

**COYOTE SECURE SERVICE
GENERAL TERMS AND CONDITIONS OF USE
COYOTE SYSTEM**

Version dated April 2nd, 2026

These general terms and conditions of use (hereinafter “**GTC**”) of **COYOTE SYSTEM**, a French Simplified Joint Stock Company with a share capital of €3,412,340.40, registered under number 518 905 476 with the Nanterre Trade and Companies Register, with its registered office at 25, quai Gallieni, 92150 Suresnes, France, represented by its President, domiciled in that capacity at the registered office (hereinafter “**COYOTE SYSTEM**”), apply to Coyote Secure service.

COYOTE SYSTEM reserves the right to amend these GTC at any time. For the sake of clarity, Users are advised that the General Terms and Conditions of Use apply to them as soon as they use the “Coyote Secure” service or have subscribed to this service, either directly or indirectly with COYOTE SYSTEM.

The current version of the GTC is available on the website <https://www.mycoyote.co.uk> (hereinafter referred to as the “COYOTE website”).

These GTC are governed by French law.

The fact that COYOTE SYSTEM does not avail itself at any time of any of the provisions of the GTC may not be construed as a waiver of the right to subsequently avail itself of such provisions.

For any questions about COYOTE’s services and subscriptions:

support@mycoyote.co.uk
+44 333 0571 782 COYOTE SYSTEM
Customer Service
25 quai Gallieni
92150 Suresnes
FRANCE

For any queries relating to personal data:

gdpr@coyote-group.com
COYOTE SYSTEM
Legal
25 quai Gallieni
92150 Suresnes
FRANCE

COYOTE SYSTEM

INTRODUCTION

COYOTE SYSTEM markets COYOTE Secure Service directly or indirectly, enabling stolen vehicles to be located and secured, mobilising all technical and human resources available in cooperation with law enforcement agencies (hereinafter "**COYOTE Secure Service**").

Any use of Coyote Secure Service implies and entails full acceptance of these GTC.

PRELIMINARY ARTICLE – DEFINITIONS

The terms and expressions below have the following meaning within the scope of these GTC:

"**Agreement**" means the subscription taken out by the User, directly or indirectly with COYOTE SYSTEM, these GTC and, where applicable, COYOTE SYSTEM's general terms and conditions of sale.

"**Device**" refers to electronic equipment featuring patents and trademarks of COYOTE SYSTEM's property marketed by COYOTE SYSTEM (directly or indirectly), and which provides access to Coyote Secure Service.

"**COYOTE data**" refers to the data provided, transmitted and processed by the Device when a theft is reported. This includes the vehicle's position (latitude and longitude), the Terminal identifier, the vehicle type set by the User, the country in which the User is registered, information transmitted by COYOTE SYSTEM or the User; COYOTE data may vary depending on applicable local regulations.

"**User's Equipment**" refers to the User's technical environment, equipment and accessories in which the Device is intended to be installed by the authorised dealer or installation company and used under the sole responsibility of the User. The User's Equipment includes, in addition to the user's vehicle, all the on-board electronic and computer equipment that may be fitted to said vehicle.

"**My Account**" refers to the online space accessible to Users and used by them to manage their subscriber account.

"**Coyote Secure Service**" means all the services and offers provided by COYOTE SYSTEM by means of the Device featuring patents and trademarks of COYOTE SYSTEM's property that enables stolen vehicles to be located and recovered in cooperation with law enforcement agencies.

"**COYOTE Website**" means the website operated by COYOTE SYSTEM at <https://www.moncoyote.com> or <https://www.mycoyote.co.uk>

"**User**" means any natural person who uses and subscribes to the Coyote Secure Service.

