

## Additional Conditions for Claiming Profile

In order to be able to use the eTrusted platform for the management of reviews, a company profile must be claimed. The user may only claim company profiles that can be clearly assigned to his/her company. All services described in these additional conditions are available to users of the claimed company profiles. For this purpose, the eTrusted platform terms of use are supplemented by these additional conditions.

### 1. Conclusion of contract and verification

- 1.1. Claiming a profile for the first time: The contract of use is concluded when the user completes the online booking form for claiming a profile in full, accepts all the terms and conditions included in the form by submitting it and opens the confirmation link in the double opt-in (DOI) email subsequently sent.
- 1.2. In some cases, additional verification in the system is required to confirm that the claimed profile can be clearly assigned to the user.
- 1.3. If verification is required, the user has 6 months to complete it. If verification is not complete within this period, the contract for the use of the eTrusted platform will be terminated with immediate effect and the user account blocked and then deleted after the required retention periods have expired.
- 1.4. Claiming additional profiles: Notwithstanding section 1.3., the account for the use of the eTrusted platform remains active if the user is already using other free or paid services on the platform in addition to the services requested for the newly claimed profile. In this case, the claiming process will only be terminated unsuccessfully if verification does not succeed.
- 1.5. Claiming after previous membership: After termination of the contract, the company profile remains in "claimed" status and the member can continue to use the eTrusted platform to manage reviews. To do so, the former member must log in within 6 months using their existing access data. By logging in, the contract of use is concluded and the former member (now "user") accepts sections 2 and 3 of the Additional Conditions for Claiming Profile and the [eTrusted platform terms of use](#).
- 1.6. If no login occurs within 6 months the access will be blocked without further termination or notification. The profile can be reclaimed in accordance with 1.1.-1.4. of this additional agreement.

### 2. Scope and services

- 2.1. After successfully claiming a profile, the user is granted access to the review inbox for the claimed profile in the eTrusted Control Center. Reviews can be filtered, searched, exported, commented on and reported. The [eTrusted Platform Services](#) for review management applies. Trusted Shops reserves the right to make changes to this service description at any time and is entitled to restrict free services at any time.
- 2.2. The specifications and options for the use of the reviews are set out in the [Policy on the Use of Reviews](#) in section "Use of reviews by users of the free basic function".

### 3. Obligations of the user

- 3.1. The user is responsible for the accuracy of all information transmitted to Trusted Shops. In particular, the user is obliged to carefully check all company data that is entered or updated in the online system and to ensure that it is correct and up-to-date. This applies in particular to all information published in company profiles. Trusted Shops assumes no responsibility for incorrect or outdated information provided by the

user. Should Trusted Shops become aware of incorrect data, the user is obliged to update this immediately upon request. Trusted Shops is also entitled to update such information independently and to restrict the member's input options at its own discretion. If the user is given the opportunity to change his display name, it must be chosen in a way that refers to the registered domain or the company name.

3.2. If the operator of the Website(s) changes, the user is obliged to notify Trusted Shops of this immediately by e-mail or in writing in order to reach an agreement on the further use of the services. The possibility of taking over the contract and the associated services by the new operator of the Website(s) can be checked individually on request. A change of operator does not lead to the termination of the contract and does not justify an extraordinary right of termination. Trusted Shops has the right to hide the profile or reviews in the event of a change of operator in order to prevent misleading information.

#### **4. Order of paid services**

With the first order of paid services, e.g. with the conclusion of a membership contract for the claimed profiles, the previous contract for the free use of the eTrusted Platform for the management of reviews for claimed profiles is automatically terminated. This happens without further termination or notification. The user will only have access to the services and functions of the paid membership from this point onwards.