LEGAL

Terms of Sale

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1. Seller

INFINITA družba za trajnostni ekonomski, socialni in okoljski razvoj d.o.o. (INFINITA d.o.o.), Slamnikarska cesta 1C, 1230 Domžale, Slovenia; registration number 6319190000; VAT ID SI32016581; entered in the register of the District Court in Ljubljana; share capital EUR 7,500.00; represented by Beno Stern, director.

E-mail for customers: info@infinita.si · telephone: +386 40 270 277.

2. What these terms cover

These terms apply to every purchase from the seller at a distance:

- **Part A – live online workshops** (workshops.infinita.si), and
- **Part B – credit packages for the InterventionLogic application** (interventionlogic.eu).

The common provisions apply to both parts; the special provisions apply only to their own part. The use of InterventionLogic is also governed by its Terms of Use.

A **consumer** is a natural person who acquires or uses goods, services or digital content for purposes outside their trade or profession (Slovenian Consumer Protection Act, ZVPot-1, Article 4, point 24). The rights these terms give to consumers belong only to consumers.

3. Prices and VAT

All prices are in euros. For a buyer in Slovenia they include VAT at the applicable rate. A business with a valid VAT ID in another EU country is not charged VAT (reverse charge); this is stated on the offer and the invoice. There are no additional costs.

4. Order and conclusion of the contract

The order is placed by a signed-in user, with the same account as in the InterventionLogic application.

Directly before the order is placed, the page clearly shows:

- the main characteristics of what is ordered,
- the seller's details,
- the total price including VAT, and
- a link to these terms (ZVPot-1, Article 132(2)).

The order button reads **"Order with obligation to pay"** (ZVPot-1, Article 132(3)).

The contract is concluded when the buyer places the order with this button and the system accepts it. The system confirms the acceptance with an offer number.

Before performance begins, the buyer receives a confirmation of the contract on a durable medium (an e-mail with the offer as a PDF, these terms and the annexes) (ZVPot-1, Article 132(6)).

5. Payment

Payment is by bank transfer against the offer (UPN QR / EPC QR). Card payment is not available.

Workshops: payment is due within 15 days, but no later than the day before the workshop. Orders close at the end of the day before the workshop. After payment the buyer receives an advance-payment invoice, and after the workshop the final invoice.

Credit packages: the credits are granted when the payment is received, together with the invoice.

6. Part A – workshops

The workshops are held live online. The main characteristics of each workshop are stated on its page before the order: title, content, date, time and duration, and language. The workshops are held in Microsoft Teams. The buyer receives the link to the workshop by e-mail before it starts.

To take part, you need a computer or phone with internet access and an up-to-date browser or the Microsoft Teams app, and speakers or headphones; a microphone is optional.

7. Part B – InterventionLogic credit packages

A credit package is bought once and is valid for the period stated with the package (1, 3 or 12 months). Credits not used within that period expire. The validity is stated with the price.

Credits are used for the application's features that use artificial intelligence. The use is calculated from the actual consumption

and is shown in the application. A call that received no answer is not charged.

The trial is free: 10,000 credits for 14 days, once per organisation.

Subscriptions with card payment are not on sale.

Credit packages are sold only to organisations and businesses. At purchase, the buyer states the company name and its VAT ID or registration number.

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8. Right of withdrawal

8.1 Workshops – consumers

A consumer has the right to withdraw from the contract within 14 days without giving any reason (ZVPot-1, Article 134). The period runs from the day the contract is concluded (Article 136(3)).

A workshop within the withdrawal period. If the workshop takes place less than 14 days after the order, the consumer must expressly request at the order that it be provided within the withdrawal period. The consumer must also acknowledge that they lose the right of withdrawal once the workshop has been fully provided (Article 132(7); Article 135, point 4). Without this request such an order cannot be placed.

If the consumer withdraws after such a request but before the workshop has been fully provided, they pay an amount in proportion to the service provided until they informed the seller of the withdrawal (Article 141(3)). A consumer who withdraws before the workshop starts is refunded in full.

The seller refunds all payments received without delay and no later than 14 days after receiving the notice of withdrawal, using the same means of payment and at no cost to the consumer (Article 143(1) and (2)).

8.2 InterventionLogic

Credit packages are bought by organisations and businesses, so the consumer's statutory right of withdrawal (ZVPot-1, Article 134) does not apply to them.

8.3 How to withdraw

With the button. In "My purchases", click **"Click here to withdraw from the contract"** and then **"Confirm withdrawal from the contract"**. The button is available for the whole withdrawal period. You then receive at once a confirmation with the content, the date and the time (ZVPot-1, Article 138.a).

With a statement. You can also withdraw by an unequivocal statement by e-mail or post, or with the withdrawal form (Annex 2).

The deadline is met if the notice is sent before the period expires (Article 138). The information on the right of withdrawal is in Annex 1.

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9. Workshops – buyers who are not consumers

A buyer who is not a consumer may cancel a workshop free of charge up to 7 days before it starts; after that, 50 % of the price is charged. The participant may be replaced by another person from the same organisation at any time, free of charge.

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10. Cancellation or postponement by the seller

If the seller cancels a workshop, the buyer is refunded in full within 14 days. If the seller postpones it, the buyer chooses the new date or a full refund.

11. Conformity of the service (workshops)

The seller is liable for a lack of conformity that becomes apparent within two years of the performance (ZVPot-1, Article 99.a).