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FIRST PART – COYOTE SECURE SERVICE

ARTICLE 1 – DESCRIPTION OF THE SERVICE

1.1 Coyote Secure Service

The Coyote Secure Service, provided via a Device fitted out with patents and trademarks of COYOTE SYSTEM's property, enables stolen vehicles to be located and secured with the cooperation of field staff and law enforcement agencies. It features all the technical and human resources required to locate the User's vehicle after the theft has been reported to the appropriate law enforcement services by the User and after the necessary information has been provided to COYOTE SYSTEM within, at the latest, forty-eight (48) hours of the theft being reported. Once the vehicle has been located featuring patents and trademarks of COYOTE SYSTEM's property, the law enforcement authorities are responsible for recovering it. However, should the latter be unable to intervene, and on their instructions, COYOTE SYSTEM would provide the User with the necessary information so that they may arrange to collect their vehicle themselves.

This will only be done with the express authorisation of the law enforcement authorities and with their consent.

COYOTE SYSTEM is subject to a best efforts obligation under the Coyote Secure Service Agreement and cannot be held liable if the stolen vehicle is not recovered despite the efforts made. Users are aware that smugglers and smuggling networks operate in an illegal and clandestine manner. This enables them to swiftly and routinely evade, adapt to, or avoid the actions of law enforcement agencies. COYOTE SYSTEM has no knowledge of these. Consequently, COYOTE SYSTEM cannot be held liable if the stolen vehicle is not recovered. Nor can it be held liable to reimburse all or part of the value of the stolen vehicle, nor does it replace the insurance taken out on the vehicle, nor does it replace the User's insurers or insurance companies.

Even if their vehicle is fitted with patents and trademarks of COYOTE SYSTEM's property Coyote Secure, users are aware that they are responsible for securing their vehicle to prevent theft. They are particularly responsible for preventing theft due to their own fault or negligence, as this could facilitate or hasten the theft of the vehicle.

Similarly, COYOTE SYSTEM cannot be held liable for any damage sustained during the theft of the vehicle, or subsequently during its location and recovery by the police.

Users should be aware that, once a stolen vehicle has been located, it is the responsibility of the law enforcement authorities to secure it. Consequently, the release of the vehicle may be postponed at the discretion of the authorities, particularly in the context of further investigations.

1.2 Territory

Subscription to the COYOTE SECURE Service is available in mainland France (including Corsica), Monaco, Belgium, Luxembourg, the Netherlands and the United Kingdom. It is intended to be deployed and operated within Europe.

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1.3 Device with TRAQUEUR® technology

The Device fitted out with patents and trademarks of COYOTE SYSTEM's property contains a UHF modem with an identification token that is registered with the telecommunications providers selected by COYOTE SYSTEM. It does not have a telephone number assigned to it, but it does enable data to be exchanged between the Device and COYOTE SYSTEM's servers. COYOTE SYSTEM retains ownership of both the UHF modem and its identification token, which are incorporated into the product. The user must not copy, sell, transfer, misappropriate, rent out, destroy, decompile or damage the UHF modem and its identification token for the duration of the Agreement. Nor must they undertake any other action contrary to the intended use. At the end of the contract, the identification token will be deactivated by COYOTE SYSTEM.

ARTICLE 2 – SUBSCRIPTION TO THE SERVICE

Subscription payments can be made monthly.

In order to use the Coyote Secure Service, Users must provide the following documents: a provisional registration certificate or vehicle registration certificate, or, failing that, a copy of the vehicle acceptance report, proof of identity, a payment method or bank account details document (called IBAN) for monthly direct debits, which will be paid directly by the User

ARTICLE 3 – DECLARATION OF A THEFT AND USER OBLIGATIONS

To report the theft of their vehicle to COYOTE SYSTEM, the Users must contact the Monitoring Center via the following dedicated number.

User's subscription country	Contact in case of theft
United Kingdom:	+44 333 0571 782

The submission of the theft report is essential for the search of the vehicle to begin.

The User must, without fail, provide COYOTE SYSTEM with a copy of the receipt of the police report within 48 hours after receiving it or, if this is not available, the reference number of the report, indicating the relevant police station and the identity of the officer who took the theft report.

The User's declaration of theft does not exempt the User from making all necessary declarations to their insurer.

