

Olympia Electronics User Agreement

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This Olympia Electronics User Agreement ("the Agreement") sets forth the terms and conditions of your use of user name registration and related services ("Services") between you and Olympia Electronics Platform Operator ("the Platform Operator"). In this Agreement, "you" and "your" refer to you or any agent, employee or person authorized to act on your behalf. "We", "us" and "our" refer to Zhejiang HuaxiaoTechnology Co.,Ltd ("Huaxiao"). The Agreement explains our obligations to you, as well as your obligations to us for various services offered by Platform Operator. When you use your account or permit someone else to use it to (i) purchase; or (ii) acquire access to additional Olympia Electronics Services or products; or (iii) cancel Olympia Electronics Services, this Agreement covers such services or actions.

It is important that you read and understand the following terms. By clicking "**AGREE**", you are agreeing that these terms will apply if you choose to access or use the Service. If you do not want to agree to these terms, you must not access or use the services.

We are committed to responsibly handling any information and data we collect through our Services in compliance with our Privacy Policy, which is incorporated into the Agreement. Please review our Privacy Policy, thus you are aware of how we collect and use your personal information.

[Privacy Policy and Statement of Personal Data Protection](#)

The formation, enforcement, interpretation, amendment, supplementation, termination, execution and dispute resolution of the Agreement shall be governed by the laws of the European Union, and by Regulation (EU) 2016/679 (General Data Protection Regulation - GDPR).

Any party of the Agreement can litigate the dispute arising of or related to Olympia Electronics Platform Service before the competent courts of Greece, in accordance with the laws of the European Union, and in particular Regulation (EU) 2016/679 (General Data Protection Regulation - GDPR), which governs the protection of personal data of individuals within the EU.

If any provision of this Agreement is held by a court to be invalid, illegal or unenforceable for any reason, such provision shall be eliminated, and the remaining provisions of this Agreement will continue in full force and effect.

1. Service Description

Olympia Electronics is a brand that provides software services and smart safety systems to users. When the product is connected to the Olympia Connect application, users can remotely control and manage it through the mobile application. Core functionalities include device management, fire alarm push notifications, smart room organization, and device sharing with authorized users, in accordance with the features supported by the application.

2. Definition

Platform: refers to Olympia Electronics software and or websites of Olympia Electronics related to the monitor and control of the product.

Platform Operator: refers to Olympia Electronics managing the platform.

Platform Service: the internet-based Services provided by Platform Operator in various forms.

Olympia Connect: refers to the official mobile application of Olympia Electronics, through which users can register, log in, manage their devices, receive fire alarm push notifications, organize rooms, and share devices with authorized persons.

3. Scope

3.1 Parties to the Agreement

The Agreement is concluded by you and Platform Operator. The Agreement has contractual effect between you and Platform Operator.

3.2 Additional Terms and Policies

We offer a diverse range of services, so there are certain additional terms and policies that may be applicable to your use of all of our services or to specific services, as set out in this section and as otherwise notified to you from time to time. These additional terms of service and policies all form part of and are incorporated into these Terms.

Olympia Electronics Privacy Policy – which sets out how we collect, store and use your personal information.

3.3 Data Collection and Security

The Olympia Electronics Platform, in cooperation with its technical service provider, collects and processes categories of personal and device-related data necessary for the provision of the services. Such data may include, but is not limited to:

- **Personal Information:** such as username, email address, phone number, IP address, and other identifiers provided during registration or use of the services.
- **Device Information:** such as equipment type, model, serial number (SN), MAC address, technical logs, and related metadata.

All data collection and processing activities are carried out in accordance with the Privacy Policy, the GDPR, and applicable national data protection laws.

All user data is stored securely in cloud infrastructure located in Frankfurt, Germany, within the **European Economic Area (EEA)**. Data is retained for a period of up to **three (3) years**, unless otherwise required by law.

