

Unified Web Security Service (UWSS) Terms and Conditions

article 1 Terms and Conditions

article 1-1 general rules

article 1-1-1 purpose

The purpose of this Agreement is to prescribe the rights and obligations between F1 Security Co., Ltd. (referred to as "Company") which provides integrated web security services and the user who receives the above services (hereinafter referred to as "Customer").

article 1-1-2 Definition

The definitions of terms used in this Agreement are as follows.

1. "Service" means the integrated web security service provided by the Company to the Customer under this Agreement, including the F1 Security Web Firewall Service, F1 Security Anti-Web Shell Service, Web Counterfeiting Detection Service, Web Malware Distribution Detection Service, and its subsidiary services..
2. 'Service Start Date' refers to the time when the company or customer installs the software for service use and the customer uses the service normally.
3. The term "service web" means a service-only website that allows customers to register, modify, apply for cancellation, select service usage type, and set billing for service use.
4. "License Number" means the Customer's unique paid software license number that the Company grants to the Customer for the use of the Service.
5. 'Server' refers to a customer-owned server where the software required to deliver the service is installed.
6. 'Software' refers to a program that is installed on the customer's server for the customer to use the service.
7. "ID" refers to a combination of customer-specific characters and numbers selected by the customer for service use.
8. 'Password' refers to a combination of customer-specific characters and numbers selected by the customer along with the ID for service use.

article 1-1-3 The term of a contract

- ① This Agreement shall be concluded by the Customer's application for service and by the Company's expression of its intention to accept (e.g. registration information mail) and shall become effective from this point on. However, the monthly service fee is calculated from the service start date.
- ② The term of this Agreement shall be the period before the Customer applies for termination of the Service Web and the Company indicates its intention to accept (such as a termination notice mail), unless the Company or Customer expresses a separate intention to terminate the Agreement.
- ③ When the customer applies for termination of the service, the company shall proceed with the necessary in-company work within 7 days and notify the customer of the results such as the intention to accept the termination according to the results of the termination consultation with the customer.
- ④ If the company fails to notify you of paragraph ③, the customer may terminate the contract at any time on the date of application for service termination without penalty.
- ⑤ However, if the customer subscribes to the service through a partner who has contracted with the company, the customer and the partner will be subject to the contract agreed upon.

article 1-1-4 Prohibition of transfer And Confidentiality

- ① Customer and Company may not transfer or transfer rights and obligations under this Agreement to any third party without prior written consent.
- ② Customer and Company shall not divulge any Customer-related information they have learned during the conclusion and performance of this Agreement to others.

article 1-1-5 Stop service delivery

- ① The Company may immediately notify the Customer of the reason, date and time and stop providing the Service if. However, if there is an unavoidable reason for not being immediately notified, the customer must be notified immediately after the inevitable reason is terminated.
 1. Where it is not a reason attributable to the company, such as a case where it is impossible to provide services due to communication paralysis, natural disasters, etc.
 2. Where it is impossible to provide normal services due to industrial action such as strike, negligence, or closure of workplace by the company.
 3. Customer requests cancellation or written request via the Service Web.
 4. In the case where the customer fails to pay the monthly service fee in full within the due date even though the company has issued a noticeable period of payment due to a delay of at least two months.
 5. Where it is feared that the obligation to pay service fees will not be fulfilled due to bankruptcy, flight, disappearance, etc. of a customer.
 6. Where it is significantly difficult for the company to provide services due to changes in the environment, etc. that significantly affect the performance of other services.
 7. Where service interruption is inevitable due to regular inspection or technical necessity.
 8. Other companies and customers have specific arrangements.

② The company shall immediately notify the customer of the service resumption date and time when the reason for the service suspension under subparagraph ① is resolved.

③ The company may suspend the use of the service without prior notice if the customer has committed any of the following acts.

1. in connection with a criminal act
2. Where a service is planned or implemented for the purpose of hindering the national interest or social public interest.
3. In the case of stealing another person's ID and password
4. In case of hindering healthy use of the service
5. If the intellectual property rights of the company, other customers or third parties are infringed
6. In the case of copying, distributing, or commercially using information obtained using the service without prior consent from the company
7. In case of violation of other related laws or conditions of use set by the company

article 1-1-6 Disability response

① In the event of a problem with the service or software provided by the company, the customer can inquire about the problem through the company's call center, and when the problem is received, the company must quickly resolve the customer's problem through remote or on-site support.

- technical consultation: weekday 09:00 ~ 18:00

- remote support: weekday 09:00 ~ 18:00

② The company must do its best not to interfere with normal service provision.

article 1-1-7 Change of customer information

If the information entered while using the service is changed, the customer must immediately correct it through the service web, and the customer is responsible for any problems caused by not correcting the change.

article 1-1-8 Customer Obligations

① Customers must write only the facts when registering and modifying users.