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ARTICLE 4 - LOCATING AND SECURING THE STOLEN VEHICLE

After activating the Device:

- if the user's vehicle is found, a new Device must be installed and a new subscription must be taken out. If the user has an active prepaid subscription at the time the vehicle is returned, they may have the remaining subscription period transferred to the new Device.
- if the vehicle is not found, the user may choose to:
 - Not to equip a new vehicle. In this case, the decision shall result in termination of the Agreement.
 - To equip a new vehicle. In this case, a new device will need to be installed and a new subscription taken out. In the event of a prepaid subscription in progress at the time the vehicle is stolen, the user may obtain the transfer of the remaining subscription to the new Device.

ARTICLE 5 - SUPPLEMENTARY SERVICE: MONEY-BACK GUARANTEE

If the vehicle is not recovered within thirty (30) days after the theft report being filed, COYOTE SYSTEM will compensate the user as part of its commercial guarantee by reimbursing the costs of fitting the device and the subscription fees paid, up to a maximum of two thousand pounds (£2000). This is subject to the following conditions:

- The user must have submitted a copy of the police report within forty-eight (48) hours after receiving it;
- The user shall provide COYOTE with the documentation necessary to pay the compensation within thirty (30) days after the period during which the vehicle has not been found by COYOTE SYSTEM;
- In the event of a second theft of the same vehicle, cover under this commercial warranty will apply only if a new Device has been fitted after recovery of the vehicle following the first theft, whether such recovery took place during or after the thirty (30) day period following submission of the claim.

The user is informed that in the event of transmission of a copy of the Complaint Submission Report more than forty-eight (48) hours after it has been obtained, they will not be able to benefit from this guarantee.

The following are excluded from this commercial warranty:

- Any misrepresentation, fraud or attempted fraud;
- Failure to file a complaint or report the theft to the insurer;
- Non-compliance with the process and deadlines for submitting supporting documents

This commercial warranty is supplementary and does not constitute an insurance policy, a statutory warranty or compensation for loss within the meaning of the French Insurance Code.

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In the event of an overpayment, the user undertakes to refund the amounts unduly received without delay.

This commercial warranty is attached to the Device. If the User replaces the Device, their subscription can be transferred to the new Device, subject to the latest version of the terms and conditions, i.e. those in force at the time of purchase of the new Device.

ARTICLE 6 – OBLIGATIONS OF THE USER IN THE EVENT OF TRANSFER OF THE VEHICLE

The user is informed that if their vehicle is sold, the subscription to the COYOTE SECURE Service may not be transferred to the new purchaser of the vehicle. However, the seller must inform the new buyer that the vehicle is fitted with the device and send COYOTE SYSTEM a copy of the sales contract for the vehicle, which was handed over to the new buyer.

If the User disposes of the vehicle fitted out with a Device and does not wish to fit out a new vehicle, this shall entail termination of the Agreement without the User being entitled to any refund in consideration of the outstanding subscription term.

If a user disposes of a vehicle in which a device is installed and intends to transfer the device to a new vehicle, the disposal does not result in the device being automatically transferred. A new device will need to be installed and a new subscription taken out. If a prepaid subscription is active at the time of the vehicle transfer, the user may request that the remaining subscription be transferred to the new device.

The User is informed that if their vehicle is stolen after the User has disposed of said vehicle but has not declared this to COYOTE SYSTEM, COYOTE SYSTEM shall not carry out any vehicle search operations if the identity of the owner appearing on the theft report from the police and the name of the subscription holder do not match.

SECOND PART – MISCELLANEOUS

ARTICLE 7 – USER INFORMATION

The User undertakes to provide Coyote System with accurate information and to inform the company immediately of any changes to this information.

The user undertakes to provide their contact details (surname, first name, telephone number, VIN, registration number) to COYOTE SYSTEM in all correspondence to allow the authentication and processing of requests. Any incomplete request will not be processed by COYOTE SYSTEM.

ARTICLE 8 – THE USER'S OBLIGATIONS

8.1 Compliance with regulations

The user undertakes to comply with all provisions relating to configuration and use of COYOTE Products and to refer to its documentation as necessary.

