

TERMS OF SERVICE

Juleb | Effective date: 3 September 2026

Registered entity: Company Jallab Company Digital Marketing (Juleb)
Commercial Registration number: 4030572812

1. About these Terms

These Terms of Service (Terms) govern access to and use of Juleb's websites, applications, cloud platforms, point-of-sale solutions, enterprise resource planning services, integrations, support services and related products (Services). Juleb provides technology supporting health, pharmaceutical, retail and distribution operations, including sales, purchasing, accounting, inventory, reporting, prescriptions, human resources, compliance and integrations.

The Services are provided by Company Jallab Company Digital Marketing (Juleb), Commercial Registration number 4030572812, with its main office at 7485 Old Makkah Rd , Al Ammariyah, Jeddah 22237, Kingdom of Saudi Arabia (Juleb, we, us or our). Juleb may be contacted at join@juleb.com or +966 50 012 3494

By creating an account, accessing a trial or using the Services, the person or organisation using the Services (Customer, you or your) agrees to these Terms. If you use the Services on behalf of an organisation, you confirm that you are authorised to bind that organisation. If you do not agree, do not access or use the Services.

2. Contract documents and order of precedence

The agreement between Juleb and the Customer consists of the applicable signed Service Agreement Document, these Terms, any service-level agreement, data processing agreement, and any other document expressly incorporated by reference. If there is a conflict, the following order applies unless the Service Agreement Document states otherwise: the data processing agreement for personal-data matters; the Service Agreement Document; the service-level agreement; these Terms; and other incorporated documentation.

Pricing, the subscription period, renewal, cancellation notice, implementation scope, support level, authorised entities, and any service-specific commitments are governed by the applicable Service Agreement Document. Website descriptions are general information and do not override a Service Agreement Document.

3. Eligibility and accounts

Business customers must ensure that only their authorised employees, contractors and representatives use the Services. An individual consumer must have legal capacity to enter into a binding agreement under applicable law. Consumer use does not remove any mandatory rights that cannot lawfully be excluded.

- Customers must provide accurate registration and billing information and keep it current.
- Each user must use an individually assigned account unless Juleb expressly approves a controlled non-person account.

- Customers are responsible for approving user access, promptly removing access that is no longer required and notifying Juleb of suspected account compromise.
- Credentials must be kept confidential and must not be shared.

4. Licence and permitted use

Subject to payment and compliance with the agreement, Juleb grants the Customer a limited, non-exclusive, non-transferable and non-sublicensable right during the applicable subscription term to access and use the Services for its internal business purposes and for the number of users, sites, branches or transactions stated in the Service Agreement Document.

The Customer must not:

- use the Services unlawfully, fraudulently or in a manner that infringes another person's rights;
- attempt to gain unauthorised access, bypass security controls, probe, scan or test the Services without Juleb's prior written authorisation;
- introduce malware, harmful code or content, or interfere with the availability or integrity of the Services;
- copy, modify, reverse engineer, decompile or create derivative works from the Services except where applicable law expressly permits this and the right cannot be excluded;
- resell, sublicense or make the Services available to third parties except as expressly allowed in the Service Agreement Document;
- upload information the Customer is not authorised to collect, use, disclose or process; or
- use the Services for clinical diagnosis, prescribing or another regulated professional decision unless the relevant Service is expressly designed and authorised for that purpose and the user remains responsible for professional judgment.

5. Customer responsibilities

The Customer remains responsible for its business processes, users, Customer Data, configurations, devices, network connections, legal permissions and use of outputs. The Customer must maintain appropriate security controls for systems and devices under its control and comply with applicable healthcare, pharmacy, tax, accounting, consumer, data-protection and other laws.

Unless a Service Agreement Document expressly says otherwise, the Customer is responsible for verifying reports, stock levels, financial entries, regulatory submissions, prescriptions, product information and integration results before relying on them. The Services support the Customer's operations but do not replace professional, legal, medical, accounting or regulatory judgment.

