GO GUARD

System Subscription Agreement — for direct subscriptions, conversion from the 60-Day Experience, and adoption by existing subscribers

PARTIES AND AGREEMENT PARTICULARS

Item	Particulars
Service Provider	CSS Strata Management Sdn Bhd (Company Registration No. 1217422-K) ("CSS")
Business address	Unit C-3A-5, Level 4, Block C, Viva Home (UE3), 85 Jalan Loke Yew, Taman Miharja, 55200 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, or CSS's current notified business address
Customer	The legal entity identified in Schedule 1
Site	The property development or managed site identified in Schedule 1
Agreement date	_____

Subscription route — tick one:

- [ ] Direct Subscription — a new paid Go Guard subscription beginning on the Commencement Date.
- [ ] Conversion from the 60-Day Experience — paid service beginning on the Conversion Effective Date recorded in Schedule 1.
- [ ] Existing Subscriber Adoption — an existing Go Guard customer adopts this Agreement prospectively from the Adoption Date in Schedule 1.

By signing, each party agrees that Schedule 1, the clauses below and all completed Schedules form one Agreement. The Customer subscribes to the standard Go Guard service available on the Effective Date. Product demonstrations, proposals, messages, roadmaps, requests and oral discussions do not create additional commitments or future-feature promises.

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 Consent may be withdrawn at any time by following the unsubscribe procedure in the communication or by written notice to sales@cssstrata.com.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 provision of Go Guard.

1. CONTRACT STRUCTURE AND ORDER OF PRECEDENCE

1.1 This Agreement governs the Customer's subscription to the standard Go Guard service for the Site. It comprises the executed signature page, Schedule 1, Schedule 2, Schedule 3, Schedule 4 and these clauses.

1.2 A separately signed equipment purchase or lease-to-own agreement controls only the relevant Equipment price, payment, ownership, warranty, custody and ownership-transfer matters. Schedule 1 controls only the Customer, Site, subscription route, Effective Date, approved entrances, selected fee and billing cycle. Schedule 2 records Equipment and SureMDM status. These clauses control the software scope, support, security, data protection, warranties, liability and all other legal and operational matters.

1.3 For an Existing Subscriber Adoption, this Agreement applies from the Adoption Date and does not retrospectively create a new commencement date, change completed payments or waive accrued rights. Prior equipment ownership and payment status remain determined by existing invoices, receipts and handover records.

1.4 This Agreement is a separate and standalone agreement. 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 subscribe to Go Guard must separately execute this Agreement, whether or not it holds any other CSS subscription.

1.5 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.

1.6 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.

1.7 Without limiting Clause 1.6, 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.

1.8 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 21.5 is separate from, and is not aggregated with, any cap under the System Service Agreement.

2. DEFINITIONS

"Customer Data" means personal data and other data submitted to, generated through or stored in Go Guard for the Site, excluding CSS's own contracting, billing, security and support records.

"Effective Date" means the applicable Commencement Date, Conversion Effective Date or Adoption Date stated in Schedule 1.

"Equipment" means the tablet, stand, charger, accessories and related items recorded in Schedule 2.

"Go Guard" means CSS's standard visitor registration and management software service described in Schedule 3.

"Personal Data Breach" means a breach of personal data as defined by applicable Malaysian personal-data protection law.

"Site" means the single property development or managed location stated in Schedule 1.

"SureMDM" means the device-management platform or its successor used by CSS to configure, secure and support managed Go Guard devices.

"Conversion" means the Customer's election to continue Go Guard after the 60-Day Site Experience, accepted by CSS under the Go Guard 60-Day Site Experience Enrollment Agreement;

"Experience Period" means the 60 consecutive calendar day period under the Go Guard 60-Day Site Experience Enrollment Agreement;

"Live System" means CSS's production environment for Go Guard, and does not include backup, archival or disaster-recovery media;

"Subscription Fees" means the recurring software subscription charges stated in Schedule 1, exclusive of applicable SST and of any Equipment or other separately stated charge;

3. STANDARD GO GUARD SERVICE

3.1 CSS grants the Customer a limited, non-exclusive, non-transferable and revocable right to use Go Guard at the Site during the subscription term, subject to this Agreement.

3.2 The standard service includes only the functions, approved entrances, Equipment and support stated in the completed Schedules. The subscription fee is charged per Site, not per entrance, but each entrance requiring Equipment must have an Equipment set recorded in Schedule 2.

3.3 Go Guard is one standard, generally available subscription product. It does not include custom development, customer-specific workflows, non-standard integrations, bespoke reports, dedicated onsite personnel, guaranteed service levels or any function not expressly stated in Schedule 3.

3.4 The Customer subscribes based only on the standard functionality available on the Effective Date. The subscription is not contingent on any future feature, enhancement, upgrade, integration, report, workflow, roadmap item or statement about future functionality.

3.5 A request, suggestion or feedback does not create any obligation, delivery date, exclusive right, warranty or commitment by CSS. CSS management alone may decide whether to evaluate or adopt a request as a future generally

available enhancement or upgrade. CSS may modify, prioritise, delay, decline or stop considering a request without liability and determines the availability, scope, pricing and terms of anything later released.

3.6 Go Guard assists visitor registration and administration. It is not an emergency service, a physical-security service or a guarantee against crime, trespass, unauthorised access, fraud, human error or misuse.

4. COMMENCEMENT, TERM AND ADOPTION

4.1 The paid subscription begins on the Effective Date and continues month-to-month. For an Existing Subscriber Adoption only, a pre-existing annual billing cycle recorded in Schedule 1 may continue for billing administration and does not create a minimum term.

4.2 No fixed twelve-month commitment applies merely because the Customer signs this Agreement. A prepaid annual billing cycle governs billing only and does not create a longer minimum term.

4.3 Either party may terminate the continuing subscription by at least thirty (30) calendar days' written notice, subject to payment of accrued charges, Equipment obligations and Clauses 18 and 19.