The Olympia Electronics Platform, supported by its technical provider Zhejiang Huaxiao Technology Co., Ltd., implements a multi-layered security architecture designed to ensure privacy compliance and comprehensive data protection throughout the entire data lifecycle — from collection and transmission to storage, processing, and deletion.

Security mechanisms are implemented across four primary dimensions:

- System and Middleware Security,
- Network Security,
- Data Security,
- Application Security.

In practical terms, the platform incorporates the following security measures:

- Mandatory user authentication for platform access,
- Authentication is required for adding equipment,
- Default use of HTTPS encryption, with automatic redirection from HTTP,
- Active device-level firewall and web application firewall deployment,
- Regular encrypted data backups to ensure recovery integrity.

Access to platform data is strictly limited to the platform operator. Olympia Electronics does not have direct access to user data but may receive periodic non-sensitive data reports, such as account registration information and device metadata. Further legal and compliance aspects regarding data protection, roles, and responsibilities are set out in Section **8 (Roles and Legal Framework)**.

4. Registration and Use

4.1 Qualification

To use our Services, you must have the legal capacity to enter into a binding agreement under the laws of your country of residence. If you are considered a minor under applicable European or national law, you may only use the Services with the consent and supervision of a parent or legal guardian, who shall be responsible for your actions and any resulting consequences.

4.2 Account Description

You can get the Olympia Connect account and become a user of the Platform after signing or agreeing on the Agreement and completing the registration.

Registration and login require the provision of a valid **email address, and password**, followed by a verification process to **log in** to Olympia Connect application.

As your account is associated with your personal information and business information, please use it only by yourself.

In order to provide you with other services, you have to combine Fire devices, gateways, camera devices, smart hardware, or other alarm devices produced by Zhejiang Huaxiao Technology Co., Ltd. with the account.

4.3 Registration Information Management

4.3.1 Truthfulness and lawfulness

When you use the Olympia Connect Services, you should provide your information (including your email address, phone number, etc.) accurately and completely. You understand and agree that you are obligated to maintain the authenticity and validity of your information.

Your chosen username must comply with applicable laws and regulations and must not infringe upon the rights of others, contain offensive content, or be misleading. Olympia Electronics reserves the right to restrict the use of usernames that violate these terms. Such restrictions shall not affect your general access to the Services.

4.3.2 Account Management

The Olympia Connect provides users with a secure account management system, enabling them to register, update or delete their accounts through the mobile application. The main features of account management include:

- **Registration:** Users register by selecting their country or region, entering a valid email address, and verifying it through a code sent via email.
- **Password Reset:** Passwords may be changed by providing the original password and confirming a new one through the account settings.
- **Account Deletion:** Users may initiate account deletion within the mobile application, subject to confirmation steps and data deletion policies in accordance with applicable laws and regulations.

4.3.3 Update and Maintenance

You should update your information in time by providing up-to-date, truthful, complete, and valid information.

4.4 Account Security Specifications

Platform Operator will not ask you to provide your account password at any time. Therefore, it is recommended that you take good care of your account.

As the technical service provider, Zhejiang Huaxiao Technology Co., Ltd. is responsible for the operation, management, and storage of platform data and system functionalities. Olympia Electronics does not have direct access to manage backend data or platform-level functions. However, Olympia Electronics may receive periodic summary reports (e.g., every six months) including account ID, email, registration country, and device information such as model and serial number. Sensitive personal data, such as passwords, are not accessible to Olympia Electronics and remain fully confidential.

We are not responsible for any of your loss and consequences when your account is (i) leaked by your mistake; or (ii) attacked or defrauded by others. You should seek compensation from the tortfeasor through judicial and administrative relief channels.

You shall be responsible for all actions under your account (including but not limited to online signing of various types of agreements, publishing information, purchasing goods and services, and disclosing information, etc.) except Platform Operator's fault.