6. Fees, taxes and payment

Fees, currency, invoicing, payment dates and subscription terms are stated in the Service Agreement Document. Fees are exclusive of applicable taxes unless stated otherwise. The Customer must pay undisputed invoices by the due date. If an invoice is disputed in good faith, the Customer must notify Juleb promptly with reasonable details and pay the undisputed amount.

Juleb may suspend paid Services for overdue undisputed amounts after providing reasonable written notice and an opportunity to cure, except where immediate suspension is reasonably necessary to prevent fraud, security harm or unlawful use. Suspension does not remove payment obligations. Refund and cancellation rights are governed by the Service Agreement Document and any mandatory consumer law.

7. Availability, support and changes

Juleb will provide the Services with reasonable care and skill and in accordance with any applicable service levels stated in the Service Agreement Document or service-level agreement. The Services may be unavailable during planned maintenance, emergency maintenance, internet or supplier failures, force majeure events or circumstances outside Juleb's reasonable control.

Juleb may update the Services to improve security, functionality, legal compliance or performance. Juleb will provide reasonable notice where a change materially reduces contracted core functionality, unless an urgent security or legal change requires faster action. Beta, trial or preview features may be changed or withdrawn and are provided without production service-level commitments unless agreed otherwise.

8. Information security

Juleb will maintain an information security programme designed to protect the confidentiality, integrity and availability of the Services and Customer Data. Controls will be selected based on risk, the nature of the Services and applicable legal and contractual requirements. They may include access control, authentication, encryption, logging and monitoring, vulnerability management, backup, incident response, business continuity, secure development, personnel security and supplier oversight.

Juleb will limit access to Customer Data to authorised persons and service providers who require access for delivery, support, security or legal compliance and who are subject to appropriate confidentiality and security obligations. Juleb may update security measures as technology and risks change, provided the overall level of protection is not materially reduced during the subscription term.

The Customer must promptly report suspected vulnerabilities or security incidents to support@juleb.com and/or open a ticket at db.juleb.com/web under Juleb Support. The Customer must not publicly disclose a suspected vulnerability before Juleb has had a reasonable opportunity to investigate it. Security testing requires Juleb's prior written authorization.

Any statement concerning a security certification applies only where Juleb has formally obtained that certification and can provide current supporting evidence.

9. Customer Data and privacy

Customer Data means information submitted to, stored in or generated through the Services by or for the Customer. As between the parties, the Customer retains its rights in Customer Data. The Customer grants Juleb a limited right to host, copy, transmit, display, modify and otherwise process Customer Data only as reasonably necessary to provide, secure, support and improve the contracted Services, comply with documented instructions and meet legal obligations.

Juleb may use cloud, communications, support, payment and other service providers to deliver the Services. Where required by applicable law or the data processing agreement, Juleb will impose appropriate contractual and security requirements on subprocessors and provide required notice or approval mechanisms.

Data hosting locations and any applicable international-transfer arrangements will be set out in the Service Agreement Document, data processing agreement or relevant service documentation. A data-residency commitment applies only where it is expressly agreed in writing.

Third-party integrations are subject to the third party's terms, availability and security. The Customer authorises Juleb to exchange necessary information with integrations enabled by or for the Customer.

Juleb is not responsible for a third party's independent services, but remains responsible for its own obligations and for subprocessors to the extent required by the agreement or applicable law.

Notwithstanding the limitations set forth above, Juleb may anonymize and aggregate Customer Data such that it no longer identifies the Customer or any individual personal data. Juleb retains all rights to such aggregated and anonymized data and may use it, along with system logs and derived analytical insights, for internal business operations, service improvement, and product development. This includes, but is not limited to, analyzing collective customer behavior and usage patterns, monitoring system operations for predictive analytics, enriching internal data models, and developing machine learning models and intelligent agents. Furthermore, Juleb may share or license these derived insights and aggregated data with authorized third-party partners for industry analysis, which shall be governed by separate, mutually agreed contractual terms.