4.4 A conversion from the 60-Day Experience becomes effective only when CSS accepts this signed Agreement and all required Equipment documents. Unused Experience days expire on the Conversion Effective Date without credit or exchange for additional services. Continued use, a conversion election or payment of subscription fees does not by itself transfer Equipment ownership or create a lease-to-own arrangement.

4.4A Conversion does not restart, extend, suspend or otherwise affect any retention period already running in respect of Customer Data created during the 60-Day Experience. 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.

4.5 Where an annual billing cycle is recorded in Schedule 1, that billing cycle renews automatically for successive twelve (12) month billing periods on the then-current terms and applicable renewal pricing, unless the Customer gives CSS written notice by email to sales@cssstrata.com not less than thirty (30) days before the end of the then-current billing period. This Clause 4.5 governs billing administration only. Consistently with Clauses 4.1 and 4.2, it does not create a minimum term, a fixed twelve-month commitment or a renewing contract term, and it does not limit or delay either party's right to terminate under Clause 4.3. Where the subscription is terminated part-way through a prepaid billing period, Clause 5.5 applies to the fees already paid.

5. FEES, TAXES AND BILLING

5.1 The standard new-subscription fee is RM299 per month per Site, exclusive of applicable SST. For an Existing Subscriber Adoption, the fee and billing cycle recorded in Schedule 1 continue until the stated review date or a lawful price adjustment takes effect.

5.2 Equipment purchase, lease-to-own instalments, replacement charges and other separately stated charges are additional to the software subscription fee. All fees are exclusive of bank charges, payment-provider charges, dishonoured-payment charges and applicable SST or other taxes of a similar nature, which the Customer shall pay in addition.

5.3 Invoices are payable by the due date stated on the invoice. Failure to receive an invoice does not remove the obligation to pay an amount that is otherwise due, but CSS will provide a replacement copy upon reasonable request.

5.4 CSS may revise recurring fees, surcharges and other charges by giving at least forty-five (45) calendar days' written notice. An increase will not alter a fully paid current billing period and will take effect only from the next applicable billing cycle after the notice period. CSS may likewise impose further charges on giving the same period of notice.

5.5 Except where required by law or expressly stated, prepaid fees and all other charges are non-refundable. CSS may recover reasonable documented costs of collecting overdue sums, including legal costs on a solicitor-and-client basis to the extent permitted by law.

5.6 The Customer acknowledges and agrees that the fees for any additional server, instance or Site required as a result of a future amalgamation, reconstruction, subdivision or other change to the Customer's constitution or the Site, and which is not covered by this Agreement, are payable separately at CSS's prevailing rate.

5.7 The Customer is responsible for its own internet, SIM or telecommunications service plan for the operation of Go Guard. CSS strongly advises the Customer to subscribe to an appropriate telco service plan. CSS is not liable for any telephone, telecommunications or connectivity cost incurred by the Customer.

6. EQUIPMENT, OWNERSHIP, CONDITION AND WARRANTY

6.1 Equipment ownership and payment arrangements are governed by Schedule 2 and any separately signed outright-purchase or lease-to-own agreement. Software subscription does not itself transfer Equipment ownership.

6.2 Equipment supplied under lease-to-own remains subject to the separate lease-to-own agreement until all required payments and conditions are satisfied. CSS-owned or unpaid Equipment must not be sold, pledged, relocated to another Site, dismantled or transferred.

6.3 The Customer must take reasonable care of the Equipment, provide suitable power and connectivity, restrict physical access and promptly report loss, theft, damage or malfunction after becoming aware of it. All hardware products and accessories are under the Customer's sole care and responsibility after CSS's delivery or handover and the Customer's acknowledgement of acceptance in good condition. To the extent damage results from abuse, accident, unauthorised modification or any cause other than a defect in materials and workmanship, the Customer and not CSS bears the loss.

6.4 Manufacturer warranties apply according to their terms. CSS does not give an additional hardware warranty unless expressly stated in a separate equipment agreement.

6.5 Where the Equipment is furnished originally by CSS, CSS provides a one (1) year manufacturing warranty for the tablet device and a three (3) month warranty for each of the phone receiver, Bluetooth keyboard and wireless barcode scanner. Products and accessories not mentioned in this Clause 6.5 are excluded from warranty. Where a warranty claim is received, CSS will investigate it and may, at its sole discretion, repair or exchange the item.

6.6 Go Guard will be installed and supported only on Equipment approved and recorded by CSS. A customer-provided, substituted or unapproved device is outside the standard subscription, and CSS has no obligation to install, configure or support Go Guard on it.

7. SUREMDM AND DEVICE MANAGEMENT

7.1 SureMDM is part of CSS's standard security, configuration and support arrangement for CSS-supplied Go Guard tablets. The Customer must not bypass, disable, reset or interfere with SureMDM or related controls.

7.2 SureMDM remains mandatory for trial, loaned, CSS-owned and lease-to-own Equipment until ownership has fully transferred. A request to remove SureMDM does not create an entitlement to removal.

7.3 A Customer that has completed outright purchase and owns the relevant tablet may request release from CSS management only through CSS's separate SureMDM Release Acknowledgement. Release becomes effective only after CSS verifies ownership and full payment, accepts the request and completes the release process.

7.4 After an effective release, the Customer controls the device administrator credentials, technical dashboard, operating-system settings, applications, security configuration and any replacement MDM subscription. CSS support is then limited to the Go Guard service and does not cover device or security issues caused by customer control, third-party applications, malware, unauthorised changes or incompatible configuration.

7.5 CSS will not disclose a shared master password. Any release will be performed through CSS's controlled release process.

8. CUSTOMER RESPONSIBILITIES

8.1 The Customer must:

- use Go Guard only for lawful Site visitor-management and security-administration purposes;
- provide accurate Site, resident, host and visitor configuration information and correct errors promptly;
- maintain lawful notices, signage, consent or other legal bases required for the Customer's collection and use of personal data;

- assign access on a least-privilege basis and promptly remove former committee members, staff, guards, managing agents and other users who no longer require access;
- maintain electricity, internet, compatible network conditions, physical security and reasonable contingency procedures at the Site;
- not upload unlawful, excessive, misleading or irrelevant sensitive information into free-text or attachment fields; and
- cooperate reasonably with incident investigation, rights requests, Equipment recovery and lawful regulatory requirements.

