

1. Remote assistance

- 1.1. The LYNX B.V. and its branch offices (hereafter referred to as LYNX) uses the TeamViewer Tensor: Secure SaaS Enterprise Remote Connectivity (hereafter referred to as TeamViewer) by the company TeamViewer Germany GmbH with headquarters in Göppingen, Germany. By using remote assistance and verbally transmitting your ID and its password, you agree to establish a connection between your device (for example a computer, tablet, notebook or smartphone) and the LYNX system through the server of the TeamViewer Germany GmbH with server location in Kuhnbergstrasse 16, 73037 Göppingen, Germany.
- 1.2. By agreeing to use this software, you give LYNX permission to view your screen and, with additional oral permission, take control of your computer. The connection itself can only be made with your explicit consent. The connection is always established for the one time. After the session has ended a new connection can only be requested by you yourself by verbally transmitting your ID and its password.
- 1.3. Through Remote Assistance a LYNX employee can assist you with using the infrastructure provided by the LYNX and its partner Interactive Brokers Group¹. For example a LYNX employee can assist you with settings of the platform or help with placing an order by yourself in the market. Since such an order is sent to the market via your username, you remain responsible for this order. In the case that you give oral permission to the LYNX employee to take over your control over your device, you are required to always follow the actions of the LYNX employee and to react directly in case of inaccuracies.
LYNX's assistance through the teamviewer tool does not relate to a financial service within the meaning of the MIFID regulations. LYNX merely offers the customers assistance in executing an order, which then is transmitted by the client, as an additional administrative service .
- 1.4. LYNX is not responsible and cannot be held liable for problems arising after downloading, installing or the use of the TeamViewer tool. Since a third-party tool is used, LYNX cannot guarantee the security of data transmission through the Internet. However, see point 2 on privacy.

2. Privacy

- 2.1. The TeamViewer Germany GmbH respects your privacy and your safety. More information can be found on the TeamViewer website: <https://www.teamviewer.com/en/gdpr/>.
- 2.2. LYNX respects your privacy. The data you provide to LYNX for remote assistance is covered by LYNX privacy statement for customers coming from Czechia is available here: <https://www.lynxbroker.cz/ochrana-osobnich-udaju/>; for customers coming from Slovakia is available here: <https://www.lynxbroker.sk/ochrana-osobnych-udajov/> and for customers coming from Poland is available here: <https://www.lynxbroker.pl/ochrona-danych-osobowych/>. If LYNX considers it necessary that a question or problem should be presented to a third party (e.g. due to technical problems to the TeamViewer Germany GmbH), this will be done at all times with your prior written consent.

¹ (hereafter referred to as IB) which includes IB Luxembourg, IB Ireland and all other associated companies.



3. Best efforts commitment

LYNX will make every effort to answer your question and/or solve the problem, in accordance with the requirements of good craftsmanship. This is based on the state of science known at the time. Because electronic systems are always subject to change, LYNX does not guarantee the solution offered.

4. Liability

- 4.1. LYNX shall not be liable for any damage in any form resulting or related to downloading, installing or the use of TeamViewer.
- 4.2. LYNX is by no means responsible for the loss of data on the customer's system, or the harm caused to the customer as a result. LYNX assumes that you have made backup copies of your data yourself when a problem is presented. The restrictions on direct damage liability contained in these conditions do not apply if the damage is due to the intention or gross negligence of LYNX or its management subordinates.

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