Each party will comply with applicable personal-data protection law, including the Saudi Personal Data Protection Law where applicable. The Customer is responsible for establishing a lawful basis, providing required notices and obtaining required permissions for Customer Data it provides. Where Juleb processes personal data on the Customer's behalf, the parties will enter into an appropriate data processing agreement covering instructions, confidentiality, security, subprocessors, assistance, retention, deletion, audits and cross-border transfers.

Juleb's processing of website visitor, account, billing and contact information for its own purposes is described in its Privacy Notice. The Privacy Notice should be published separately and must not be replaced by these Terms.

10. Data location, subprocessors and integrations

Juleb may use cloud, communications, support, payment and other service providers to deliver the Services. Where required by applicable law or the data processing agreement, Juleb will impose appropriate contractual and security requirements on subprocessors and provide required notice or approval mechanisms.

Data hosting locations and any applicable international-transfer arrangements will be set out in the Service Agreement Document, data processing agreement or relevant service documentation. A data-residency commitment applies only where it is expressly agreed in writing.

Third-party integrations are subject to the third party's terms, availability and security. The Customer authorises Juleb to exchange necessary information with integrations enabled by or for the Customer. Juleb is not responsible for a third party's independent services, but remains responsible for its own obligations and for subprocessors to the extent required by the agreement or applicable law.

11. Security incidents

Juleb will maintain procedures to identify, assess and respond to security incidents affecting Customer Data or the Services. Where an incident requires notification under applicable law or the data processing agreement, Juleb will notify the Customer without undue delay and provide information reasonably available regarding the nature of the incident, affected information, mitigation and recommended customer actions. Notification does not constitute an admission of liability.

The Customer will reasonably cooperate with containment and recovery, preserve relevant evidence, follow security instructions and avoid making misleading public statements about an incident. Regulatory and data-subject notifications will be handled by the party responsible under applicable law, with reasonable cooperation from the other party.

12. Confidentiality

Each party may receive non-public business, technical, security, financial or personal information from the other party (Confidential Information). The receiving party will use it only to perform or receive the Services, protect it using reasonable care and disclose it only to persons who need it and are bound by confidentiality obligations. These restrictions do not apply to information that is public without breach, already lawfully known, independently developed or lawfully received without restriction.

A receiving party may disclose Confidential Information when legally required, but will give prior notice where lawful and reasonably assist the disclosing party in seeking protection. On termination, Confidential Information will be returned or deleted as required by the agreement, subject to legal retention and secure backup cycles.

13. Intellectual property and feedback

Juleb and its licensors own the Services, software, documentation, designs, methods, trademarks and related intellectual-property rights. No ownership transfers to the Customer. The Customer owns Customer Data and materials it provides. If the Customer gives feedback, Juleb may use it without restriction or payment, provided Juleb does not identify the Customer or disclose its Confidential Information without permission.

14. Suspension

Juleb may suspend access to the extent reasonably necessary where it identifies a material security threat, unlawful use, a serious breach of these Terms, risk to another customer or overdue undisputed fees. Where practicable, Juleb will give notice and an opportunity to cure. Juleb will limit the scope and duration of suspension and restore access when the reason has been resolved.

15. Term and termination

The agreement starts on the date stated in the Service Agreement Document and continues for the agreed subscription term. Renewal and cancellation are governed by the Service Agreement Document. Either party may terminate for a material breach that is not cured within 30 days after written notice, or immediately where the breach cannot reasonably be cured, continued performance is unlawful, or the other party becomes insolvent, subject to applicable law.

On termination, the Customer's right to use the Services ends. At the Customer's written request made before termination or within 30 days afterward, Juleb will provide a reasonable opportunity to export Customer Data in an available standard format, subject to payment of undisputed fees and technical limitations. Juleb will then delete or anonymise Customer Data according to the agreement, its retention schedule and applicable law. Data required for legal claims, audit, fraud prevention or regulatory compliance may be retained with restricted access for the required period.