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The User bears sole responsibility for any incorrect configuration or improper use of the COYOTE SECURE service and/or the device. The user agrees that the device may only be installed by the responsible authorised dealer or by an installer approved by COYOTE SYSTEM. If this condition is not met, COYOTE SYSTEM will terminate the user's subscription, though the user must retain the installed device.

8.2 Payment of the subscription

The user is obliged to pay the subscription fee for the COYOTE SECURE service in full.

The various subscription packages for the COYOTE SECURE service are available at all retail outlets offering the COYOTE SECURE service.

In the event of non-payment or any breach by the user of their obligations under this Agreement, or upon request by the competent authorities, COYOTE SYSTEM may terminate or suspend the agreement immediately, without prior notice. The balance of subscription charges due until the end of the current contractual period then becomes payable immediately.

In the event of non-payment, the user is required to reimburse COYOTE SYSTEM for any bank charges it has incurred, as well as any interest on arrears from the due date of the unpaid invoice

8.3 Terms and conditions for accessing Coyote Secure Service

The Services are intended solely for individuals of legal driving age.

Any account belonging to a User who has not yet reached the legal minimum age to hold a driving licence will be deleted by Coyote System as soon as it becomes aware of this situation.

8.4 Third-party technologies, networks and technical constraints

It is specifically agreed that the operation of the Services is based on technologies developed and operated by third parties, and that COYOTE SYSTEM has no control over and cannot intervene in any way with respect to the said technologies.

Consequently, COYOTE SYSTEM shall not be held liable in the event of a failure of the GSM network, the GPS network or, more generally, in the event of force majeure, including strikes, adverse weather conditions, wars, embargoes, failures of the electricity grid or the internet, satellite failures, or breaches of obligations by mobile network operators.

8.5 Role of authorities

Users are advised that, once their stolen vehicle has been located, the responsibility for securing it lies solely with the authorities.

Consequently, the recovery of the vehicle may be delayed by decision of the competent authorities, in particular in the context of further investigations.

Furthermore, the Coyote Secure Service may become temporarily unavailable at the request or instruction of the authorities.

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8.6 Prohibited behaviour and consequences

The user acknowledges and agrees that the following actions, whether carried out by the user or a third party, are strictly prohibited. Any breach of these provisions may result in the suspension or termination of the Agreement at the sole discretion of COYOTE SYSTEM, or the user may be held liable under civil and/or criminal law:

1. Do not copy, modify, adapt, translate, reverse engineer, disassemble or decompile any part of the content of the Service and/or the Website. Do not distribute, execute or publicly display such content under any circumstance;
2. Do not use the content in any other website or networked IT environment for any purpose whatsoever, nor reproduce it;
3. Do not embed or encapsulate the content of the Services within a third-party environment (e.g., through the use of frames or embedded links);
4. Do not infringe the privacy or rights of others, including copyright and other intellectual property rights, or collect personal data about users or visitors to the Services and/or the Site without their explicit consent, including via automated tools such as robots, spiders or data extraction software;
5. Do not defame, harass, intimidate, threaten or violate the legal rights of others, including their intellectual property rights;
6. Do not transmit or make available, via the services, products and/or the website, any viruses, trojans, worms, time bombs, spyware or other malicious code or programmes that could impair, damage or misuse a system, software or telecommunications equipment;
7. Do not disrupt or interfere with the proper operation of the services, products or the site, or the servers and networks that host them. Do not violate the rules, procedures or policies related to such infrastructure;
8. Do not sell, licence or commercially exploit access to or use of the Service, products or Website, or their content, without the prior written consent of COYOTE SYSTEM;
9. Do not reproduce or replicate the website or the services and products, in whole or in part, without the express written consent of COYOTE SYSTEM;
10. Do not create a database by systematically downloading or storing all or part of the content of the Services, products and/or the website;
11. Do not disclose any data derived from the Services, products or the website to any third party without the prior written consent of COYOTE SYSTEM;
12. Do not disclose, share or transfer your password or login details to another person, even temporarily;
13. Do not use the website or the Services and products for any illegal, unethical or unauthorised purposes;
14. Do not violate these terms and conditions in any way.

