



ข้อตกลงการใช้บริการ Quidlab FoQus

Quidlab FoQus Terms of Use

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## Change Control

Version	Author	Approved By	Date	Remark
1.0.0	ISMS	MD	15th Oct 2022	Newly created separate Baseline document for terms of use of Quidlab FoQus
1.0.1	ISMS	MD	17th Oct 2022	Added Scope of Services Added deletion of personal data

## 1. Definitions

### Service Provider

Quidlab is service provider of FoQus E-meeting & Voting system provided as Software As A Service (SAAS), located in Bangkok, Thailand. FoQus complies with Thailand 'STANDARDS FOR MAINTAINING SECURITY OF MEETINGS VIA ELECTRONIC MEANS B.E. 2563 (2020)' and 'Standards for E-Voting System Ver 2'.

### Quidlab FoQus Service

Quidlab FoQus Service is service provided for including but not limited Shareholder meeting, Condominium co-owner meeting, association meeting and any other kind of meeting through electronic media including voting system.

### Quidlab FoQus Scope of Service

Scope of this terms cover general meeting provided by streaming or video conferencing and secret meeting provided by FoQus video conference system.

**User or Customer** is a customer of the Company's who contracts services and pays for services used.

**Attendee** is a person invited and authorized by customer to attend meeting eg Director, Company Secretary, staff, shareholder, co-owner, proxy , observers, guests etc.

**Information** is data, logs, IP addresses or any information including personal data that the customer has provided to service provider company before , during or after using the service.

**Personal Data** is any data using which attendee or user can be identified. Personally identifiable information may include, but is not limited to:

Email address, First name and last name , Phone number , Address, State, Province, ZIP/Postal code, City ,ID Card number, ID card copy of user & proxy In case of Shareholder/Condo meeting contracting customer may provide us additional data which may include registration number e.g. TSD ID or Registrar ID, number of shares held, ID card/passport number/ juristic ID, name, address, telephone, co-owner names, condo unit number, voting rights , video and audio recording etc. IP address if not linked to other personal data is not considered as personal data.

**Incident** means an incident caused by any wrongful act or action performed through a computer or computer system. which may damage or Impact on Cybersecurity or computer cyber security computer data computer system or other information related to the computer system of the service user or attendee.

**Weakness** is something or situation that is not yet classified as an information security incident, but if left it may escalate to become an information security event or incident.

## 2. Duties and Responsibilities for Information Security of the service provider

- a. The service provider will carry out the security of the information in accordance with the stated responsibilities according to the service contract documents or according to the quotation Service and Security policy.
- b. Service providers have a duty to notify security incidents that affect the use of the service via email to customers via email [info@quidlab.com](mailto:info@quidlab.com) as soon as it is known to Service Provider.
- c. Service Provider shall provide services as contracted with all due diligence.
- d. Service Provider shall maintain a backup system and activate it in case of any disaster within reasonable time.
- e. Service provider will delete all personal data collected during meeting 90 days after meeting.

### 3. Duties and Responsibilities for Attendees, users & Customers

- (a) obtain all necessary authorizations, approvals and permissions for use of the Service in relation to the relevant System;
- (b) use the Service in full compliance with this Agreement;
- (c) be responsible for any acts or omissions by Users;
- (d) use the Service in accordance with all applicable laws of Thailand;
- (e) use the Service in compliance with the Acceptable Use Policy;
- (f) not make the Service available to any unauthorized third party, and promptly inform Quidlab in the event of any suspected unauthorized access to or use of the Service;
- (g) not create or attempt to create any substitute service or service similar to the Service, by use of, reference to or access to, the Service or any of Quidlab's Intellectual Property Rights;
- (h) not sell, lend out, lease, transfer, assign, sublicense, distribute or permit access or use of the Services, or any part thereof, to any third party without Quidlab's prior written approval;
- (i) not interfere with, or disrupt the integrity or performance of the Service or any third party data contained therein;
- (j) not attempt to gain unauthorized access to the Service or its related systems or networks;  
and
- (k) not decompile, disassemble, reverse-engineer, or penetration tests the software included in the Service.

### 4. Contact Us

If you wish to contact us or report bugs, vulnerabilities , questions about terms of service :

Quidlab Co., Ltd

179/338 Soi Sukhumvit 39 (Prompong),

Supalai Place, Tower B,

Klongton Nua, Wattana, Bangkok 10110, Thailand

By email: [info@quidlab.com](mailto:info@quidlab.com)