as a data processor, including applicable Security Principle obligations, and may decline an instruction that it reasonably believes is unlawful, insecure or outside the agreed service scope.
- CSS is an independent controller for its own contracting, billing, support-contact, fraud-prevention, security-log, audit and legal-compliance data.
- Each party will identify and publish an appropriate privacy contact and, where appointment is legally required, its Data Protection Officer contact. A contact may be updated through the relevant party's official Personal Data Protection Notice without amending this Agreement.

B. DATA SUBJECTS, DATA AND PURPOSES

Item	Agreed scope
Data subjects	Visitors, residents/hosts, guards, management staff, authorised administrators, contractors and delivery personnel, where applicable.
Personal data	Name, mobile number, vehicle registration, unit visited, host information, neutral visit-purpose category, date/time, check-in/out, QR/pre-registration data, account data, device/IP/available action logs and photograph or limited identification details only where configured, necessary and lawfully collected.
Purposes	Visitor pre-registration, check-in/out, access administration, Site security, incident investigation, user support, service security, audit and legal compliance.
Excluded from the Experience	The Experience Service does not include facial-recognition matching, biometric identification or biometric templates. Ordinary visitor photographs supported by Go Guard are permitted, but the Customer must not enter health information or other sensitive personal data unrelated to lawful visitor management. This does not prevent CSS from offering an official biometric module in the future under separate terms and privacy requirements.

C. CUSTOMER OBLIGATIONS

- Provide a compliant Personal Data Protection Notice at or before collection, including appropriate signage and digital notice for QR/pre-registration.
- Ensure lawful processing and consent where required; collect only necessary fields; use neutral predefined categories where available; do not place sensitive or unnecessary details in free-text fields; keep information accurate; assign, review and revoke access according to least privilege; and control the lawful use, storage, disclosure and disposal of any downloaded, printed, photographed or copied report. Access by management and guards must remain limited to lawful Site security and administration purposes.
- Respond to visitors' and other data subjects' requests, including access, correction and valid data-portability requests under section 43A of Act 709, and instruct CSS where processor assistance is needed after verifying identity and authority.
- Notify CSS immediately of lost devices, compromised credentials, unauthorised access, excessive collection or suspected breach.

D. CSS OBLIGATIONS

- Maintain reasonable technical and organisational measures for access control, staff confidentiality, cloud/service security, logging, backups and secure support access.
- Ensure personnel and authorised subprocessors process Customer Data only as required for the service and are bound by appropriate confidentiality and security obligations.
- Provide reasonable assistance required by applicable law and available through the agreed service functionality for access, correction and valid data-portability requests, security investigation, deletion, export and legally required notification, taking into account the nature of processing, technical feasibility, compatibility, security, the rights of other persons and available information.
- On equipment return, deactivate Site access and securely reset or wipe local device data before redeployment.

E. SUBPROCESSORS AND CROSS-BORDER PROCESSING

- The Customer authorises CSS to use hosting, cloud, messaging, maintenance and support providers reasonably required to provide Go Guard, provided CSS binds them to appropriate written data-protection, security, confidentiality, breach-notification and deletion or return obligations according to their role.
- CSS will maintain an accurate subprocessor and hosting-location record, provide information reasonably requested by the Customer, and reflect any material change through that record or CSS's official Personal Data Protection Notice within a reasonable period.
- Where processing or access occurs outside Malaysia, CSS and the Customer will comply with the applicable requirements of Act 709, including the relevant section 129 condition and notice requirements. CSS will document the applicable transfer basis and reasonable safeguards for the relevant destination and processing arrangement.

F. SECURITY INCIDENT AND BREACH

- Each party will take reasonable steps to contain and mitigate the incident, preserve relevant available evidence, maintain confidentiality and provide information reasonably needed for assessment.
- CSS will notify the Customer within twenty-four (24) hours after CSS becomes aware of facts giving it reasonable grounds to believe that a personal data breach affecting Customer Data has occurred, on the basis set out in Clause 18 (period running from awareness, running continuously, preliminary notification sufficient). CSS may conduct a prompt preliminary assessment, provide the incident information reasonably available at the time and supplement it as the investigation progresses; a preliminary notification satisfies this requirement. The Customer, as controller, leads notification to the Commissioner or affected data subjects within applicable statutory timelines, while each party remains responsible for notifications concerning personal data for which it acts as independent controller.
- Each party will preserve relevant evidence and maintain restricted records of its breach assessment, decisions and notifications for at least two (2) years or any longer period required by law.
- The parties will coordinate external communications and will not identify the other publicly, except where disclosure is required by law.

