



**Allthings**

## **Additional Terms of Use for Service-Center**

**Micro-App License Agreement (MLA)**

**Allthings, Version March 2019  
Allthings Technologies AG  
Lange Gasse 8 – 4052 Basel – Schweiz**

# 1 Description of the Micro-App

This micro-app is a tool for contacting the property management and janitor and to make the status of the processing of the reported requests transparent. This micro app may also have a different designation, such as "Service Point" or "Help Desk".

If activated, the "Service-Center" offers you the possibility to send inquiries/messages (e.g. damage reports, inquiries regarding cleaning, inquiries regarding invoicing) in the form of tickets to the responsible persons (e.g. property management, customer service, janitor). The responsible persons can access these tickets, answer them directly or forward them for further processing, for example, by issuing a corresponding repair order. In order to provide these functions, by using the Micro-App, especially when filling out and sending the ticket contact form, you agree to forward and disclose your personal data for the initiation and processing of your request or a contractual relationship connected therewith to the responsible persons and, if necessary, that the responsible persons forward your request to third parties for a further processing and handling your request.

## 2 Terms of use

The following terms and conditions apply to the Micro-App described in Section 1 and the related Services of Allthings and complementary to the existing terms and conditions of Allthings provided by its End User Licence Agreement ("EULA"). In the event of deviations between the EULA and these MLA, the provisions of this MLA shall supersede the provisions of the EULA.

This MLA is effective as soon as You activate the Micro-App described in Section 1. The term of this MLA and the right to use the Micro-App described in Section 1 shall end when Your account is closed or the Micro-App is terminated by Allthings.

By using the Service-Center, you agree to the following conditions:

- You authorize Allthings to forward content data that you provide to Service-Center, as a message to the persons responsible and, if necessary, to third parties designated by them for the further processing and handling of the request.
- You authorize Allthings to disclose the necessary inventory data (name, e-mail address, telephone number, possibly apartment number/rental unit number, possibly address), which are stored on the Platform, to the persons responsible for handling your request.
- You authorize the responsible persons at the Service-Center to forward your personal data (for example your telephone number and address) to third parties, for example to a repair service, solely for the purpose of a solution-oriented processing of your tickets.

Allthings will only act as technical operator of the Service-Center and is neither responsible for the subsequent processing of the tickets, nor for any contracts that may arise as a result or their execution.

This micro app will display data from the tenant relationship, such as contract data or current rental fee. This micro-app may also have a different designation, such as "Contracts and Accounts".

## 3 Miscellaneous

### 3.1 Changes of this MLA

Allthings can change this MLA at any time if necessary at its sole discretion. The changes will take effect when posted on the Allthings website or if Allthings informs You by other means. Please check the MLA on the website ([www.allthings.me/en/documents](http://www.allthings.me/en/documents)) regularly for changes. By continuing to use the Micro-App and the Services after the date on which the terms have changed, you agree each time to the then-current version of this MLA.

### 3.2 Partial invalidity of this MLA

Should one or more provisions of this MLA be invalid or ineffective, or become unenforceable, the remaining provisions shall remain unaffected. The relevant parts of the provisions concerned shall be replaced by the relevant statutory provisions.

## 4 Applicable Law

Notwithstanding mandatory national consumer protection laws, this EULA is subject to the laws of Switzerland without the UN Sales Convention and under exclusion of the conflict of laws provisions. The exclusive place of jurisdiction for all disputes arising from or in connection with this EULA shall be the courts of the Canton of Basel-Stadt.