



11 April 2025

KYMENLAAKSON SÄHKÖ'S TERMS OF USE FOR ELECTRONIC SERVICES

1. General

Welcome to the electronic services (hereinafter "Service" or "Services") of Kymenlaakson Sähkö Oy and/or its subsidiary (hereinafter "Kymenlaakson Sähköverkko Oy"). The services include Kymenlaakson Sähkö Oy's web pages and the oma-KSOY service. We request that you read the following terms of use (hereinafter "Terms of Use") carefully before using the Services.

By using the Service, the user (hereinafter "User") accepts and agrees to comply with the Terms of Use in force at any given time. The provision of each Service is the responsibility of the company within the Kymenlaakson Sähkö Oy group that has been indicated to provide the Service in question or that, based on a contract or actual implementation, provides the Service in question.

The technical management of these Terms of Use is the responsibility of:

Kymenlaakson Sähkö Oy

Yhdystie 7

P.O. Box 9

47200 Elimäki

2. Using the Services

The information published on Kymenlaakson Sähkö Oy's website is open to all. Using other Services may require registration, and some of these Services may only be directed at customers using Kymenlaakson Sähköverkko Oy's online service.

A User registering for the Services must be legally competent and identify themselves using strong authentication. Case-specific exceptions must be agreed separately with Kymenlaakson Sähkö Oy. Upon registration, the User is obliged to provide the information requested on the registration form. The User shall ensure the accuracy of this information.

After authentication, a username and password can be created for the User, which shall be stored carefully and shall not be handed over or disclosed to others. Logging into the Services enables numerous functionalities, such as the ability to edit information, control the functions of the measuring device and order work. Users who discover that their login information has been obtained by a third party shall immediately notify Kymenlaakson Sähkö Oy's customer service (asiakaspalvelu@ksoy.fi).

Use of some Services may require downloading separate software or icons. Using the software or utilising all of its features may require the User to accept the sending of notifications and/or messages through the software, and/or to allow the use of cookies or other possible analytics tools. Furthermore, the functionality of the Services may depend on technical factors, such as the speed or functionality of network connections. Kymenlaakson Sähkö Oy reserves the right to terminate the use of the Services due to maintenance or update work, for example. The aim is to provide notification of any outages in advance, whenever possible.

The services may only be used for their intended purposes. The User may not in any way interfere with the operation of the Services or the ability of other Users to access the Services. It is prohibited to install machine-reading robots or other automated monitoring systems, send spam or other unauthorised



11 April 2025

communications, and engage in other activities that are contrary to the intended use of the Services. If necessary, Kymenlaakson Sähkö Oy has the right to restrict the use of electronic services.

Users may report any errors they notice in the operation of the Services by contacting Kymenlaakson Sähkö Oy's customer service (asiakaspalvelu@ksoy.fi).

User information is stored in Kymenlaakson Sähkö Oy's personal data registers. You can read more about Kymenlaakson Sähkö Oy's processing of personal data on the data protection pages at <https://www.ksoy.fi/en/company/contact-information/general-data-protection/>.

3. Information related to using the Service

Kymenlaakson Sähkö Oy may collect details that concern the User's terminal device and describe the use of the Service through service access and use of the application behind the Service. The purpose of the data collection is to analyse and develop the Service so that it serves Users better, statistically monitor the number of people accessing the Service and measure the performance of the Service functions in a variety of ways. The collected information can also be used for targeted advertising.

4. Intellectual property rights

All materials presented in the Services (including texts, images, videos, logos, trademarks, source codes and software) are the property of Kymenlaakson Sähkö Oy or its licensors. Kymenlaakson Sähkö Oy reserves all rights to the materials contained by the Services.

Furthermore, the use of materials published in the Services is permitted for personal non-commercial use as defined in the Copyright Act. Any other copying, distribution, transmission or modification of the materials is prohibited without the prior written consent of Kymenlaakson Sähkö Oy.

5. Information security

Kymenlaakson Sähkö Oy strives to maintain the highest possible level of information security. However, Users must understand that the Internet is not completely secure. Users of the Services shall use reasonable means to ensure the security of their own network connection and the devices they use.

The Services may contain links to third-party websites. Before using the links, Users should note that Kymenlaakson Sähkö Oy does not manage the linked sites and is not responsible for the accuracy, reliability or information security of these sites.

6. Transferability

Users may not transfer their rights and obligations under these Terms of Use or the Service Agreement to a third party. Kymenlaakson Sähkö Oy, the company responsible for implementing the Service, may transfer rights and obligations related to the Service or these Terms of Use to other companies belonging to the same group and to third parties in the context of a business transaction, for example.

7. Changing the Terms of Use

Kymenlaakson Sähkö Oy reserves the right to change the Terms of Use, the Services or their availability, or other materials produced in connection with the Services, and related technical or other features, at any time.



11 April 2025

Changes to the Terms of Use will enter into force within two weeks of the new Terms of Use being published or the changes being otherwise announced in connection with the Service or on Kymenlaakson Sähkö Oy's website.

8. Disclaimer

The material contained in the Services is published as is, and Kymenlaakson Sähkö Oy is not responsible for its accuracy, completeness or reliability. The material cannot in any way be considered a binding offer or commitment by Kymenlaakson Sähkö Oy.

Kymenlaakson Sähkö Oy strives to ensure that the Service is available to the User continuously and without interruption. However, Kymenlaakson Sähkö Oy cannot be held liable for ensuring that the Service will remain available at all times and without interruption. Kymenlaakson Sähkö Oy is not liable for any direct, indirect or consequential damage, damage based on liability or special damage (including damage resulting from loss of the business, contract, profit or information, or the interruption of business operations) arising from the use or inability to use the Service.

The fact that Kymenlaakson Sähkö Oy provides the User with up-to-date information on network status through the Service does not mean that Kymenlaakson Sähkö Oy has been informed of any interruption of the electricity network service or that it could be considered to be aware of it.

Kymenlaakson Sähkö Oy cannot be held not liable for any damages that may arise from the use of the material presented in connection with the Services and the links published therein, except for liabilities determined on the basis of mandatory legislation.

9. Applicable legislation and dispute resolution

Any disputes relating to the application of the Terms of Use or the use of the Services shall be governed by Finnish law, excluding its conflict of law provisions.

Any disputes shall primarily be resolved through mutual negotiations. Should the negotiations fail to lead to a resolution, disputes shall be resolved in the first instance in the Kymenlaakso District Court. Consumers/Users may also submit the dispute to the district court of their place of residence for resolution and/or contact the Consumer Advisory Services (www.kuluttajaneuvonta.fi), after which they may submit the matter to the Consumer Disputes Board (www.kuluttajariita.fi) for resolution.