8.2 Acceptable use and prohibited conduct

a) Unless expressly permitted by CSS in writing, the Customer shall not sell, rent, loan, sub-licence, disclose, assign or share the use of, or otherwise communicate or make available, Go Guard or any part of it to any other party; 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 in respect of Go Guard or data transmitted, processed or stored 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 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.

e) The obligations in this Clause 8.2 survive termination of this Agreement.

9. ACCOUNTS, AUTHORITY AND ACCESS

9.1 The Customer is responsible for ensuring each user is properly authorised. Shared credentials are prohibited unless a system function expressly supports a controlled shared operational account.

9.2 The Customer must protect credentials, enable available authentication controls, prevent unattended access and notify CSS promptly after becoming aware of a lost device, compromised credential, unauthorised account or suspicious activity.

9.3 CSS may rely on instructions from a person using valid Customer credentials or identified in Schedule 1 as an authorised contact until CSS receives and reasonably processes a change notice. CSS may require identity and authority verification before acting on sensitive instructions.

9.4 No owner, joint owner, tenant, resident or sub-account is automatically entitled to another person's visitor activity merely because the accounts relate to the same unit. Access must follow lawful authority, role and purpose.

9.5 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.

9.6 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.

9.7 The Customer must 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 shall be responsible for all transactions and access to Go Guard effected using that account, user identification or password by any person, whether authorised or unauthorised, and CSS shall not be responsible for any prohibited or unauthorised use of Go Guard arising from it.

9.8 The Customer must notify CSS in writing within three (3) days of any change to the information previously provided to CSS, including any change of committee, management entity, managing agent, authorised signatory, authorised contact, billing details 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.

10. SUPPORT, MAINTENANCE AND SERVICE CHANGES

10.1 Standard support is available Monday to Friday, 9:00 a.m. to 5:30 p.m., excluding public holidays in Kuala Lumpur, through CSS's designated support channel. 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 from time to time. Messages left outside business hours will be responded to on the following business day.

10.2 Support is provided on a reasonable-efforts basis. No fixed acknowledgement, response, onsite-attendance, repair, restoration or resolution time forms part of this Agreement.

10.3 CSS may maintain, patch, secure, add to, modify, replace or retire generally available standard functionality for legal, security, technical, operational or product reasons. Where reasonably practicable, CSS will notify the Customer of a material change that removes core subscribed functionality and will use reasonable efforts to minimise material interruption. No change creates an obligation to deliver requested or future functionality.

10.4 Onsite support, retraining and non-standard work are not included. Customer requests, purchase orders, tender documents, staff discussions, messages, support tickets, proposals, demonstrations, delivery indications and product roadmaps do not add to or vary the standard service. Where CSS agrees to provide such work, it is chargeable at CSS's prevailing rates notified before the work is carried out.

11. AVAILABILITY AND THIRD-PARTY DEPENDENCIES

11.1 Go Guard depends on internet, telecommunications, cloud, hosting, messaging, device manufacturers, operating systems and other third parties. Performance may be affected by matters outside CSS's reasonable control.

11.2 CSS does not warrant uninterrupted, error-free, latency-free or vulnerability-free operation; compatibility with every device, network or third-party system; or detection or prevention of every error, misuse, intrusion, unauthorised act or security incident.

11.3 Planned or emergency maintenance, public-network failure, third-party outage, Site power or connectivity failure, customer configuration and unsupported devices do not by themselves constitute CSS breach.

11.4 No service credit or fee adjustment applies for unavailability, delay or interruption under this Agreement.

11.5 Certain components of Go Guard may be subject to licence terms and conditions of use imposed by a relevant authority or third-party service provider from time to time. The Customer accepts and agrees to be bound by and comply with those terms as notified by CSS. CSS may cancel the Customer's right to use an affected component at any time if a licence granted to CSS by the relevant authority ends. The relevant authorities may receive and have access to information relating to the Customer to the extent necessary to provide, licence or regulate the relevant component.

12. CYBERSECURITY AND SHARED RESPONSIBILITY

12.1 CSS will maintain reasonable technical and organisational measures appropriate to the nature of the service and information processed, including measures for controlled access, personnel confidentiality, service security, logging where available, backup, patching and secure support access.

12.2 Cybersecurity is a shared responsibility. CSS does not control the Customer's users, Site devices after an authorised SureMDM release, local networks, physical access, credential sharing, unlawful instructions or third-party systems selected by the Customer.

12.3 CSS's backups are maintained primarily for service continuity and disaster recovery; they are not a substitute for the Customer retaining source documents, legally required records or periodic exports of information important to its operations.

12.4 Recovery depends on the nature of the incident, the latest available usable backup, data integrity, technical feasibility and third-party availability. No fixed recovery-point objective, recovery-time objective or guarantee of zero data loss forms part of this Agreement.

12.5 Where restoration is reasonably possible, CSS may restore the affected environment from the latest usable backup. Records corrupted, deleted or compromised before the relevant backup, or by authorised users, customer systems or undetected malicious activity, may also exist in backup copies.

12.6 References to logs mean the action, security or administrative records actually generated by the standard system. CSS does not warrant that every screen view, attempted action, device event, third-party event or undetected activity is recorded, and the scope and granularity of available logs may change as the standard service evolves.

12.7 CSS and its designees shall 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 (a) violates this Agreement or any applicable law or regulation; (b) is the subject of a complaint from another user; (c) is the subject of a notice of intellectual-property infringement or other legal instruction for removal; or (d) is otherwise objectionable. CSS may also block the delivery of a communication, including a status update, posting, message or chat, to or from Go Guard as part of CSS's effort to protect Go Guard or its users, or otherwise to enforce this Agreement. Subject to Clause 21.6, CSS shall not be liable to the Customer or any third party for exercising, or for not exercising, any right under this Clause 12.7.

