



## The ComArr Freight Exchange Databank Rules of the User Code of Conduct (Code of Ethics)

ComArr, spol. s r.o. issues these ComArr Exchange Databank Rules of the User Code of Conduct (hereinafter referred to as the Rules) as a Code of Ethics for users of the ComArr Freight Exchange Databank (hereinafter referred to as the Databank).

The aim of the Rules is primarily to promote the credibility of the information stored in the Databank and thus its usefulness for individual users of the ComArr Freight Exchange Databank. Each user of the ComArr Freight Exchange Databank (hereinafter referred to as the User) is obliged to comply with these Rules by the Contract on Providing Access to the ComArr Freight Exchange Databank (hereinafter referred to as the Contract) concluded between ComArr, spol. s r.o. as the provider of the service of access to the ComArr Freight Exchange Databank (hereinafter referred to as the Provider) and the user of the ComArr Freight Exchange Databank.

Violation of these Rules may result in withdrawal of access to the Databank from the User who has violated the Rules.

### **The ComArr Freight Exchange Database Rules of the User Code of Conduct:**

1. Each User will enter only true and unbiased information into the Databank.
2. Each User shall refrain from such conduct that may mislead other Users.
3. Each User shall observe the principles of good conduct and good manners when using the Databank and dealing with other Users.
4. Each User shall refrain from any action that would harm another User.
5. Each User will use the information obtained from the Databank only for fair negotiation of business with other Databank Users.
6. Each User will use the information obtained from the Databank exclusively for his/her use.
7. Each User shall observe commercial confidentiality and shall not disclose information obtained from the Databank outside the circle of Databank Users.
8. Each User agrees to comply with applicable law.
9. Each User undertakes to comply with the agreed terms and conditions after negotiating a trade with another User, in particular, to pay his/her obligations arising from the agreed trade in a due and timely manner on the one hand and to comply with the agreed terms and quality of transport on the other hand.
10. Each User shall cooperate with the Provider to resolve the complaint if another User has filed a complaint against him/her. At the Provider's request, the User shall promptly supply the required documents and information leading to the resolution of the complaint.
11. Each User acknowledges that repeated justified complaints by other Users about his/her actions may be grounds for withdrawal of access to the Databank and termination of the Contract.
12. Each User acknowledges that fraudulent conduct or attempted fraudulent conduct will result in immediate revocation of access to the Databank and termination of the Contract.

**These ComArr Freight Exchange Databank Rules of the User Code of Conduct are valid and effective from 1 February 2024**

The validity of these ComArr Freight Exchange Databank Rules of the User Code of Conduct shall expire on the effective date of their new version.