



# VREIN TERMS AND CONDITIONS OF USE

**Last updated:** April 2026

Welcome to **Vrein**. These Terms and Conditions of Use (the “**Terms**”) govern access to, browsing of, and use of the Vrein website (the “**Site**”), as well as access to and use of the platform, features, modules, integrations, tools and related services offered by **NEWDIGITALWAY S.A.** (the “**Company**”).

By accessing the Site, submitting forms, contacting us via WhatsApp, requesting a demo, registering, purchasing, or using the Platform, you agree to these Terms. If you do not agree, you must not use the Site and/or the Platform.

## 1. Who we are

Vrein is a technology solution operated by **NEWDIGITALWAY S.A.**, a company incorporated under the laws of the Republic of Argentina.

In these Terms, “**Vrein**”, “**we**”, “**our**” or the “**Company**” means NEWDIGITALWAY S.A.

## 2. Scope

These Terms apply to:

- browsing and using the Site;
- submitting information through contact, demo request or subscription forms;
- communications initiated by the user through official WhatsApp channels;
- account registration and administration;
- purchase and use of the Platform;
- use of features, modules, integrations, APIs, reports, automations, messaging, campaigns, personalization, audiences, dashboards, metrics and AI-based assistants.

If there is a separate agreement, proposal, order form or service agreement between the Company and a customer, that document will prevail with respect to the specific commercial relationship.

### **3. Use of the Site and Platform**

You agree to use the Site and the Platform lawfully, responsibly and in accordance with these Terms.

You may not:

- use the Site or Platform for unlawful, fraudulent or unauthorized purposes;
- infringe third-party rights;
- introduce viruses, malware or malicious code;
- attempt unauthorized access to systems, accounts, databases or integrations;
- reverse engineer, copy, replicate, resell or exploit the Platform without written authorization;
- use the Platform to send spam, phishing or unlawful communications;
- upload or process illegal content or content that infringes third-party rights;
- bypass technical, commercial or security limits;
- rely on AI-based outputs without human review where such review is reasonably necessary.

### **4. Registration and accounts**

To access certain features, you may need to create an account. In that case, you must provide accurate, complete and up-to-date information.

Each user is responsible for the confidentiality of their credentials and for all activity under their account. If you detect unauthorized access or a security incident, you must notify the Company immediately through official channels.

The Company may implement authentication mechanisms, profiles, roles, permissions and additional security measures.

### **5. Forms, WhatsApp and contact data**

When you complete a form on the Site or contact Vrein through an official WhatsApp channel, you may provide personal and contact data, such as:

- full name;
- company name;
- job title;
- email address;
- phone number;
- country;
- and any other information you choose to share.

You represent that the information provided is accurate and that you have sufficient authorization to share it where it relates to third parties.

We may use that information to:

- respond to inquiries;
- contact you for commercial or technical purposes;
- schedule meetings or demos;
- send information about Vrein products, features or services;
- manage business opportunities;
- provide support and follow-up related to the Site or Platform.

## **6. SaaS platform and features**

Vrein is a SaaS technology platform focused, among other purposes, on marketing automation, audience segmentation, campaigns, personalization, recommendations, messaging, metrics, reporting and integrations with first-party or third-party systems.

The Company may update, improve, modify, replace or discontinue features, modules, integrations, demos or complementary services, to the extent permitted by applicable law and without prejudice to obligations expressly assumed in active agreements.

## **7. Third-party integrations and services**

The Platform may interact with external services, channels or providers. The Company does not guarantee the availability, continuity or performance of third-party services and is not responsible for changes, interruptions or decisions made by those providers.

Use of third-party integrations may also be subject to the terms and policies of such providers.

## **8. Intellectual property**

All rights in and to the Site, the Platform, the Vrein brand, its designs, developments, software, interfaces, documentation, proprietary content, methodologies and features belong to the Company or its licensors.

Use of the Site or Platform does not transfer any intellectual property rights. The user receives only a limited, non-exclusive, revocable and non-transferable authorization to use the contracted services.

## **9. User data, content and responsibility**

The user is solely responsible for the data, campaigns, content, audiences, messages, files, integrations and settings that they upload, process, transmit or manage through the Site or Platform.

This includes information submitted through Site forms and data shared through official WhatsApp channels.

The user represents that they have all rights, permissions and legal grounds necessary to use such data and to instruct the Company to process it as needed to respond to inquiries or provide the service.

## **10. Artificial intelligence**

Some Vrein features may provide suggestions, recommendations or outputs generated through algorithmic models or artificial intelligence.

These features are intended as support tools and do not replace the user's human, commercial, technical, legal or professional judgment. Final decisions regarding any recommendation, publication, delivery or activation remain solely with the user.

## **11. Service availability**

The Company will make commercially reasonable efforts to maintain the availability of the Site and Platform. However, the Company does not guarantee uninterrupted, error-free or absolute availability.

Access may be affected by maintenance, updates, technical incidents, security events, third-party failures, connectivity issues or causes beyond the Company's reasonable control.

## **12. Plans, contracting and payments**

Access to the Platform may be subject to plans, usage volumes, licenses, add-ons or specific commercial conditions.

Pricing, billing methods, payment deadlines, usage limits and renewal or cancellation terms will be those established in the applicable proposal, order form or agreement.

Failure to pay may entitle the Company to suspend or limit access to the Platform.

## 13. Limitation of liability

To the maximum extent permitted by law, the Company will not be liable for indirect damages, loss of profits, loss of data, loss of revenue, business interruption or damages arising from use of or inability to use the Site or Platform.

The Company will also not be liable for commercial decisions made by the user, errors in user-provided data, regulatory non-compliance attributable to the user, or failures or unavailability of third parties.

## 14. Suspension or termination

The Company may suspend, restrict or terminate access to the Site or Platform in the event of breach of these Terms, non-payment, abusive use, security risks, legal requirements or protection of service integrity.

## 15. Cookie Policy

The Site may use first-party and third-party cookies to enable functionality, improve browsing experience, analyze traffic, remember preferences and measure interactions with content or forms.

Cookies are small files stored on the user's device that allow recognition of certain settings, preferences or usage patterns.

By continuing to browse the Site, the user accepts the use of cookies in accordance with these Terms and with the settings available in the user's browser or, where applicable, in the consent banner or cookie management tool implemented on the Site.

The user may configure their browser to reject, block or delete cookies. However, doing so may affect the proper functioning of certain sections or features of the Site.

## 16. Privacy

The processing of personal data is also governed by the Company's **Privacy Policy**, which supplements these Terms.

## 17. Changes

The Company may update these Terms at any time to reflect legal, technical, commercial or functional changes. The current version will be the one published on the Site.

Continued use of the Site or Platform after publication of changes constitutes acceptance of the updated version.

## **18. Governing law and jurisdiction**

These Terms are governed by the laws of the Republic of Argentina. Any dispute shall be submitted to the ordinary courts with jurisdiction in the City of Buenos Aires, unless mandatory law provides otherwise.

## **19. Contact**

For commercial, technical or legal inquiries related to Vrein, users may use the official channels published on the Site, including contact forms, demo request forms and official WhatsApp channels.