ADDENDUM B

LEGAL ENTITIES — BUSINESS ACCOUNT HOLDERS

Effective Date: 1 March 2026 | Supplement to ZealiD Trust Circle General Terms & Conditions

Scope: This Addendum B applies to all Account Holders that are legal entities (companies, organisations, or other incorporated bodies) using Trust Circle through a Business Account. It supplements and, where applicable, takes precedence over the General Terms for Business Accounts.

B1. BUSINESS ACCOUNT STRUCTURE AND ADMINISTRATION

B1.1 Account Holder Responsibility

The legal entity identified as Account Holder is solely and fully responsible for all use of Trust Circle by its Authorised Users. The Account Holder must designate at least one Account Administrator responsible for managing access, user provisioning, and compliance.

B1.2 Authorised Users

The Account Holder must ensure that: (a) only employees, contractors, or other persons with a legitimate business need are granted Authorised User status; (b) Authorised User access is promptly revoked when employment or the business relationship terminates; and (c) each Authorised User has individually accepted the applicable ZealiD user terms.

B1.3 Solo Certificate Application

Where Authorised Users are to sign documents using qualified electronic signatures, each Authorised User must apply for and hold their own qualified certificate under QeID. The Business Account Holder must not instruct or permit any person to sign on behalf of another, and must implement governance controls to enforce this requirement.

B1.4 Order Form

Business Accounts subject to an Order Form are governed by the terms of that Order Form in addition to these Terms and the applicable Addendum. In case of conflict, the Order Form prevails over this Addendum, which prevails over the General Terms.

B2. RESALE AND AFFILIATE USE

B2.1 Use Within the Organisation

Unless otherwise agreed in writing, Trust Circle may be used by the Account Holder and its Affiliates for internal business purposes. Use by entities outside the Account Holder's corporate group requires a separate agreement with ZealiD.

B2.2 Resale Restrictions

The Account Holder may not resell, sublicence, or otherwise make Trust Circle available to third parties outside its corporate group without ZealiD's prior written consent. Where ZealiD grants resale rights, the Account Holder must impose on the resale customer in writing all conditions applicable to the Account Holder under these Terms, and the resale customer shall use the Service under the responsibility of the Account Holder.

B2.3 API Access

Where ZealiD grants the Account Holder API access to the Service, ZealiD grants a non-exclusive, non-transferable, non-sublicensable, limited licence during the term of the Agreement to install, access, and use the API solely to facilitate the Account Holder's use of the Service from its internal systems. API access is subject to the rate limits and fair-use provisions set out in the Service Specification and Section 14 of the General Terms.

B3. DATA PROTECTION — BUSINESS ACCOUNTS

B3.1 Business Account Holder as Controller

For Business Accounts, the Account Holder is the data controller in respect of personal data processed within the Account on behalf of its Authorised Users or end customers. ZealiD processes such data as data processor under the DPA. The Account Holder is responsible for maintaining all necessary data processing records, carrying out required DPIAs, and notifying its Authorised Users and end customers of ZealiD's involvement in processing their data.

B3.2 Employee and Authorised User Data

The Account Holder is responsible for providing adequate notice to its Authorised Users regarding the processing of their personal data in connection with Trust Circle, including identity verification data where Authorised Users apply for qualified certificates.

B3.3 Sub-processor Obligations

ZealiD's sub-processor arrangements are published in the DPA. Account Holders that are established in the EU/EEA, or that process data of EU/EEA residents, must ensure that any cross-border data transfers comply with applicable data protection law. ZealiD will notify Business Account Holders of material sub-processor changes in accordance with the DPA.

B4. FEES, INVOICING, AND PAYMENT

B4.1 Default Payment — Credit Card

The default payment method for all Business Accounts, including Self-Serve Business Accounts, is credit card or debit card, charged automatically and in advance through ZealiD's approved payment processor at the time of subscription activation, renewal, or plan upgrade. No paid Business Account is activated until successful payment has been confirmed.

B4.2 Invoicing by Written Agreement

Invoiced billing is available for Business Accounts solely where ZealiD has expressly agreed to this in a separately executed Order Form or written agreement. Where invoiced billing is agreed, ZealiD shall issue electronic invoices payable within thirty (30) days of the invoice date (net 30), unless a different payment period is specified in the Order Form. In the absence of such written agreement, credit card payment applies. Volume pricing, enterprise plan features, and custom service-level commitments are available subject to a separately executed Order Form.