12.8 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 in an unpredictable manner despite precautionary measures. Subject to Clause 21.6, CSS shall not be 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.

13. PERSONAL DATA PROTECTION

13.1 Each party will comply with the Personal Data Protection Act 2010 [Act 709], as amended, and other applicable Malaysian personal-data protection requirements.

13.2 For Site visitor-management data, the Customer acts as data controller and CSS acts as data processor on the Customer's lawful documented instructions. Each party is an independent data controller for personal data it processes for its own contracting, billing, support, security, audit or legal purposes.

13.3 The Customer determines and is responsible for the lawful purposes, necessary data fields, user permissions, disclosures, Personal Data Protection Notices and retention settings within the agreed service. The Customer must not use Customer Data for unrelated marketing, sale, unlawful surveillance, discrimination or another incompatible purpose. CSS may decline an instruction that it reasonably believes is unlawful, insecure or outside the agreed service scope. 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.

13.4 CSS may use hosting, cloud, messaging, maintenance and support subprocessors reasonably required to provide Go Guard, subject to appropriate written confidentiality, security, breach-notification and data-handling obligations according to their role. CSS will maintain an appropriate subprocessor and hosting-location record and reflect material changes through that record or CSS's official Personal Data Protection Notice within a reasonable period.

13.5 Where processing or access occurs outside Malaysia, the parties 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.

13.6 Each party will maintain an appropriate privacy contact and, where legally required, a Data Protection Officer contact. Contact information may be updated through the party's official Personal Data Protection Notice without amending this Agreement.

14. SECURITY INCIDENT AND BREACH RESPONSE

14.1 Neither party is required to report an incident that is genuinely unknown to it. Once a party becomes aware of credible facts indicating a possible incident, it will take reasonable steps appropriate to its role to assess, contain, investigate and mitigate the matter.

14.2 CSS will notify the Customer within twenty-four (24) hours after CSS becomes aware of facts giving reasonable grounds to believe that a Personal Data Breach affecting Customer Data has occurred. The 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 the incident 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 Clause 14.2, 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.

14.3 A notice, investigation, containment step or cooperation by CSS is not by itself an admission of fault, legal liability or the final scope or cause of the incident.

14.4 The Customer, as data controller, leads notifications concerning Site visitor-management data to the Commissioner and affected data subjects where required by law. CSS will provide reasonable assistance required by applicable law and reasonably available information.

14.5 The parties will preserve relevant available evidence, restrict incident information to persons who need it and coordinate external statements, except where disclosure is required by law.

14.6 Each party will maintain restricted records of its breach assessment, decisions and notifications for at least two (2) years or any longer period required by applicable law.

15. DATA ACCESS, EXPORT, RETENTION AND DELETION

15.1 During an active subscription, authorised users may access and export information only through the functions made available for their role and subject to the operational masking and access periods in Schedule 4. Continued live or unmasked access after the applicable period, suspension or termination is not guaranteed.

15.2 CSS may verify the identity and authority of any person requesting an export, correction, deletion, access or data-portability assistance. Assistance is subject to applicable law, technical feasibility, security, compatibility, the rights of other persons and available system functionality.

15.3 An authorised post-termination export request must be submitted within thirty (30) calendar days after the service ends. CSS may provide CSV, PDF or another available system-generated format depending on the record. A raw database, source code, database schema, security configuration or unrestricted system copy is not included.

15.4 After the export-request window, CSS will schedule live Customer Data for deletion or anonymisation through its normal process, targeted for completion within thirty (30) calendar days, subject to the approved retention schedule, applicable law, backup rotation, an authorised incident, dispute or legal hold, billing requirements and reasonable technical processes. Backup copies expire through normal secure rotation and are not deleted immediately record-by-record.

15.5 CSS may retain minimum records required for security, fraud prevention, billing, audit, dispute, legal or regulatory purposes, with restricted access and lawful retention. The standard operational periods are stated in Schedule 4 and must be reviewed periodically against necessity and the actual configured process.

15.6 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.

15.7 Residual backup copies are maintained primarily for service continuity and disaster recovery. They are not an extension of normal customer access, are not a customer archive, and are not ordinarily available for viewing, reporting or customer retrieval.

15.8 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 subscribing to Go Guard the Customer approves and accepts those retention periods.

15.9 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 shall submit a written request to CSS before the expiry of the applicable retention period. CSS shall, subject to technical feasibility, security and payment of CSS's prevailing charges, retain, retrieve or restore the same. CSS shall be under no obligation to entertain any request received after the expiry of the applicable retention period.

15.10 The Customer acknowledges that data storage capacity is finite and is a cost borne by CSS, that deletion under this Clause 15 and Schedule 4 is carried out on a rolling and automated basis, and that CSS is under no obligation to give notice to the Customer before any such deletion is effected. Subject to Clause 21.6, CSS shall not be liable to the Customer or to any third party for any loss, damage, cost or expense of any nature whatsoever arising from the deletion of Customer Data in accordance with this Clause 15 or Schedule 4.

15.11 Data export and reactivation service. Where Customer Data remains available in the Live System and has not been deleted or anonymised in accordance with Schedule 4, CSS may, on an authorised written request made in accordance with Clauses 15.2 and 15.12, provide a system-generated data export file at RM150.00 per file, exclusive of applicable SST. No processing fee applies to a request for a data export made within the export-request window in Clause 15.3, or to a request to reactivate a terminated subscription received within ninety (90) days after the date of termination. A processing fee of RM100.00 applies to any later request. CSS may entertain a later request at its discretion, and only for so long as the relevant Customer Data has not already been deleted or anonymised under Clause 15.4 and Schedule 4. Once that data has been deleted or anonymised, no export is available at any price. For the avoidance of doubt, this Clause 15.11 applies only to Customer Data held in the Live System. It does not give the Customer any right of access to, or retrieval from, CSS's backup, archival or disaster-recovery media, which are maintained solely for service continuity, restoration and disaster recovery, are not available for viewing, reporting, searching, export or customer retrieval, and expire in accordance with Schedule 4. Nothing in this Clause obliges CSS to restore, recreate or retrieve Customer Data which has already been deleted or anonymised, and every export remains subject to the export window in Clause 15.3, to authorised access under Clause 15.2 and to the retention limits in Schedule 4.