The consumer informs the seller of the lack of conformity within two months of discovering it, and describes it precisely (Article 100(2)).

The consumer may ask for the lack of conformity to be remedied free of charge, for the service to be performed again, for a proportionate part of the price to be refunded, or may withdraw from the contract with a refund (Article 100(1)).

The seller remedies or performs again within a reasonable time, at most 30 days; this may be extended by at most 15 days with a reason given (Article 100(4) and (5)).

If the lack of conformity is disputed, the seller says so in writing within 8 days (Article 101).

A refund on withdrawal, or of part of the price, is made within 8 days of the claim (Article 101.a).

The rights expire two years after the notice of the lack of conformity (Article 102.a).

12. Complaints

Send complaints to info@infinita.si. The seller confirms receipt and replies within 8 days. If the complaint is not upheld, the seller says so on a durable medium, with the reasons.

13. Out-of-court resolution of consumer disputes

The seller does not recognise any provider of out-of-court consumer dispute resolution as competent to resolve a consumer dispute (Slovenian Out-of-Court Settlement of Consumer Disputes Act, ZIsRPS, Article 32(3)).

14. Codes of conduct

The seller does not subscribe to any code of conduct.

15. Law and language

The contract is concluded in the Slovenian language and is governed by the law of the Republic of Slovenia. A consumer resident in another country keeps the protection given by the provisions of that country that cannot be derogated from by agreement (Regulation (EC) No 593/2008, Rome I, Article 6(2)).

16. Personal data in purchases

This section supplements the Privacy Policy for purchases (General Data Protection Regulation, GDPR, Article 13).

Controller: INFINITA d.o.o. (section 1), info@infinita.si.

Purposes and legal bases:

the order, the offer, the workshop, sending the link, "My purchases" and withdrawal – performance of the contract (GDPR, Art. 6(1)(b));

invoices and accounts (name or company, address, VAT ID, amounts) – legal obligation (Art. 6(1)(c));

checking a VAT ID in the European Commission's VIES system – legal obligation for correct VAT treatment (Art. 6(1)(c));

newsletters only with consent (Art. 6(1)(a)), which you can withdraw at any time.

Recipients:

every order, buyer and registration datum is stored in the seller's database in Vienna, Austria (EU); the server is rented from netcup GmbH, Emmy-Noether-Straße 10, D-76131 Karlsruhe (Germany);

Microsoft (e-mail from invoice@infinita.si, encrypted backups, and Microsoft Teams for the workshops);

Cloudflare (bot check at sign-in);

the European Commission (VIES);

the web hosting provider of infinita.si and workshops.infinita.si: World Host Group US Inc. (trading as Mochahost), 1201 North Market Street, Suite 111-N98, Wilmington, Delaware 19801, USA; the pages run in a data centre in Frankfurt, Germany (EU). It holds only the page files, no order, buyer or registration data. For transfers from the EU, the provider states that it uses standard contractual clauses;

the bank (transfers);

Transfers outside the EU: the database and sign-in stay in the EU (Vienna); netcup GmbH is established in Germany (EU). Microsoft and Cloudflare may also process data in the United States. Such a transfer rests on the European Commission's adequacy decision for the EU–US Data Privacy Framework (Implementing Decision (EU) 2023/1795, Article 1; GDPR, Article 45), to which both providers state they adhere. Where it does not apply, it rests on the Commission's standard contractual clauses (Implementing Decision (EU) 2021/914; GDPR, Article 46).

Retention:

invoices 10 years (ZDDV-1, Article 86(5));

other order data 5 years after the performance;

newsletters until consent is withdrawn.

Your rights: access, rectification, erasure, restriction, objection and portability – at info@infinita.si. You may lodge a complaint with the Information Commissioner of the Republic of Slovenia.

Data you must give: the data in the order are needed to conclude the contract and to issue the invoice; without them no order is possible.

Automated decisions: the tax treatment (VAT or reverse charge) is set automatically from the country and the VIES answer. There are no other automated decisions.

Annex 1 – Information on the right of withdrawal

Model instructions on withdrawal, Directive 2011/83/EU, Annex I(A).

Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day of the conclusion of the contract.

To exercise the right of withdrawal, you must inform us (INFINITA d.o.o., Slamnikarska cesta 1C, 1230 Domžale, Slovenia, tel. +386 40 270 277, info@infinita.si) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or email). You may use the attached model withdrawal form, but it is not obligatory. You can also electronically fill in and submit the model withdrawal form or any

other unequivocal statement on our website (workshops.infinita.si, "My purchases"). If you use this option, we will communicate to you an acknowledgement of receipt of such a withdrawal on a durable medium (e.g. by e-mail) without delay.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

If you requested to begin the performance of services during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract.

You lose the right of withdrawal once a workshop whose performance within the withdrawal period you expressly requested has been fully provided (ZVPot-1, Article 135, point 4).

Annex 2 – Model withdrawal form

Directive 2011/83/EU, Annex I(B).

(complete and return this form only if you wish to withdraw from the contract)

> To INFINITA d.o.o., Slamnikarska cesta 1C, 1230 Domžale, Slovenia, info@infinita.si:
>
> I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract for the provision of the following service:
>
> _____
>
> Ordered on _____
>
> Name of consumer(s) _____
>
> Address of consumer(s) _____
>
> Signature of consumer(s) (only if this form is notified on paper)
>
> Date _____

(*) Delete as appropriate.