

Enhanced Ajax Services: Technical Terms of Services
for Services Resellers/Services Distributors (“Technical T&C”)

AJAX CLOUD STORAGE SERVICE

Last Updated: 01 Jul 2025

1. Service Description and Limitations

1.1. Ajax Cloud Storage Service (“Service”) provides cloud-based storage of video clips recorded from compatible Ajax security cameras.

1.2. Storage limits are determined by the selected subscription plan. Plans are restricted either by the duration of storage (in days) or by a maximum amount of video footage stored (in minutes).

1.3. When the maximum storage limit is reached, the oldest video footage will be automatically overwritten by new recordings. Consequently, video clips may be retained for fewer days than the nominal duration if the storage limit is exceeded sooner.

1.4. We reserve the right to modify storage duration, storage limits, and other features at its discretion, providing reasonable advance notice.

1.5. According to the Technical T&C, by the term “Customers” shall be meant the Services Resellers/Services Distributors, Service providers (Dealers) / Installers, End-users. This term shall have the meaning assigned to it herein, regardless of whether it appears in the singular or plural form.

2. Availability and Termination

2.1. Service availability may vary by region and is subject to change without notice due to regulatory requirements or business considerations.

2.2. We may suspend or terminate the Service for non-payment, misuse, or unauthorized use without prior notification.

2.3. Customers may terminate their subscription at any time. Upon termination, stored video content may be deleted immediately.

3. User Responsibilities

- 3.1. Customers must ensure the Service is used only with authorized Ajax camera/security devices and maintain accurate account information.
 - 3.2. Customers are responsible for compliance with applicable privacy and data protection laws, including securing necessary consents for recording audio/video.
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4. Fair Use and Restrictions

- 4.1. Excessive or abnormal usage patterns inconsistent with typical residential or commercial security monitoring may trigger restrictions or suspension of the Service (Fair use policy).
 - 4.2 The Fair use policy includes but is not limited to: limiting monthly viewing of stored videos to 10x of the storage limit stated in the usage plan description (e.g. if the Service plan states that it is for 1500 minutes of storage limit, the total number of replay minutes available is 15000).
 - 4.3. Unauthorized uses include, but are not limited to, using the Service for commercial broadcasting, mass storage unrelated to security monitoring, or any illegal activity.
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5. Data Protection and Privacy

- 5.1. Personal data and video footage are processed and stored according to applicable data protection laws, including, but not limited to, Regulation 2016/679 (GDPR).
 - 5.2. We employ commercially reasonable security measures but cannot guarantee absolute security of data.
 - 5.3. Data may be transferred and stored internationally, adhering to relevant regulatory standards and under the applicable security measures.
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6. Liability and Warranty

- 6.1. The Service is provided on an "as-is" and "as-available" basis without warranties of any kind, express or implied.
- 6.2. We are not liable for any indirect, consequential, or incidental damages resulting from the use or inability to use the Service, including loss of data or security breaches.
- 6.3. Customers acknowledge that the Service is supplemental and should not be relied upon as the sole means of security.

7. Changes and Notifications

7.1. We may alter the terms, pricing, or conditions of the Service at its discretion, providing reasonable notification to Customers.

7.2. Notifications will be delivered via email, posted online, or communicated through the Service platform.

8. Intellectual Property

8.1. We retain all intellectual property rights to the Service, excluding customer-owned video content.

8.2. Customers grant to Ajax a limited license to use stored content solely for providing and improving the Service.

9. Governing Law and Jurisdiction

9.1. These Technical T&C and all issues relating to its validity, interpretation or fulfilment of any of its terms and conditions or any rights or obligations shall be governed by and resolved in accordance with the laws of Poland.

10. Customer Indemnification

10.1. Customers agree to indemnify Ajax and its affiliates against all claims arising from misuse, and/or unauthorized use, and/or violations of applicable laws.

This Technical T&C governs the use of Ajax Cloud Storage Services. By subscribing and utilizing our Service, including enabling them to End-users as Service providers (Dealers) / Installers, customers acknowledge acceptance of the terms outlined herein.