15.12 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 an authorised contact 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.

15.13 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 an authorised contact 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. CSS 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. That record forms part of CSS's audit records and is retained 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 15.13 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 under this Clause 15.13. Nothing in this Clause obliges CSS to restore, recreate or retrieve data which has already been deleted or anonymised in accordance with Schedule 4.

15.14 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. Data under legal hold remains subject to restricted access and may be accessed only through Clause 15.13. 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.

15.15 This Clause 15 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.

16. CONFIDENTIALITY

16.1 Each party will use reasonable measures to protect the other's non-public confidential information and will use it only for the Agreement, legal compliance, professional advice or legitimate security and operational purposes.

16.2 Confidentiality does not apply to information that is public without breach, already lawfully known, independently developed or lawfully received without restriction.

16.3 A party may disclose confidential information where required by law, court or regulator and, where legally permitted and reasonably practicable, will notify the other party before disclosure.

16.4 CSS may not use the Customer's name, logo, testimonial or Site as a public case study without the Customer's separate written permission.

16.5 This Clause 16 survives termination for so long as the information remains confidential.

17. INTELLECTUAL PROPERTY

17.1 CSS and its licensors retain all rights in Go Guard, its software, configuration, documentation, trademarks, interfaces, improvements and related intellectual property. Customer Data remains subject to the Customer's and relevant data subjects' lawful rights.

17.2 The Customer must not copy, reverse engineer, decompile, circumvent security, publish non-public technical benchmarking, create derivative works, resell the service or provide access to a competitor, except to the extent a restriction is prohibited by law. 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.

17.3 CSS may use non-confidential suggestions and feedback to develop or improve its generally available products without payment, exclusivity or obligation to the Customer, provided that CSS does not identify the Customer or disclose Customer Data or confidential information through that use.

18. SUSPENSION

18.1 CSS may suspend affected access where reasonably necessary for overdue payment, material breach, unlawful or unsafe use, compromised credentials, security risk, Equipment tampering, third-party or regulatory requirement, or protection of customers, systems or data.

18.2 Where the risk can reasonably be addressed without immediate suspension, CSS may give a cure notice. Immediate suspension is permitted for urgent security, legal, fraud, safety or data-protection risk.

18.3 Before suspending access solely for non-payment, CSS will give the Customer not less than fourteen (14) days' written notice of the amount past due. This Clause 18.3 does not apply to, and does not delay, a suspension under Clause 18.1 or 18.2 on any other ground.

18.4 CSS will use reasonable efforts to limit suspension to the affected function, account or Site where practicable. Suspension does not waive accrued fees or other rights. Upon clearance or settlement of the grounds of suspension, CSS may restore access and the subscription shall continue in effect as if it had not been suspended.

18.5 Subject to Clause 21.6, CSS shall not be liable to the Customer for any loss, damage, cost, loss of profit or loss of prospective profit of any nature arising out of a suspension effected in accordance with this Agreement.

19. TERMINATION AND SERVICE EXIT

19.1 Either party may terminate under Clause 4.3. CSS may terminate immediately or on notice for unremedied material breach, repeated non-payment, unlawful use, serious security risk, insolvency, false material information or inability to continue the service lawfully. Where a material breach is capable of remedy, CSS will ordinarily give seven (7) days' written notice to remedy it before terminating on that ground.

19.2 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 Clause 19.2 is without prejudice to CSS's rights under Clause 19.1.

19.3 Termination does not affect accrued payment, Equipment recovery, confidentiality, intellectual-property, data-exit, indemnity or liability provisions intended to survive, and is without prejudice to CSS's right to recover all outstanding charges, costs and interest due and any other damages or losses suffered or incurred by CSS.

19.4 Upon termination, the Customer must pay outstanding amounts and return CSS-owned or unpaid Equipment as directed, at the Customer's own cost. CSS may deactivate accounts and managed devices after the service end date. If the Customer fails to return CSS-owned or unpaid Equipment, CSS shall be entitled to claim compensation equivalent to the replacement value of the Equipment retained, together with reasonable recovery costs.

19.5 Data export and deletion follow Clause 15. The Customer is responsible for requesting and securely retaining any required export within the stated window.

19.6 If Go Guard suffers from a serious problem or defect which materially prevents its use at the Site and which cannot be rectified by CSS, the parties shall negotiate in good faith to resolve the matter. If the parties fail to reach agreement within four (4) weeks of the Customer's written notice of the problem or defect, the Customer shall be entitled to give written notice terminating the affected service within five (5) working days after the expiry of that four (4) week period. Upon CSS's acceptance of that notice the affected service shall terminate, without prejudice to accrued rights, Equipment obligations and outstanding amounts.

19.7 If a terminated subscription is reactivated, CSS may require payment of outstanding sums and a reasonable reactivation fee reflecting administrative, technical, restoration or verification work. The applicable fee and request periods are set out in Clause 15.11 (Data export and reactivation service).

19.8 Subject to Clause 21.6, where termination is effected in accordance with this Agreement CSS shall not be liable to the Customer for any loss, damage, cost, loss of profit or loss of prospective profit of any nature arising out of that termination.

20. WARRANTIES AND DISCLAIMERS

20.1 Each party warrants that it has authority to enter this Agreement and will comply with applicable law in performing its obligations.

20.2 Except for express commitments in this Agreement and rights that cannot lawfully be excluded, Go Guard and related support are provided on an as-available basis. To the fullest extent permitted by law, all implied warranties, conditions and representations are excluded.

