

**General Terms and Conditions (T&Cs) and
Privacy Statement
Alternate Tanácsadó Kft.**

Effective: from September 1, 2025

1. Service Provider's Data

Company name: Alternate Tanácsadó Kft.

Registered office: 1146 Budapest, Dózsa György út 7. II. floor 7.

Company registration number: 01 09 909225

Tax number: 14556315-2-42

E-mail: fertetics.mandy [at] alternate.hu

Website: www.alternate.hu

Phone number: +36209471884

2. General Provisions

The purpose of this T&Cs is to set out the legal conditions for the use of consulting and educational services between Alternate Tanácsadó Kft. (hereinafter: Service Provider) and its clients (hereinafter: Client).

The confirmation statements appearing in the contract and offer ("By accepting the offer / signing the contract the Client also accepts the T&Cs.") are in line with the objectives of this document.

3. Subject of the Service

The Service Provider provides sustainability consulting and educational services, including but not limited to:

- Audits, evaluations
- Executive and employee trainings, education
- Professional mentoring
- Sustainability strategy
- Sustainability reporting and data provision
- Sustainability performance measurement
- Stakeholder mapping and engagement
- Internal and external sustainability communication
- Sustainability project management
- etc.
- And the above also apply to topics of responsible employment, responsible corporate governance, business ethics, environmental and external social, and holistic sustainability matters.

The Client may primarily be a company / business organization, or educational institution, nonprofit organization, or even an individual.

4. Contract Conclusion

The contract is created in writing on the basis of an individual order or contract, in which the parties record the exact content, schedule, and remuneration of the service.

The T&Cs is considered automatically accepted upon ordering.

Electronic communication related to the service and cooperation (e-mail, Teams, chat, etc.) also has legal effect.

5. Fees, Payment terms

- The consulting fee is determined according to the project plan or order, and recorded in the contract.
- Payment deadline: according to the client's needs and possibilities, preferred maximum 30 working days.
- The Service Provider reserves the right to charge late payment interest.

6. Service Performance

The Service Provider relies during the project on the Client's cooperation, performance of tasks, sharing of information and documents, and provision of data, in a mutually agreed manner.

Performance takes place according to the agreed schedule, however, project circumstances may change, thus intermediate and final dates may also be modified by mutual agreement, which we record in writing (contract amendment, contract supplement, e-mail confirmation). The Service Provider may freely use subcontractors for the performance of the service. Depending on the order or contract, there may be a notification or consultation obligation. Force majeure means events beyond the control of the parties (e.g. natural disaster, pandemic, regulatory restriction) which make the performance of the contract impossible. In such cases, the parties consult about modifying or terminating the contract.

7. Intellectual Property

The intellectual products created during the project (e.g. methodologies, procedures, studies, presentations, educational materials) remain the copyright of the Service Provider, unless otherwise agreed in writing by the parties.

The Client is entitled to use them in accordance with the purpose of the service but may not transfer them to third parties or make them public without the prior consent of the Service Provider.

8. Withdrawal, termination

The Client is entitled to withdraw from the order without justification before the start of the service. In the case of a started service, the performance-proportionate part of the fee (which may be based on the value of the project tasks carried out or the work time invested, as detailed in the remuneration) shall be invoiced, or in other cases as stipulated in the contract. In the case of availability ensured but service not called upon, the Service Provider is also entitled to invoice at least 80% of the fee.

The Service Provider is entitled to terminate the contract with immediate effect in case of serious breach of contract.

8. Liability

The Service Provider's liability extends exclusively to professional and careful consulting and education. It does not accept liability for damages resulting from incorrect application of advice or from the failure to achieve the expected results.

9. Privacy Statement

The data provided by the Client are treated confidentially and are used solely for the provision of the service.

Specific confidentiality rules are included in individual contracts.

For the purpose of providing information related to our services and activities, invitations to events, and marketing and sales activities, we store and manage the names, e-mail addresses, and phone numbers of Clients and potential Clients.

The legal basis for data storage and management is the written consent of the data subject.

The duration of data management is until the withdrawal of consent.

Unsubscribing is possible via the unsubscribe link provided in the newsletter, by reply e-mail, or by postal mail.

The data is stored via platforms provided by Microsoft365 cloud service provider and Hostinger hosting provider, thus reducing any unauthorized access.

The Service Provider's data management is therefore compliant with the GDPR.

10. Confidentiality

Both parties are obliged to maintain confidentiality, which extends to the handling of business information of the parties involved during the service and the protection of their good reputation.

The order or contract may include additional conditions or clauses.

Confidentiality remains valid after the termination of the service.

The Service Provider is permitted to indicate the cooperation as a reference, to refer to it, and to display it in offers and marketing materials, unless the order or contract provides otherwise.

11. Complaints and Non-Compliance Reporting

Every affected party is entitled to submit a complaint or non-compliance report regarding the services, operation, activities, or questions arising in the value chain of Alternate Tanácsadó Kft. Our goal is to identify and prevent risks and impacts, thus we consider reports as constructive criticism and investigate them.

Malicious or bad-faith reports may have consequences.

Feedback and reports are accepted at alternate@alternate.hu, or if no appropriate response, hearing, or answer is received here, the complainant may also submit the complaint through official channels and organizations.

12. Value- and Impact-Based Cooperation

The Service Provider's goal is to build constructive, trust-based cooperation with Clients, creating positive social and/or environmental benefits along the principles of sustainability and responsible operation. The success criteria for this are:

- Open and honest communication
- Mutual observance of deadlines
- Shared and individual responsibility
- Transparent and consistent task distribution
- Professional credibility and balance

- Flexibility to current needs and opportunities

13. Final/ Other provisions

The Service Provider is entitled to unilaterally initiate the modification of this T&Cs. The T&Cs is considered automatically accepted with the establishment of cooperation, unless otherwise stated in the order or contract. The parties primarily seek to settle potential legal disputes amicably. In case of legal dispute, the competent court is the Metropolitan Court of Budapest or the institution and/or format specified in the Order or Contract.