B4.3 Purchase Order Structure

Each Business Account purchase is made through a Purchase Order specifying the scope of services, fees, initial term, payment method, and any special terms. Plan features, API rate limits, storage allowances, fair-use parameters, and service-level commitments applicable to the ordered plan are governed by the ZealiD Trust Circle Service Specification published at https://www.zealid.com/en/repository, which is incorporated into the Purchase Order by reference. The Purchase Order, together with these Terms, the applicable Addendum, and the Service Specification, constitutes the entire agreement between the parties for the relevant services.

B4.4 Taxes and Withholding

Business Account Holders are responsible for all applicable withholding taxes and must gross up payments such that ZealiD receives the full invoiced amount net of any withholding. Each party is responsible for its own income or profits taxes.

B5. INTELLECTUAL PROPERTY — BUSINESS USE

B5.1 ZealiD Trademark and Materials

Business Account Holders must obtain prior written approval from ZealiD before using any ZealiD trademarks, logos, or ZealiD Materials in marketing materials, documentation, customer communications, or any public-facing context.

B5.2 Customer Trademark Use

ZealiD may use the Business Account Holder's company name and trademark for the purpose of provisioning and operating the Service (for example, in end-user information flows, signing interfaces, and certification records). Use of the Business Account Holder's trademark for ZealiD's own external marketing purposes (including customer case studies, website, presentations, or partner lists) requires prior written consent from the Account Holder. Such consent may be granted in the Order Form or separately in writing and may be withdrawn at any time.

B6. LIABILITY — BUSINESS ACCOUNTS

B6.1 Liability Cap — Business Accounts

For Business Accounts, each party's total aggregate liability arising out of or in connection with these Terms and any Order Form shall not exceed the total fees paid or payable by the Account Holder for Trust Circle in the twenty-four (24) months immediately preceding the event giving rise to the claim. If twenty-four (24) months have not elapsed since the commencement of the Agreement, the cap shall be calculated as the average monthly fees multiplied by twenty-four (24). This extended cap reflects the commercial nature of Business Account relationships and supersedes Section 18.2 of the General Terms for Business Accounts.

B6.2 Unlimited Liability

Nothing in this Addendum or the General Terms limits or excludes either party's liability for: (a) death or personal injury resulting from negligence; (b) gross negligence or wilful misconduct; (c) fraud or fraudulent misrepresentation; or (d) any other liability that cannot be limited or excluded by applicable mandatory law.

B7. TERM AND TERMINATION — BUSINESS ACCOUNTS

B7.1 Termination Notice

Unless a different notice period is specified in the Order Form, either party may terminate a Business Account for convenience upon ninety (90) days' written notice. ZealiD shall provide a pro-rata refund of any prepaid fees for the period following the termination date.

B7.2 Data Export and Deletion

Following termination, ZealiD shall make Account Content available for export during the post-termination period published in the Service Specification. The Account Holder is responsible for ensuring that Authorised Users have exported all required content before the end of the export period. After that period, ZealiD shall permanently delete Account Content subject to any mandatory retention obligations.

B7.3 Continuity of Certificate Services

Termination of a Business Account does not automatically revoke qualified certificates held by Authorised Users under QeID. Certificate lifecycle management (including revocation) must be addressed separately in accordance with the applicable CPS and through https://www.zealid.com/en/revocation.

B8. DISPUTE RESOLUTION — BUSINESS ACCOUNTS

B8.1 Escalation

For Business Accounts, before either party initiates formal legal proceedings, the parties agree to escalate the dispute to senior management representatives of each party for good faith negotiation over a period of sixty (60) days from written notice of the dispute, in accordance with Section 22.2 of the General Terms.

B8.2 Jurisdiction

Subject to the escalation requirement, the exclusive jurisdiction of the Stockholm District Court applies as set out in Section 22.3 of the General Terms, unless the Order Form specifies an alternative dispute resolution mechanism.

Addendum B — Legal Entities

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https://www.zealid.com/en/repository