20.3 CSS does not warrant uninterrupted or error-free operation, detection or prevention of every incident, recovery of every record, compatibility with an unlisted third-party system, or any particular security, visitor, financial or operational outcome.

20.4 Reports and records depend on information, settings and actions supplied by the Customer and its users. CSS is not responsible for inaccurate source information, unauthorised permissions, customer decisions or reliance on Go Guard as a substitute for physical-security procedures.

20.5 To the extent permitted under Malaysian law and subject to Clause 21.6, CSS shall not be liable or responsible for: (a) the suitability of Go Guard for the Customer's intended use; or (b) any fault or defect of Go Guard 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 of Go Guard or the Equipment 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.

21. LIABILITY, REMEDIES AND INDEMNITY

IMPORTANT LIABILITY ALLOCATION: The limitations below apply to all claims connected with the affected Site and service, regardless of legal theory, to the maximum extent permitted by law.

21.1 Neither party is liable for indirect, incidental, special, exemplary, punitive or consequential loss; loss of profit, revenue, anticipated savings, goodwill or opportunity; or business interruption, except to the extent such exclusion is prohibited by law.

21.2 CSS is not liable for loss caused by Customer instructions, inaccurate data, unauthorised or former users, shared or compromised credentials, Site power or connectivity, physical acts, unsupported devices, authorised SureMDM release, third-party systems selected by the Customer, or the Customer's failure to maintain reasonable security, notices, permissions or contingency procedures.

21.3 If Customer Data is lost or corrupted due to a breach of this Agreement by CSS and restoration is technically available, CSS's first remedy may be reasonable restoration efforts using the latest usable backup. Any recoverable direct restoration cost remains subject to Clause 21.5.

21.4 The Customer unconditionally and irrevocably undertakes to indemnify CSS, its officers, directors, employees, agents, contractors, assigns, affiliates and personnel against all third-party claims, regulatory proceedings, reasonable legal costs (including solicitors' costs on a solicitor-and-client basis), losses and liabilities to the extent arising from: (a) the Customer's unlawful or unauthorised data, instructions, disclosure, access permissions or processing; (b) infringement of another person's rights by materials supplied by the Customer; (c) misuse, unauthorised sharing, unauthorised disclosure or breach of this Agreement by the Customer or by persons under the Customer's control; (d) any use of Go Guard through the Customer's user account, whether authorised or unauthorised; or (e) the Customer's fraud, wilful misconduct or negligence. CSS must notify the Customer reasonably promptly and allow reasonable participation in the defence or settlement, but no settlement admitting CSS fault or imposing a non-monetary obligation on CSS may be entered without CSS's written consent. This obligation to indemnify survives termination of this Agreement for any reason and is not subject to or limited by Clause 21.5.

21.5 Subject to Clause 21.6, CSS's total aggregate liability arising out of or relating to this Agreement, the affected Go Guard service and Site, any Personal Data Breach, security incident, support activity, contribution claim or series of related events, whether in contract, tort (including negligence), statute, breach of duty, misrepresentation or otherwise, will not exceed the Subscription Fees paid or payable for that affected service and Site during the three (3) months immediately preceding the event giving rise to the first claim. If the event occurs within the first three (3) months, the cap is the Subscription Fees payable for the first three (3) months. Related acts, omissions, incidents and claims are treated as one claim, and the cap applies once in aggregate during any consecutive twelve-month period.

21.6 Nothing excludes or limits liability for fraud, wilful misconduct, death or personal injury caused by negligence, or any liability that cannot lawfully be excluded or limited. Each party remains responsible for statutory personal-data obligations imposed directly upon it.

21.7 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.

21.8 The Customer acknowledges that the fees reflect this risk allocation and that CSS does not assume the role of insurer for the Customer's business, property, physical-security operations or regulatory exposure.

22. FORCE MAJEURE

22.1 Neither party is liable for delay or failure caused by an event beyond its reasonable control, including natural disaster, epidemic, government action, change of law, utilities failure, telecommunications or cloud outage, labour disruption, supplier shortage, civil disturbance or cyberattack not caused by its failure to take reasonable measures.

22.2 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.

22.3 A prolonged event does not entitle the Customer to customised or additional services. Either party may terminate the materially affected service after sixty (60) consecutive days of material non-performance, without prejudice to accrued obligations.

23. GENERAL

23.1 This Agreement is the entire agreement concerning the Go Guard subscription and supersedes prior statements on that subject, except for accrued rights, settled matters and the separate Equipment documents described in Clause 1.2. No Customer request, purchase order, procurement condition, tender document, support ticket, sales discussion, email, messaging-app communication, presentation, roadmap, delivery indication, meeting minute, handwritten insertion, operational sign-off or course of dealing creates additional service, customisation, future-functionality commitment, warranty, service level, indemnity or liability. Any additional or inconsistent Customer terms are rejected and have no effect.

23.2 No handwritten insertion, Customer amendment or operational document changes these standard clauses. Only an administrative correction to Schedule 1 or Schedule 2 concerning the Customer, Site, Effective Date, approved entrances, recorded Equipment, Subscription Fee or billing cycle may be effective if clearly recorded and initialled by authorised signatories of both parties. No administrative correction may create custom development, a special service level, a future-feature commitment, a CSS indemnity or uncapped CSS liability. Any other variation, modification or waiver is of no effect unless in writing signed by both parties.

23.3 CSS may update these standard clauses where reasonably required for legal, regulatory, security, technical or operational reasons. CSS will give at least forty-five (45) days' written notice of a material change affecting payment or the Customer's substantive rights, except where a shorter period is required by law or urgently necessary to address a security risk. The change applies prospectively, and the Customer may terminate under Clause 4.3 before it takes effect.

23.4 CSS may assign or subcontract performance to an affiliate or qualified service provider while remaining responsible for its contractual obligations. The Customer may not assign the Agreement without CSS's written consent, not to be unreasonably withheld for a lawful successor managing the same Site.

