

Terms of Service and Privacy Policy

InStay – Invite Guest Technology AS

Effective date: 1 January 2024

Part I – Terms of Service

1. Introduction

These Terms of Service ("Terms") govern your use of the InStay app ("App"). By using the App, you accept these Terms in their entirety. If you do not agree to the Terms, you must not use the App.

2. Service Description

InStay is a digital platform that integrates booking information, digital keys, guest information, and sales into one system. The App is designed to streamline the guest journey and optimise the management of rental properties.

The App provides:

- 24/7 digital reception service on the guest's smartphone
- Management and distribution of digital guest information
- Integration with IoT components for temperature control and energy optimisation
- Flexible check-in and check-out
- Integration with various booking systems
- Control of smart components in rental units

3. User Registration and Account

- To use the App, you must register a user account.
- You are responsible for providing accurate and up-to-date information upon registration.
- You are responsible for maintaining the confidentiality of your account information.
- You must immediately notify us of any unauthorised use of your account.

4. User Obligations

You agree to:

- Not use the App in a manner that violates applicable laws and regulations.
- Not attempt to gain unauthorised access to the App or related systems.
- Not share your user account with others.
- Not use the App to distribute malicious software or unwanted content.
- Not attempt to damage or disrupt the functionality of the App.
- Handle digital keys and access rights in a secure and responsible manner.

5. Intellectual Property

- All intellectual property rights in the App belong to Invite Guest Technology AS or our licensors.
- You are granted a limited, non-exclusive, non-transferable licence to use the App.

- No part of the App may be copied, modified, or distributed without our written consent.

6. Privacy and Data Security

- Our processing of personal data is governed by our Privacy Policy (Part II).
- The Privacy Policy forms an integral part of these Terms.
- We implement strict security measures to protect digital keys and access rights.

7. Availability and Changes

We strive for high availability of the App but do not guarantee uninterrupted access. We reserve the right to make changes to the App and its functionality, update or amend these Terms, and temporarily or permanently discontinue the service.

Users will be notified in advance of any planned maintenance that may affect access to digital keys.

8. Limitation of Liability

The App is provided "as is" without warranties of any kind. We are not liable for:

- Indirect losses or consequential damages.
- Losses resulting from technical problems beyond our control.
- Loss of data or content.
- Issues with third-party integrations (booking systems or IoT devices).
- Any losses resulting from misuse of digital keys or unauthorised access.

9. Termination

- You may discontinue your use of the App at any time.
- We may suspend or terminate your access to the App in the event of a breach of these Terms.

10. Governing Law and Jurisdiction

- These Terms are governed by Norwegian law.
- Any disputes shall first be sought resolved amicably.
- If an amicable resolution is not reached, the dispute shall be resolved by Norwegian courts.

11. Contact

For questions about these Terms, please contact us:

- **Email:** support@visitinvite.com
- **Address:** PEAK Sunnfjord, Hafstadvegen 23, 6800 Førde, Norway

Part II – Privacy Policy

1. Introduction

This Privacy Policy describes how InStay processes personal data collected through the App. By using InStay, you agree to the terms of this Privacy Policy. This document forms an integral part of the Terms of Service governing your use of the App.

Key Definitions

- **"Personal Data"**: any information that can be linked to an identified or identifiable natural person (the "data subject").
- **"Processing"**: any operation performed on personal data, such as collection, storage, use, or disclosure.

2. Purpose of Data Collection

InStay collects and processes personal data for the following purposes:

- To deliver and improve the App's core functionality.
- To communicate with users about accounts, updates, and promotions (where applicable).
- To ensure compliance with applicable laws and regulations.

3. Categories of Personal Data

We process the following categories of personal data:

- **Contact information**: Phone number and email address.
- **App usage data**: Actions performed in the App (e.g. login timestamps, feature usage).
- **Technical data**: Device type and operating system.

4. Data Subjects

The personal data processed relates to the following categories of data subjects:

- Registered users of the App.
- Persons who communicate with InStay support or use InStay services.

5. Legal Basis for Processing

InStay processes personal data on the following legal bases:

- **Contractual necessity**: To deliver the services described in the Terms of Service.
- **Legal obligations**: Compliance with applicable laws or regulatory requirements.

6. Data Retention

Personal data is retained only for as long as necessary for the purposes described in this Policy or as required by law:

- **Contact information**: Retained for as long as your account is active.
- **Usage data**: Retained for up to 12 months to analyse trends and improve the App.
- **Technical data**: Retained for as long as your account is active.

7. Data Security

InStay implements the following measures to ensure data security:

- **Encryption**: All personal data is encrypted in transit and at rest.
- **Access control**: Employee access to personal data is restricted.

8. Rights of Data Subjects

You have the right to:

- **Access**: Request a copy of the data we hold about you.
- **Rectification**: Correct any inaccuracies in your personal data.

- **Erasure:** Request deletion of your account and associated data.
- **Restriction:** Restrict how your data is processed.
- **Data portability:** Receive your data in a structured, commonly used format.

To exercise these rights, please contact us at support@visitinvite.com.

9. Sub-processors

InStay uses the following sub-processors to deliver its services:

- **Twilio (USA):** SMS communication services.
- **AWS (EU):** Data storage and hosting.

All sub-processors comply with GDPR and other applicable data protection frameworks.

10. Data Breach Notification

In the event of a personal data breach, Invite Guest Technology AS will notify affected users and relevant supervisory authorities without undue delay, providing:

- The cause and extent of the breach.
- The likely consequences of the breach.
- The measures taken to mitigate the risk.

11. Changes to this Privacy Policy

This Privacy Policy may be updated to reflect changes in legal requirements or App features. Material changes will be communicated through the App or via email. We encourage users to review it periodically.

12. Contact Information

For questions or concerns regarding this Privacy Policy, please contact us:

- **Email:** support@visitinvite.com
- **Address:** PEAK Sunnfjord, Hafstadvegen 23, 6800 Førde, Norway

Annex: Technical and Organisational Measures

1. **Encryption:** Data encrypted in transit (TLS 1.2 or higher) and at rest (AES-256).
2. **Access control:** Role-based access enforced with two-factor authentication.
3. **Backups:** Regular backups stored securely.
4. **Incident management:** Established protocols for identifying, responding to, and mitigating security incidents.