16. Warranties and disclaimers

Each party warrants that it has authority to enter into the agreement. Juleb warrants that the paid Services will materially conform to the applicable documentation and will be provided with reasonable care and skill. If Juleb breaches this warranty, Juleb will use reasonable efforts to correct the affected Service. If it cannot do so within a reasonable time, the Customer may terminate the affected Service and receive a pro-rated refund of prepaid fees for the unused terminated period.

Except for express warranties and rights that cannot lawfully be excluded, the Services are provided on an “as available” basis. Juleb does not warrant uninterrupted or error-free operation, that every regulatory requirement will be met without Customer action, or that reports and third-party information will always be complete or accurate.

17. Liability

Nothing in these Terms excludes or limits liability that cannot lawfully be excluded or limited, including liability for fraud, wilful misconduct or any other liability protected by mandatory law. Subject to that rule, neither party will be liable for indirect, incidental, special or consequential losses, or loss of profit, revenue, goodwill or anticipated savings, except to the extent such exclusion is prohibited by law.

For business customers, each party’s total aggregate liability arising from the affected Services will not exceed the fees paid or payable for those Services during the 12 months immediately before the event giving rise to the claim. This cap does not apply to the Customer’s payment obligations, infringement or misuse of the other party’s intellectual property, breach of confidentiality, or liabilities that the applicable Service Agreement Document expressly treats differently. Mandatory consumer remedies and compensation rights remain unaffected.

18. Indemnity

The Customer will defend and indemnify Juleb against third-party claims arising from unlawful Customer Data, the Customer’s unlawful use of the Services or a material breach of the acceptable-use requirements, except to the extent caused by Juleb. Juleb will defend a business Customer against a third-party claim that the unmodified paid Service infringes intellectual-property rights in the Kingdom of Saudi Arabia, provided the Customer promptly notifies Juleb, gives Juleb control of the defence and reasonably cooperates. Juleb may modify or replace the affected Service, obtain continued-use rights or terminate and refund prepaid fees for the unused affected period.

19. Compliance and records

Each party will comply with laws applicable to its performance, including anti-bribery, sanctions, export-control, electronic-transactions, consumer-protection and data-protection requirements. Juleb will maintain records reasonably necessary to demonstrate performance of its security and contractual obligations. Any customer assurance or audit rights will be exercised in accordance with the Service Agreement Document or data processing agreement, with reasonable notice, confidentiality protections and safeguards against disruption or exposure of other customers’ information.

20. Governing law and disputes

These Terms and any non-contractual obligations arising from them are governed by the laws of the Kingdom of Saudi Arabia. The competent courts of Jeddah, Kingdom of Saudi Arabia will have jurisdiction, unless mandatory consumer law gives an individual the right to bring a claim before another competent authority or court. Before commencing proceedings, the parties will attempt in good faith to resolve the dispute through authorised representatives.

21. Changes to these Terms

Juleb may update these Terms for legal, security, operational or service changes. The current version and effective date will be published on Juleb’s website. For existing paid subscriptions, a material

change will take effect at renewal unless earlier application is required by law, addresses an urgent security risk or is accepted by the Customer. If a material change substantially reduces the Customer's contractual rights during a fixed term, the Customer may use any termination right stated in the Service Agreement Document or required by law.

22. General terms

Neither party may assign the agreement without the other party's prior written consent, except to an affiliate or in connection with a merger, reorganisation or sale of substantially all relevant assets, provided the assignee can perform the obligations. The Customer may not assign to a direct competitor of Juleb without consent.

Neither party is liable for delay caused by events beyond its reasonable control, except payment obligations. The affected party will take reasonable steps to reduce the impact and resume performance. Notices relating to breach or termination must be in writing to the contacts stated in the Service Agreement Document. Other operational notices may be sent through the Services or by email.

If any provision is unenforceable, it will be limited or removed only to the minimum extent necessary and the remainder will continue. A failure to enforce a right is not a waiver. The agreement is the entire agreement regarding its subject matter and replaces earlier discussions on that subject. Provisions which by their nature should survive termination, including confidentiality, intellectual property, payment, liability and dispute terms, will survive.

23. Contact details

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