23.5 Formal notices must be sent to the contacts in Schedule 1 by hand, registered post or email with reasonable delivery evidence. Operational support messages are not formal legal notices.

23.6 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 shall be deemed to have been received by the Customer immediately upon successful transmission, notwithstanding any delay caused by mechanical or electronic failure or any other reason.

23.7 If a provision is invalid or unenforceable, it will be read down where lawful and the remaining provisions continue. Failure or delay to enforce is not a waiver. Where any matter falls within the scope of more than one provision of this Agreement, nothing shall prevent CSS from enforcing against the Customer the more, or the most, stringent requirement.

23.8 Time shall be of the essence for payment obligations and for every other obligation for which a time is expressly stipulated in this Agreement.

23.9 No joint venture, partnership, employment or agency relationship exists between the Customer and CSS as a result of this Agreement or the use of Go Guard.

23.10 Electronic signatures and counterparts may be used to the extent permitted by law and accepted by CSS.

23.11 This Agreement is governed by Malaysian law and the parties submit to the courts of Malaysia.

23.12 Where the Customer has given its consent on the signature page, 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 provision of Go Guard or any other provision of this Agreement.

23.13 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.

SCHEDULE 1

Subscription and Commercial Particulars

A. CUSTOMER AND SITE

Item	Particulars
Customer legal name	_____
Management entity	[ ] Developer [ ] JMB [ ] MC [ ] Managing Agent [ ] Other: _____
Registration number	_____
Site name	_____
Site address	_____
Billing address	_____
Billing email	_____
Authorised signatory	Name: _____ Designation: _____
Operational contact	Name: _____ Mobile/Email: _____
Privacy contact / DPO (if appointed)	Name/Role: _____ Email/Mobile: _____

B. SUBSCRIPTION ROUTE AND EFFECTIVE DATE

Item	Particulars
Subscription route	[ ] Direct Subscription [ ] Conversion from 60-Day Experience [ ] Existing Subscriber Adoption
Commencement Date	_____ (Direct Subscription only)
Conversion Effective Date	_____ (Conversion only)
Adoption Date	_____ (Existing Subscriber only)
Approved entrances	_____ entrance(s)
Equipment sets	_____ set(s), as recorded in Schedule 2

C. FEES AND EQUIPMENT BASIS

Item	Particulars
Software fee	[ ] RM299 per month per Site, exclusive of SST [ ] Existing fee: RM_____ per [month/year], exclusive of SST
Billing cycle	[ ] Monthly [ ] Existing annual cycle (Clause 4.5 applies) Next invoice/renewal: _____
Existing-rate review date	_____ (if applicable; no change to fully paid current period)
Equipment arrangement	[ ] Outright purchase under separate order [ ] 24-month lease-to-own under separate agreement [ ] Existing installed Equipment – record only
Equipment pricing (indicative)	Outright purchase: RM2,500.00 per complete set, exclusive of SST. Lease-to-own: no deposit; RM119.00 per set per month for 24 months (RM2,856.00 per set), exclusive of SST; ownership transfers only after all 24 instalments and other hardware-related amounts are fully paid.

Item	Particulars
Data export / reactivation charges	System-generated data export from the Live System: RM150.00 per file. Processing fee: nil if the export is requested within the Clause 15.3 export window, or the reactivation within 90 days of termination; RM100.00 for any later request, at CSS's discretion and only while the data has not yet been deleted under Clause 15.4 (Clause 15.11). No retrieval from backup or disaster-recovery media is available.
Payment method / reference	_____

Standard service only: no customisation, additional integration, special service level, additional onsite attendance or customer-specific development forms part of this Agreement. All prices are exclusive of applicable SST and subject to adjustment under Clause 5.4.

SCHEDULE 2

Equipment and SureMDM Register

Record each Equipment set. The register records custody and status; it does not itself override ownership or payment evidence.

Asset ID	Serial No.	Model	Entrance	Ownership basis	SureMDM status	Condition / notes

SureMDM status options: CSS managed / release requested but pending / released under separate acknowledgement. A request or handwritten entry does not itself complete a release.

Equipment acknowledgement:

- The Customer has inspected the recorded Equipment and acknowledges its condition and custody status.
- Existing ownership remains subject to invoices, receipts, prior handover documents and any equipment agreement.
- Any SureMDM release requires CSS's separate process and acknowledgement under Clause 7.

EQUIPMENT REGISTER SIGN-OFF	
For CSS: Name _____ Signature _____ Date _____	For Customer: Name _____ Signature _____ Date _____

SCHEDULE 3

Product Scope

A. STANDARD SCOPE

Item	Scope
Included functions	Standard visitor pre-registration, QR or supported registration, check-in/out, host and unit reference, authorised guard/management administration, and available standard reports, including the Daily Operational Visitor Report where enabled and subject to role permission, field limitation, masking and retention controls.
Visitor photographs	Ordinary visitor photographs supported by Go Guard may be collected where configured, necessary and lawfully notified.
Biometric functions	The present standard Go Guard functions do not perform facial-recognition matching, biometric identification or create biometric templates. If CSS later releases an official generally available biometric function, activation will be governed only by CSS's then-current standard product terms, privacy notice and implementation process. No Customer request or this Agreement obliges CSS to develop, activate or deliver it.
Approved entrances	Only the number stated in Schedule 1 using Equipment recorded in Schedule 2.
Support	Monday–Friday, 9:00 a.m.–5:30 p.m., excluding Kuala Lumpur public holidays; reasonable-efforts basis; no fixed response or resolution time.
Excluded	Customisation, bespoke reports, non-standard integrations, dedicated onsite support, physical guarding, emergency response, access-control hardware control and any feature not expressly included above.

B. STANDARD OPERATING BOUNDARIES

- Go Guard must not be treated as the sole control against unauthorised physical entry.
- The Customer remains responsible for guard procedures, identity verification decisions, emergency escalation and physical access controls.
- Access to visitor activity must be limited by lawful role and purpose; household or unit relationships do not automatically create viewing rights.
- Sensitive or unnecessary information must not be placed in free-text fields.

