

Please note: This is an English translation of the Dutch document “Voorwaarden meekijksessie” and for convenience only. Only the Dutch version of these Conditions is legally binding. In the event of any discrepancy or inconsistency between this English translation and the Dutch version, the Dutch version shall prevail.

Conditions "Remote control session"

A remote control session means (temporarily) to observe or actively control the computer remotely, with the aim of supporting the customer. A remote control session is set up by using specialized software.

Article 1 Remote control session

1.1 By using the software used for the remote control session, you agree to these conditions and you give Reconi permission to view your screen and, if permitted by you, to take control of your computer.

1.2 A remote control session can only be started with your permission and is a one-time. After a remote control session has ended, it is no longer possible for Reconi to gain access to your computer.

1.3 The remote control session software being used guarantees that the connection made is secured and that only the relevant Reconi employee can observe your computer.

Article 2 Confidentiality

2.1 Reconi respects your privacy. Information (unintentionally) obtained during a remote control session falls under Reconi's confidentiality regulations and will not be shared with third parties.

Article 3 Warranty

3.1 Reconi will make every effort to offer you a solution. Reconi cannot guarantee that it will be able to provide a solution, this is (partly) depends on your computer.

3.2 Because your computer is not managed by Reconi, Reconi does not guarantee the solution offered.

Article 4 Liability

4.1 Reconi is never liable for damage of any nature caused by a remote control session, such as, but not limited to, any loss of data, downtime or any other damage as a result of work carried out on the server or computer.

4.2 The limitations of liability for direct damage included in these conditions do not apply if the damage is due to intent or gross negligence on the part of Reconi.

4.3 Reconi assumes that you have backup copies of your data (files). We recommend that you make a backup before the remote control session.

4.4 Reconi is not responsible for loss of data on your computer or connected media (equipment), or any damage the customer suffers as a result.

Article 5 Applicable law and disputes

5.1 All legal relationships to which Reconi is a party are exclusively governed by Dutch law, even if an obligation is wholly or partially performed abroad or if the party involved in the legal relationship is domiciled there.

5.2 Parties will only appeal to the courts after they have made every effort to settle a dispute by mutual agreement.

Article 6 Final provisions

6.1 These conditions for a remote control session are shared with you and are also published on the Reconi website.

6.2 In the event of conflicting provisions, Reconi's General Terms and Conditions apply.