G. DATA EXIT, RETENTION AND DELETION

Data exit parameter	Position
Post-expiry export-request window	Authorised export requests may be submitted for up to 14 calendar days after expiry or termination; continued live system access is not guaranteed.
Export request deadline	14 calendar days after expiry or termination.
Export format	CSV, PDF or available system-generated report, depending on the relevant record.
Live-data deletion/anonymisation	For a non-converting or terminated Site: scheduled through CSS's normal deletion/anonymisation process after the 14-day export-request window, targeted for completion within 30 calendar days, except for records retained under the approved schedule, applicable law or an authorised legal hold.

Data exit parameter	Position
Backup expiry (firm maximum)	Personal data deleted from active systems may remain temporarily in encrypted, access-restricted backups and will be removed through CSS's secure backup rotation within a firm maximum period of 90 calendar days after deletion from the live system. That 90-day period is a maximum and not a target. Backup media are maintained solely for service continuity, restoration and disaster recovery. During that period the residual data is not accessed or processed by CSS for any other purpose, is not available for viewing, reporting, searching, export or customer retrieval, is accessible only by CSS personnel authorised for backup and restoration duties, and is not deleted immediately record-by-record. A legal hold under Clause 19A.3 does not extend the backup rotation period.
Security / legal records	Minimum records may be retained for lawful security, dispute, audit or regulatory purposes with restricted access.
Ordinary visitor check-in/out records	24 months from the visitor's recorded checkout time. After the first 24 hours following checkout, personal details will be masked or restricted according to available standard functionality, while minimum historical movement information may remain available.
Visitor photographs or identification details	Visitor photographs: 90 days in the live system from the visitor's recorded checkout time, after which they will be deleted from the live system. Any residual backup copy will expire through secure backup rotation within a firm maximum of 90 calendar days after deletion from the live system, as stated in the Backup expiry row, and is not available for customer retrieval. Limited identification details: 90 days from the recorded checkout time. Normal viewing ends 24 hours after checkout; later access is restricted and may be considered only through an authorised incident, dispute, insurance, legal, police or regulatory process. Full identification-document images are not ordinarily collected or retained under the standard service. Neither period is extended under the Overlapping categories row merely because a visitor photograph or identification detail forms part of, or is linked to, an ordinary visitor check-in/out record or any other category in this Schedule. Either may be retained beyond its period only under the Legal hold, Incident, investigation, dispute or legal-hold records, or Extended retention on request rows.
Available system security and administrative action logs	24 months from creation, including available report-generation or download records. This covers logs actually generated by the standard system and does not promise that every viewing, physical printing, screenshot, photography, copying, transmission, attempted activity or off-system act is recorded.
Financial, billing, payment and tax records	7 years, or such longer period as required by applicable law.
Incident, investigation, dispute or legal-hold records	Restricted retention until the matter is resolved and any applicable legal or limitation period has expired, after which ordinary deletion must resume when continued retention is no longer necessary.
Access to masked or restricted data	Only through the written, verified and time-limited exceptional-access process in Clause 19A.2. No other route of access is available. Approved access is limited to the identified records and named individuals and ends automatically on expiry of the access window (maximum 14 calendar days unless CSS agrees a longer period in writing for ongoing proceedings).
Legal hold	Deletion of identified Customer Data in the live system is suspended while a legal hold under Clause 19A.3 is in force, notwithstanding expiry of the retention period and notwithstanding expiry or termination of this Agreement. Held data remains restricted and accessible only through Clause 19A.2. Backup media continue to expire through ordinary rotation.
Named authorised users	Report-generation, download and export rights are restricted to individual named authorised users designated in writing by the Customer and recorded in the system (Clause 18). Shared, generic or unattributed accounts must not be used for report generation.