If you find any unauthorized use of your account to log on to the Platform or other circumstances that may result in your account being stolen or lost, it is recommended that you immediately inform us and change your registration credentials. You also agree to ensure that you exit from your account at the end of each session. You should use particular caution when accessing your account from a public or shared computer so that others are not able to view or record your password or other personal information. You understand that it takes a reasonable amount of time for Platform Operator to take action on any of your requests. Even though we take every effort to respond to your requests as soon as possible and always within the statutory time period, Platform Operator may not be able to avoid or prevent the formation or expansion of the consequences of the infringement by taking the actions at your request. Except for the legal fault of Platform Operator, we shall not be liable for any situations aforementioned.

5. Rules of Use

5.1 Acceptable Use

The Services provided by Platform Operator are intended for personal or authorized professional use, in accordance with the intended functionality of the platform. Any unauthorized commercial exploitation, resale, or distribution of the Services without the prior written consent of Olympia Electronics is strictly prohibited. Olympia Electronics reserves the right to suspend or terminate access to the Services in case of such violations.

5.2 Users must abide by the following principles when using our Services:

- 1) Comply with relevant national, provincial, local or international laws and policies.
- 2) Comply with all network protocols, regulations and procedures related to Web services.
- 3) Login only through Olympia Connect mobile application or other legal channel declared by us.
- 4) It is not allowed to use this service to perform any conduct that is detrimental to Platform Operator.
- 5) Do not use this service to conduct any activities that may adversely affect the normal use of the Internet.
- 6) The service shall not be used for any illegal purpose.
- 7) Do not use plug-in or other cheating means, improper or unfair means to participate in this Service.
- 8) Do not violate the law in any way, or violate the privacy of others, or denigrate others.
- 9) If it is found that the account is illegally used or there is a security loophole, you should inform Platform Operator immediately.

5.3 Service Modifications and Updates

Platform Operator reserves the right to improve, modify, or update the Services at any time, including

the release of new software versions or adjustments to existing features. Such updates may require users to install a new version of the application in order to access the latest functionalities. While Platform Operator will make reasonable efforts to inform users about significant changes, continued use of outdated versions may result in reduced functionality or limited access. Platform Operator also reserves the right to modify or discontinue certain features as necessary to support business operations or service improvements. Users agree to take the above risks on their own.

6. Value-added services and charges

6.1 Optional Paid Services and Pricing

In accordance with the development of the market and technology, Platform Operator may provide users with various Internet and communication value-added services related to the Services, including free and fee-based value-added services. We reserve the right to introduce charges for certain value-added services and to modify pricing and payment methods as needed. If the relevant service changes from free to paid services, we will provide notice in a proper way. Users can choose to accept or reject the fee-based service. The users shall pay for any fee-based services in accordance with our provision. In the event of non-payment, Platform Operator may suspend access to the relevant features and take appropriate action in accordance with applicable law.

6.2 Advertising and Promotional Content

Platform Operator reserves the right to place various advertisements and promotional content on the application or platform, in the form of, including but not limited to, system notifications and pop-ups messages, and will be presented in accordance with our Privacy Policy and applicable data protection regulations.

7. Intellectual Property

7.1 Except for the limited rights for the use of our Services, the Agreement does not grant users:

- 1) Any right to any intellectual property in the services, or
 - 2) Any right to use our trademarks, logos, domain names, or other brand features.
- “Intellectual Property Rights” means current and future patents, copyrights, trade secrets, moral rights, and other similar rights worldwide.

7.2 Software Restrictions

The user may not use the aforementioned information or materials in any way other than his personal, non-commercial use, nor may he copy, translate, disassemble, reverse edit, or reverse engineer any software involved in the Services. The user also may not otherwise convert the object code of the software or attempt to convert the source code.

7.3 Restriction on Use of Content

Unless expressly authorized by this Agreement or by Olympia Electronics in writing, users may not reproduce, modify, rent, lease, sell, distribute, publicly display, create derivative works from, or otherwise use any part of the Services or their content for commercial purposes, in any form or by any means.