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ARTICLE 9 – COYOTE SYSTEM'S OBLIGATIONS

9.1 Best efforts obligation and continuity of service obligation

COYOTE SYSTEM is committed to making its best efforts to ensure the smooth operation of Coyote products, and to taking all necessary steps to guarantee the continuity and high quality of its Services.

COYOTE SYSTEM is obliged to provide resources, provided that the subscriber has paid their subscription fee.

No guarantee is given that a vehicle will be successfully recovered.

9.2 Development, maintenance, and updates to the Services

COYOTE SYSTEM reserves the right to upgrade the Application, Terminals, Products and Services and their technical specifications as well as the communication technologies used. Users will not be charged for these upgrades.

COYOTE SYSTEM also manages the legislative and regulatory compliance of its products and services to ensure they comply with current laws and regulations. It also complies with requests or directives from public authorities.

Such changes, whether technical, functional or regulatory, shall not constitute grounds for the user to terminate the products or services.

The User acknowledges that they are aware that GSM data type mobile telephony networks (2G, 3G, 4G, 5G, etc.) and satellite-based geolocation systems (GPS) are subject to technical constraints, constant development and coverage limitations. These limitations are particularly evident in certain geographical zones (tunnels, densely populated urban areas, mountainous terrain). As a result, access to the Services may be temporarily or locally disrupted or unavailable.

COYOTE SYSTEM may, when necessary, remotely update the Products and Services to address issues or introduce new features in order to ensure proper functioning, security and compliance.

ARTICLE 10 – LIABILITY

COYOTE expressly excludes any express or implied warranty or representation in relation to the Services, including, but not limited to, warranties of merchantability, suitability for a particular purpose, functionality, quality, non-infringement of third-party rights, title, compatibility, performance, security or accuracy.

The User also acknowledges that COYOTE SYSTEM is bound by a best efforts obligation within the framework of the Coyote Secure Service and cannot be held liable if the stolen vehicle is not recovered despite the efforts made.

COYOTE SYSTEM shall not be responsible if the stolen vehicle is not recovered, nor can it be held liable. It cannot replace the insurance policies taken out for the vehicle or the user's insurance companies. In particular, it cannot be held responsible for reimbursing the full or partial value of the stolen vehicle.

The user acknowledges that, even if equipped with a Device, it is up to them to secure their vehicle so as not to facilitate the theft of the latter, in particular through facts and acts of negligence on their part that would make it easier and faster to steal said vehicle. Thus, if the vehicle is not recovered, COYOTE SYSTEM cannot be held liable for any direct or indirect

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damage resulting from the user's negligence and/or failure to exercise due care – for example, such as not locking the vehicle doors, leaving the keys inside the vehicle or any other behaviour facilitating intrusion or movement of the vehicle

Similarly, COYOTE SYSTEM cannot be held liable for any damage sustained during the theft of the vehicle, or subsequently during its location and recovery by the police.

Users are reminded that if a copy of the theft report is submitted more than 30 days after it was issued, Coyote System will be unable to search for the stolen vehicle, as ownership of the vehicle will have been transferred to the insurer.

COYOTE SYSTEM shall not be held liable if the fault for the non-performance or improper performance of the Agreement lies with the User or is due to constraints outside COYOTE SYSTEM's control.

Similarly, COYOTE SYSTEM may not be held liable, under any circumstances, for remedying any consequential loss incurred by the user during their use of the COYOTE Service, including operating losses and loss of business and, more broadly, any harm that does not arise exclusively and directly from a failure of COYOTE SYSTEM.

In any event, COYOTE SYSTEM's liability under the Agreement shall not exceed the amount paid by the User during the previous twelve (12) months.

ARTICLE 11 – GUARANTEE

In accordance with the UK Consumer Rights Act 2015, the User is entitled to a short-term right to reject the device within thirty (30) days from the date of delivery in the event of non-conformity or malfunction.

During this period, the User is entitled to a full refund.

From the start date of the service subscription, the device benefits from a commercial warranty for a period of thirty-six (36) months.