② ID and password must be managed under the responsibility of the customer, and the fact that the ID has been used illegally must be immediately notified to the company.

③ Customers must not provide information to others, such as copying, changing, using, publishing, broadcasting, etc., without the prior written consent of the company.

④ The customer must not engage in any act that infringes on the company's rights, such as the company's intellectual property rights.

⑤ The customer must install the software within the total limit of the number of licenses specified when signing up for a user and selecting a service type. If the customer violates this, an additional charge will be incurred, and if the customer fails to pay the additional charge within the period specified by the company, the company may immediately suspend the service.

⑥ Customer may not reverse engineer, disassemble the Software.

⑦ If the customer causes damage to the company by violating the obligations stipulated in these terms and conditions, the customer must compensate for the damage.

⑧ Log records such as service dashboards, reports, and detection history are automatically stored on the company's service server, but may be deleted in order of oldest files due to retention period limitations. Therefore, the customer must directly download the necessary files or organize log records, and the company is not responsible for compensating for damages caused by the customer's failure to do so.

article 1-1-9 deposit

There is no separate deposit payment by the customer to use the service. However, if the customer subscribes to the service through a partner contracted with the company, the contract between the customer and the partner is followed.

article 1-1-10 monthly service fee

① The customer must pay the contracted monthly service fee to the company's designated account on the contracted date every month.

② Service charge for one month or less is prorated according to the number of days the service is provided. In this case, one month is 30 days.

③ If the service provision is suspended due to reasons attributable to the company, the customer does not bear service fees for days when the company does not provide the service.

④ Costs arising from communication between the software installed on the customer's server and the service web must be paid separately by the customer.

article 1-1-11 Customer's cancellation/termination right

① The customer may cancel the contract in any of the following cases.

1. If the company does not provide the service on the agreed date
2. If the service is not started immediately even after the reason for suspension of the service is over
3. If the contents of the service provided are different from the contents of the contract

4. In the event that the company neglects or is likely to neglect the contracted service, and the customer fails to comply even though the customer sets a certain period of time to provide the contracted service and takes appropriate action

② In other cases, the contract can be terminated arbitrarily after service commencement, and in this case, the customer must apply for service cancellation on the service web.

article 1-1-12 Company's cancellation/termination right

① If the service cannot be started due to reasons attributable to the customer on the expected date of resumption after the service is started or stopped, the customer can be requested to cooperate with the customer for a specified period of time. If the customer does not respond even after a considerable period of time has elapsed after the request, the company may cancel the contract.

② If the customer delays payment of the monthly service charge, etc., the company may set a considerable period of time to demand its fulfillment, and if the customer does not fulfill it within this period, the contract may be terminated.

③ In the case of paragraphs ① or ②, the company may cancel or terminate the contract even when the customer is absent without prior notice to the company and the whereabouts of the customer cannot be known in the usual way.

④ The company may arbitrarily terminate the contract after service commencement even in cases other than paragraph ① or ②, and in this case, the company must notify the customer at least one month prior to the contract termination date.

article 1-1-13 Restriction of use after contract termination

① If the contract is terminated, the customer's right to use the service expires immediately on the date of termination.

② After contract termination, you cannot log in with your existing ID and password, and the canceled ID is automatically destroyed when the contract is terminated.

③ If the contract is terminated, the company may delete the software installed on the server by the customer to receive the service. In this case, the customer must cooperate with the company to delete the software.

④ If the contract is terminated, the customer cannot use the service web, so reports and log records must be downloaded and stored if necessary before the customer is terminated.

article 1-1-14 company indemnification

① The company shall not be liable for damages incurred to customers or third parties in the following cases..

1. In case of force majeure such as natural disaster, war, riot, etc.

2. If the company stops providing services due to unavoidable reasons such as repair, replacement, regular inspection, construction, etc. of service facilities

3. In case of service failure due to reasons attributable to the customer

4. If an error occurs in the server, etc. due to a reason attributable to the customer

5. If the customer does not immediately notify the company even though there is a change in the information created at the time of user registration and modification

6. In case ID, password, etc. are leaked due to reasons attributable to the customer

7. In case the service is stopped at the request of the customer

8. If a service vulnerability occurs or the service is discontinued due to reasons not attributable to the company

9. In the case of previously unknown malicious codes, hacking methods, or new viruses, worms, DDos, etc.

10. If an accident such as hacking or virus infection occurs due to an error in the security policy set by the customer

11. In case the provision of service is suspended without cause attributable to the company, such as overdue monthly service fee, damages caused by this

② The company is not responsible for any damages to the customer caused by an accident that does not fall within the scope of service defined in Article 2.

article 1-1-15 penalty

① If the contract is canceled pursuant to Article 1-1-11-② or Article 1-1-12-① or ② after the contract period has been agreed upon by the customer, the customer pays the company 10% of the total monthly service charge during the contract period as a penalty.