7.4 Intellectual Property Ownership

The software copyright of the Olympia Connect application belongs to Zhejiang Huaxiao Technology Co., Ltd. The trademark rights belong to Olympia Electronics S.A.

8. Roles and Legal Framework

8.1 Data Controller and Data Processor

For the purposes of data protection law, Zhejiang Huaxiao Technology Co., Ltd. shall act as the Data Controller of the Olympia Electronics Platform. Olympia Electronics acts as the brand owner and may provide technical service to end users but does not control the underlying data processing.

8.2 Data Processing Agreement (DPA)

A Data Processing Agreement (DPA) can be signed between the parties, in line with GDPR requirements, to ensure proper allocation of responsibilities and compliance.

8.3 Security Incidents

Zhejiang Huaxiao Technology Co., Ltd. is responsible for notifying and managing any security incidents involving the Olympia Electronics Platform. However, if any data breach occurs involving user data shared with Olympia Electronics and under its control, Olympia Electronics shall notify Zhejiang Huaxiao Technology Co., Ltd. immediately.

8.4 Notification of Clients and End Users

In the event of an alarm or related system notification, the platform will notify end users directly, and not Olympia Electronics as client.

8.5 User Rights under GDPR

Users have the right to access, delete, and modify their personal data in accordance with the General Data Protection Regulation (GDPR). Requests will be handled in line with applicable EU and national data protection laws.

8.6 Applicable Legal Requirements

The Agreement is governed by GDPR and applicable national data protection laws and regulations.

8.7 Role of Service Provider

Olympia Electronics may appear fully as the service provider to the end users. Zhejiang Huaxiao Technology Co., Ltd. acts strictly as a technical service provider for Olympia Electronics, and its role does not need to be disclosed to end users.

9. Third-party software and applications

9.1 Third-Party Ownership and Responsibility Disclaimer

Third-party software and applications provided with this product may be developed by individuals or entities that are not affiliated with or operated by us. We do not own the copyrights or intellectual property rights of these third-party software and applications. In view of this, we cannot provide any guarantee for these types of software and applications. The Platform Operator will neither provide the users with support for these third-party software and applications, nor assume any responsibility to whether these third-party software and applications function properly.

9.2 Use at your Own Risk – No Warranty

If you use these third party software and applications, you acknowledge that these software and applications are provided "as it is". No warranty of any kind (whether express or implied) is enclosed within the maximum permissive scope of the applicable laws. You are also considered to have acknowledged that neither Platform Operator nor its parent or subsidiary companies makes any express or implied representations or warranties, including but not limited to, the guarantee of

ownership, merchantability or fitness for a particular purpose, free from any infringement of third-party patents, or copyrights, trademarks or other rights of third-party software and applications.

9.3 No Guarantee of Availability

The services of third party software and applications may be interrupted or terminated at any time. We do not guarantee that any content or service would remain available at any time. The transmission of content or services by the third parties through networks or tools is out of our control. To the extent permitted by relevant laws, we shall not be responsible for any interruption or termination of any content or service offered through this product.

9.4 User-Installed or Uploaded Content Disclaimer

For any software that you personally install on this product or any third-party works such as texts, pictures, videos or software uploaded or downloaded, we are not responsible for its legality, quality or any other aspects. You are solely responsible for any related risks arising from your personal installation, uploading, or downloading of any of the aforementioned third-party works.

9.5 Third-Party Providers and Data Location

The Olympia Electronics Platform makes use of third-party service providers to ensure the provision and operation of the services. All personal data collected is stored exclusively within the European Union, specifically in Germany. Although data storage remains in the EU, the Olympia Connect supports registration and access by users worldwide.