This commercial warranty covers defects in materials, workmanship, or functionality, subject to normal use and compliance with the Company's instructions. During this period, COYOTE SYSTEM may, at its discretion, repair or replace the defective device.

After the expiry of the 36-month commercial warranty period, if the User is aware of a malfunction or non-conformity affecting the device, the User shall have a period of thirty (30) days from receipt of such notification to respond.

If the user does not respond within 30 days, COYOTE SYSTEM reserves the right to terminate the services associated with the device without further notice.

If the User responds within the aforementioned period, COYOTE SYSTEM may offer the following options:

- the purchase of a new device at a preferential price, subject to the User subscribing to a service plan with a minimum commitment period; or
- the purchase of a new device at a higher price under a service plan without commitment.

The applicable pricing and contractual terms shall be communicated to the User at the time of the offer.

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ARTICLE 12 – AFTER-SALES SUPPORT

COYOTE SYSTEM provides users with a free telephone helpline (apart from any internet connection charges), which can be reached via the following number:

User's subscription country	Contact Coyote Assistance
United Kingdom:	03330571782 support@mycoyote.co.uk

ARTICLE 13 – PERSONAL DATA

Users are informed of the procedure for the collection and processing of their personal data in COYOTE SYSTEM's Privacy Policy available on its website. Users may also exercise their rights by sending a letter together with proof of identity to the following address: COYOTE SYSTEM – Legal – 25 quai Gallieni – 92150 Suresnes, FRANCE or by sending a request to gdpr@coyote-group.com.

Users may provide reviews through the private organisation "Verified Reviews". These reviews may be displayed publicly. In doing this and in order to preserve the customer's anonymity, only the User's forename and first letter of their surname will be displayed. All the terms and conditions can be viewed at the following link: <https://en.verified-reviews.com/terms-of-use>

ARTICLE 14 – INTELLECTUAL PROPERTY

COYOTE SYSTEM is the sole owner of the intellectual property rights relating to COYOTE Products and Services. COYOTE SYSTEM is also the sole owner of the COYOTE Data, which is uploaded automatically by the Terminal or manually by the user. "COYOTE", "COYOTE SECURE" and "TRAQUEUR" are registered trademarks and the property of COYOTE SYSTEM. No provision of these GTC can be interpreted as effecting any kind of transfer of intellectual property rights to these to the user.

ARTICLE 15 – TERMINATION OF THE AGREEMENT

The subscription shall be entered into for an initial fixed term of thirty-six (36) months (the "Initial Term").

Upon expiry of the Initial Term, the subscription shall automatically renew on a rolling monthly basis (the "Renewal Term"), unless terminated by either Party in accordance with the provisions below.

The User may terminate the subscription at any time by providing at least fifteen (15) days' prior written notice to COYOTE SYSTEM.

In such case, the User shall remain liable for an early termination fee equal to thirty percent (30%) of the total fees that would have been payable from the effective date of termination

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until the normal expiry date of the term.

Cancellation of the subscription will result in access to the services being suspended from the date on which the cancellation takes effect, without prejudice to any outstanding payments.

ARTICLE 16 – LITIGATION AND COMPETENT COURTS

If difficulties are encountered, users may contact a member of our customer service team so that we can find a mutually agreeable solution.

Any complaint, dispute or refund request must include supporting evidence in order to be considered valid and processed.

Any dispute relating to the Agreement is subject to the exclusive jurisdiction of the competent court in Paris.

ARTICLE 17 – LEGAL NOTICES

The websites www.moncoyote.com, coyotesystems.be, coyotesystems.lu, coyotesystems.nl and mycoyote.co.uk are published by COYOTE SYSTEM, a French Simplified Joint Stock Company with share capital of €3,412,340.40, registered under the number 518 905 476 with the Nanterre Trade and Companies Register and having its registered office at 25, quai Gallieni, Suresnes (92150), Tel.:

+33 1 45 05 37 42 (THIS IS NOT THE CUSTOMER SERVICE NUMBER).

The publishing director is Safety Systems Group.

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