② If the contract period is agreed upon with the customer and the contract is canceled or terminated pursuant to Article 1-1-11-① or 1-1-12-④, the Company shall pay 10% of the total monthly service charge for the remaining contract period to the customer as a penalty.

article 1-1-16 Compensation for damages

① If the customer suffers damages due to non-fulfillment of the contract, such as the company not providing services in accordance with this contract, the company compensates for the damage within the agreed limit. However, this is not the case if the company is not at fault.

② In the case of the company's service web, the company is liable to the customer for damages only if the customer's data or information stored in the service storage is deleted or arbitrarily changed for reasons attributable to the company, causing irreparable damage to the customer's business performance. However, even in this case, the amount of damages the company bears to the customer is limited to 1.5 times the monthly fee for the service.

③ Customers who wish to claim compensation for damages must submit the reason for the claim and the amount of the claim to the company in writing, through the service web, or by e-mail.

④ If the company is notified of the fact that the service has not been used by the user, the company must take possible measures to resume the service, and if the service is available again, the company must immediately notify the user of this fact.

article 1-1-17 Warranty and Limitation of Liability

① This service does not guarantee security suitability for the customer's specific purpose, and the customer understands that the provision of this service may have interference or errors in the use of the WAS server and DB server depending on the customer's server specifications and installation environment.

② If a new web-related hacking attack method or malicious code is discovered during service launch, the company must respond as quickly as possible to prevent the customer from expanding damage.

article 1-1-18 Etc

① Matters not stipulated in these terms and conditions shall be determined through consultation between the customer and the company in accordance with the principle of good faith, but matters not agreed upon shall be governed by related laws and general business practices.

② Changes and amendments to these terms and conditions must be agreed between the customer and the company.

③ Lawsuits regarding disputes related to this contract shall be brought to the competent court under the Civil Procedure Act of the Republic of Korea.

article 2 Services provided by the company

※ Among the following, the service corresponding to the service type selected by the customer on the service web is provided.

article 2-1 Unified Web Security Service (UWSS)

article 2-1-19 Definition of service

'Unified Web Security Service' means the following services provided by the company to the customer.

1. 'WEBCastle' refers to a service that detects and blocks web hacking attacks to protect customer websites from web hacking attacks.

2. 'WSFinder' refers to a service that detects and repairs the installation of a webshell on a customer's web server.

3. 'WFDetector' refers to a service that detects forgery of a customer's website by hacking.

4. 'WMDS' refers to a service that detects that a customer's website becomes a malicious code transit or distribution site through hacking.

5. 'Unified web security service' refers to providing customers with services from 1 to 4 above on the company's cloud platform, depending on the type of service requested by the customer.

article 2-1-20 Provision of software and related materials

① If the user and service application requested by the customer from the service web meet the requirements, the company approves the use of the service to the customer and guides the necessary procedures and software for use.

② The company grants the right to install and use the software only for the number of servers and the number of domains according to the service type selected by the customer.

③ The company may provide information necessary for service provision by e-mail, etc. with the consent of the customer.

article 2-1-21 Server Usage Information Handling Policy

① The company may collect and store customer's server usage information during the period of this contract.

② The customer may receive server usage information from the company during the period of this contract, and if the customer wishes to receive additional services, he or she must conclude a separate contract with the company.

③ The server usage information collected in accordance with paragraph ① is encrypted and stored by the company's encryption solution.

④ During the period of this contract, the company may collect server usage information of the following customers through the service.

1. Types and versions of operating system, web middleware, and database used by the customer's server

2. IP address and domain used by customer server

2. Detection and blocking history of WEBCastle, WSFinder, WFDetector, WMDS

3. Records information and quarantine information about web shells found during use, files suspected of being web malicious codes, or malicious codes

⑤ The company may process the information collected under paragraph ④ according to certain rules.

⑥ The company may use the collected information to improve the quality of service, and if it is used outside the purpose of this contract, it must be agreed with the customer.

⑦ After the termination of this agreement, the company will destroy the customer's server usage information without delay unless there is a special reason.

article 2-1-22 Customer Obligations

① The customer must notify the customer's server users and administrators that server usage information is being collected through the service or go through the consent process.

② All legal responsibilities arising from the violation of the obligations in ① are entirely with the customer and the company shall not be held liable.

article 2-1-23 Out of service

If the service is suspended due to reasons attributable to the company and the customer is unable to use the service, If the condition persists for more than four consecutive hours from the time the company is notified of the fact or from the time the company knew or could have known the fact, as compensation for damages, the company extends the service to the customer free of charge for the period below, or Exemption from monthly fee.

Compensation for service downtime

4 hours or more: 1 day extension of service period or exemption from monthly fee

12 hours or more: 2-day extension of service period or exemption from monthly fee

48 hours or more: 3-day extension of service period or exemption from monthly fee