10. Limited Warranty

10.1 Disclaimer of Warranties

Although we want to provide first-class services, we cannot guarantee certain service-related issues. For example, third-party services and software are provided "as it is" at the user's own risk and without any form of express or implied warranty or condition. We also deny any warranties of merchantability, specific-purpose applicability, stability, virus-free, negligence, lack of technical know-how, or non-infringement. We are not responsible for any damage to your computer system, data loss or damage, or any other damage caused by the user's access to or use of the services or software.

10.2 Internet-Related Risks and User Responsibility

Users are considered to have understood that our service involves the Internet and may be affected by various factors of instability, such as force majeure, computer viruses, hacker attacks, system instability, user location, user shutdown, illegal content information, harassment information shielding, and anything else. There exist risks of not satisfying the users' needs due to service interruption, obstruction, etc. caused by network, technology, communication lines, computer failures, and information security management measures. The users are considered to have assumed the above risks. The users are responsible for implementing sufficient procedures and checkpoints to satisfy their particular requirements for anti-virus protection and accuracy of data input and output, and for maintaining an external means to our Services for any reconstruction of any lost data. We are not liable for any loss suffered by the user due to his or her inability to receive video data or the receiving of incorrect data.

11. Support and Maintenance

11.1 Technical Support

Olympia Electronics shall provide first-line technical support to end users of the Olympia Connect application. Zhejiang Huaxiao Technology Co., Ltd., as the technical service provider, shall provide

support to Olympia Electronics as needed.

11.2 Application Updates

The Olympia Connect is maintained and updated by Wisualarm. Two new versions are provided annually, subject to an annual maintenance agreement.

11.3 Infrastructure Maintenance

The application infrastructure is maintained by Wisualarm, subject to an annual maintenance.

12. Limitation of Liability

12.1 Maximum Liability Cap

All responsibilities undertaken by Platform Operator are limited to the price paid by users of the Services.

12.2 Disclaimer of Indirect and Special Damages

To the maximum extent permitted by applicable law, Platform Operator bears no responsibility of any accidental, indirect, special, or punitive damages or requests (including but not limited to, personal injury, privacy leakage, failure to perform any duty including integrity or reasonable care) arising from the use or any aspects of the Services.

12.3 Third-Party Links Disclaimer

The Services may contain links to third-party websites or resources. Platform Operator makes no representations or warranties regarding the availability, accuracy, and relevant content, products, and services of these links. Users shall be fully responsible for their use of any such website or resource.

12.4 Force Majeure and Service Disruptions

Platform Operator shall fulfill its basic obligations in accordance with the applicable laws and regulations of the European Union and the Hellenic Republic (Greece), but Platform Operator does not bear any corresponding liability for breach of contract, such as performance obstacles, performance defects, performance delays, or changes in performance, due to the following circumstances:

- 1) Force majeure events such as natural disasters, strikes, riots, wars, government actions, and judicial administrative orders;
- 2) Power supply failures, communication network failures and other public service or third-party factors; and
- 3) Events such as regular or emergency maintenance and failures of equipment and systems, and factors such as network information transmission and data security, even when Platform Operator has fulfilled its obligations in good faith.

12.5 Exclusion of Business-Related and Indirect Damages

We will not be liable to you for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with use of, or inability to use, our Services; or use of, or reliance on, any content displayed on our Services. In particular, we will not be liable for loss of profits, sales, business or revenue; business interruption; loss of anticipated savings; loss of business opportunity, goodwill or reputation; or any indirect or consequential loss of damage.

13. User Liability and Indemnification

If your actions result in any loss of Platform Operator and/or its affiliates (including direct economic loss and indirect loss such as loss of goodwill, compensation and settlement payments, attorney fees, and litigation costs), you shall indemnify Platform Operator and/or its affiliates for all the above losses to the extent permitted by applicable law.

If your conducts cause Platform Operator and/or its affiliates to suffer from any third-party claim, Platform Operator and/or its affiliates may, after assuming the obligations to third party such as money payments, recover all losses from you.