Data exit parameter	Position
Customer instructions	Instructions concerning processing, access, masking, retention, export, restoration or deletion must be given in writing by a person named in Schedule 1 or a person whose authority CSS has verified, and are recorded by CSS (Clause 19A.1).
Effect of conversion	Conversion does not restart, extend or suspend any retention period already running. Periods continue to run from the date of creation of the record or from the recorded checkout time, irrespective of the Conversion Effective Date, and continue to apply under the Go Guard Standard Subscription Agreement after Conversion (Clause 15).
Extended retention on request	Available only on written request received before expiry of the applicable period, subject to technical feasibility, security and payment of CSS's prevailing charges (Clause 19). CSS is under no obligation to entertain a request received after expiry.
Overlapping categories	Where Customer Data falls within more than one category, the longest applicable retention period applies.
Notice of deletion	Deletion is carried out on a rolling and automated basis. CSS is under no obligation to give notice before deletion is effected, and, subject to Clause 21, is not liable for loss arising from deletion carried out in accordance with this Schedule.

Retention periods will be reviewed periodically against necessity, legal requirements and the approved schedule. Where an authorised incident, dispute or legal hold applies, access must remain restricted and ordinary deletion must resume when the hold is released and continued retention is no longer required.

H. DATA PROTECTION BY DESIGN AND FUTURE HIGH-RISK MODULES

CSS will apply reasonable data-protection-by-design and data-protection-by-default measures to the standard functions that process Customer Data. Any biometric, facial-recognition or other high-risk module that CSS may officially offer in the future will be governed by its applicable product terms, privacy requirements and standard implementation process. No such future module forms part of the Experience or is promised under this Agreement.

SCHEDULE 5

Conversion Election Form

The Customer must select one option. This form records an election only. Conversion is not effective until accepted by CSS and the applicable subscription and equipment documents are signed.

Select	Option	Customer election
[ ]	OPTION A	Elect to continue Go Guard at RM299 per month per Site and purchase _____ equipment set(s) at RM2,500 per set, subject to CSS acceptance, applicable SST and the separate outright-purchase/order terms.
[ ]	OPTION B	Apply to continue Go Guard at RM299 per month per Site under the 24-month lease-to-own plan for _____ set(s), with no deposit, at RM119 per set per month (RM2,856 total per set), subject to CSS approval, applicable SST and execution of the separate lease-to-own agreement.
[ ]	OPTION C	Discontinue Go Guard and return all CSS Equipment within seven calendar days after the Experience Period or the applicable service end date under this Agreement.

Conversion particulars and signatures:

Item	Particulars
Conversion Effective Date	_____
RM299 billing start	_____
Equipment payment/instalment start	Brand-new unit handover and acceptance date
Brand-New Units retained	_____
Used Experience Units to be replaced	_____
Expected replacement new-unit date	_____
Conversion terms	Governed solely by the applicable subscription and equipment agreement; no special term forms part of this election.
For CSS	Name: _____ Designation: _____ Signature: _____ Date: _____
For Customer	Name: _____ Designation: _____ Signature: _____ Date: _____

SCHEDULE 6

Equipment Return and Inspection Form

Asset ID	Serial No.	Item	Return Date	Condition	Missing/Damage	Charge/Dispute

- All Site user sessions have been deactivated or transferred as applicable.
- Local device data has been reset/wiped by CSS before redeployment.
- Any missing item, damage, charge or disagreement is recorded above.
- Customer custody ends only for Equipment physically acknowledged as received by CSS.

Party	Signature
For CSS	Name: _____ Signature: _____ Date/Time: _____
For Customer	Name: _____ Signature: _____ Date/Time: _____

EXECUTION OF AGREEMENT

By signing below, the parties confirm that they have read, understood and agreed to this Agreement and all completed Schedules. The person signing for each party represents that he or she is authorised to do so.

FOR CSS STRATA MANAGEMENT SDN BHD	**FOR CUSTOMER**
Signature: _____	Signature: _____
Name: _____	Name: _____
Designation: _____	Designation: _____
Date: _____	Date: _____
Company stamp (if applicable):	Company/JMB/MC stamp (if applicable):