C. SERVICE CHANGES AND FUTURE MODULES

CSS may release generally available standard improvements at its discretion. A future QR-access, LPR, facial-recognition, biometric, IoT, access-control or other module is not promised by this Agreement. CSS management alone determines whether, when and on what standard scope, pricing, product terms and privacy process any future module is offered.

SCHEDULE 4

Data Protection

A. PROCESSING DESCRIPTION

Processing scope	Details
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 ordinary visitor photograph or limited identification details where configured and lawfully collected.
Purposes	Visitor pre-registration, check-in/out, access administration, Site security, incident investigation, user support, service security, audit and legal compliance.
Higher-risk data	Biometric identification and facial-recognition templates are not processed by the present standard functions. Health information and unrelated sensitive personal data must not be entered. Any later generally available biometric function will be governed by CSS's then-current standard product and privacy requirements.

B. CUSTOMER OBLIGATIONS AS DATA CONTROLLER

- Provide a compliant Personal Data Protection Notice at or before collection, including appropriate Site signage and digital notice.
- Establish a lawful purpose and basis; collect only necessary fields; keep information accurate; configure reasonable retention and least-privilege access; and control the lawful use, storage, disclosure and disposal of any downloaded, printed, photographed or copied report. No resident, owner, joint owner, tenant or sub-account is automatically entitled to another person's visitor activity merely because the accounts relate to the same unit. Management and guard access must remain limited to lawful Site security and administration purposes.
- Respond to data-subject requests and instruct CSS where processor assistance is reasonably required after verifying identity and authority.
- Notify CSS promptly after becoming aware of lost devices, compromised credentials, excessive collection, unauthorised access or a suspected breach.

C. CSS OBLIGATIONS AS DATA PROCESSOR

- Process Customer Data only within the agreed service scope, on the Customer's documented instructions given in accordance with Clause 15.13, and as required by law. CSS remains directly responsible for obligations imposed upon it as a data processor, including applicable Security Principle obligations, and may decline an instruction reasonably believed to be unlawful, insecure or outside scope.
- Maintain reasonable technical and organisational measures and bind authorised personnel and subprocessors to appropriate confidentiality and security duties.
- Provide reasonable assistance required by applicable law and available through agreed functionality for access, correction, valid portability, investigation, export and deletion.
- On managed Equipment return, deactivate Site access and securely reset or wipe accessible local service data before redeployment.

D. INCIDENT COOPERATION

The parties will follow Clause 14, including CSS's notification to the Customer within twenty-four (24) hours after CSS becomes aware of facts giving reasonable grounds to believe that a Personal Data Breach affecting Customer Data has occurred, on the basis set out in Clause 14.2 (period running from awareness, running continuously, preliminary notification sufficient). Information may be preliminary and supplemented as investigation progresses. Each party remains responsible for regulatory

or data-subject notifications concerning personal data for which it acts as controller. Each party will maintain restricted records of its breach assessment, decisions and notifications for at least two (2) years or any longer period required by law.

E. DATA EXIT AND RETENTION

Data exit parameter	Position
Post-termination export window	30 calendar days after termination; continued live access is not guaranteed. CSS may, at its discretion and on payment of the applicable retrieval charge under Clause 15.11, entertain a request received after that period but within 90 days after termination.
Export format	CSV, PDF or another available system-generated report depending on the record.
Live-data deletion	Scheduled through CSS's normal deletion/anonymisation process after the 30-day export-request window, targeted for completion within 30 calendar days, except for records retained under the approved schedule, applicable law or an authorised incident, dispute or legal hold.
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 15.14 does not extend the backup rotation period. A data export under Clause 15.11 is generated from the Live System only and is not a retrieval from backup media.
Security / legal records	Minimum records may be retained for lawful security, fraud, billing, audit, dispute 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 a longer period 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.

Data exit parameter	Position
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 15.9). 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 21.6, is not liable for loss arising from deletion carried out in accordance with this Schedule (Clause 15.10).
Access to masked or restricted data	Only through the written, verified and time-limited exceptional-access process in Clause 15.13. 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 15.14 is in force, notwithstanding expiry of the retention period. Held data remains restricted and accessible only through Clause 15.14. Backup media continue to expire through ordinary rotation. Ordinary deletion resumes as soon as reasonably practicable after the hold is released.
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 15.6). Shared, generic or unattributed accounts must not be used for report generation.
Customer instructions	Instructions concerning processing, access, masking, retention, export, restoration or deletion must be given in writing by an authorised contact named in Schedule 1 or a person whose authority CSS has verified, and are recorded by CSS (Clause 15.13).
Effect of conversion	Conversion from the 60-Day Experience 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 (Clause 4.4A).

These periods form the standard operational schedule and must be reviewed against necessity, applicable law and the actual configured process. Incident, dispute and legal-hold data must remain restricted, and ordinary deletion must resume when continued retention is no longer required.

F. SUBPROCESSORS AND CROSS-BORDER PROCESSING

CSS may use providers reasonably required for Go Guard under appropriate written data-protection duties. CSS will maintain appropriate subprocessor, hosting-location and cross-border transfer-basis records and reasonable safeguards.

G. DATA PROTECTION BY DESIGN AND FUTURE MODULES

CSS will apply reasonable data-protection-by-design and data-protection-by-default measures. Current standard functions do not perform biometric matching or identification or create biometric templates. Any later high-risk module must be a generally available CSS product under then-current standard terms and privacy requirements; no Customer request creates an obligation to develop or activate it.

EXECUTION OF AGREEMENT

By signing below, each party confirms that it has read, understood and agreed to this Agreement and all completed Schedules. Each signatory represents that he or she is authorised to bind the relevant party. For an Existing Subscriber Adoption, the Agreement applies prospectively from the Adoption Date and does not release, reopen or waive prior invoices, payments, ownership records, settlements, accrued rights or earlier breaches.

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):