14. Modifications of the agreement

Platform Operator may modify the Agreement and supplementary agreement from time to time to conform to changes in laws and regulations, to maintain transaction order and to protect consumer rights and interests. Platform Operator will notify you about the modified agreement and its supplementary agreement ("Altered Matter") in accordance with applicable laws and regulations.

If you do not agree with the Altered Matter, you can contact Platform Operator with feedback before the effective date of the Altered Matter. If the feedback is adopted, Platform Operator will adjust the Altered Matter as appropriate.

If you still disagree with the Altered Matter that has already taken effect, you should stop using the Services as of the effective date of the Altered Matter so that the Altered Matter has no effect on you; if you continue to use the Services after the effective date, you are deemed to have accepted the Altered Matter.

15. Notice

15.1 Effective contact

When you register as a user of the platform and access the Services through the Application, you must provide real and valid contact details. If there is any change of your contact details, you are obliged to update relevant information promptly and stay accessible.

The member's account you created after registering at Olympia Connect application, which is used to receive platform notices and system messages, is also an effective contact method.

Olympia Connect will send all kinds of notifications to you through one or some of the above contact methods. The content of these notifications may have a significant effect on you. Please pay attention in time.

You can receive advertising information, promotions, and other commercial information you are interested in, through your e-mail address you provided for registration. If you are willing to receive such information, you may subscribe through the corresponding subscription service.

15.2 Delivery of Notices

Olympia Connect may provide you with notifications related to the use of the Services via the contact details you have provided, including system messages, emails, or other electronic communications. Such notifications shall be deemed to have been received upon successful transmission, unless otherwise required by law.

You are responsible for ensuring that your contact information remains accurate, up to date, and capable of receiving communications. Olympia Connect shall not be held liable for any delay or failure in notification due to outdated or incorrect user information.

Legal notices from Platform Operator (where applicable) will be delivered through reasonable and documented means, such as email or registered post. For any judicial matters or court-related communication, the service of legal documents shall be governed by the applicable laws and procedures of the Hellenic Republic and the European Union.

16. Termination of the agreement

16.1 Termination

You have the right to terminate the Agreement in any of the following ways:

- 1) Closing your account through the mobile application, provided you meet the account closure conditions as outlined by Platform Operator;
- 2) You stop using the Services before Altered Matter of the Agreement come into effect and you expressly refuse to accept it;
- 3) Notifying Platform Operator in writing of your decision to stop using the Services and fulfilling any applicable termination requirements.

Platform Operator may notify you to suspend or terminate this Agreement and/or your access to the Services in the following cases:

1. You violated the Agreement and Platform Operator can terminate the Agreement based on the breach of contract;
2. You illegally accessed another person's account, published prohibited information, or defrauded others of their property;
3. You have repeatedly or seriously violated platform policies or community standards;
4. Your account has been deleted by us pursuant to the Agreement;
5. You have infringed upon the rights of others or engaged in conduct that violates applicable laws or regulations;
6. Other situations where the service should be terminated.

16.2 Process after the Termination of the Agreement

Upon termination of this Agreement, and except as required by applicable law or explicitly stated herein, Platform Operator is not obligated to provide access to or disclose any account-related information to you or to any third party you may designate. After the termination of the Agreement, Platform Operator still has the following rights:

- 1) Retain user-related data or transaction records as required for legitimate business purposes or to comply with legal obligations, in accordance with the company's privacy policy and applicable data protection laws;
- 2) For your previous breach of contract, we can still hold you responsible for breach of contract in accordance with the Agreement.
- 3) After the termination of the Agreement, Platform Operator may, at its own discretion, decide whether or not to close any trade orders that you generated during the existence of the Agreement; if Platform Operator asks for specific performance, you should continue the performance of the trade order in accordance with the Agreement, and bear all the loss and extra expenses arising from it.

Customer Service Email: tech@olympia-electronics.com. Welcome your inquiries.