

SERVICE USAGE AGREEMENT

Effective as of 18/06/2026

1. GENERAL AGREEMENT

This Service Usage Agreement is between the User and CVTOT Joint Stock Company in relation to the User's access to and use of TalentAxis and the related services.

By accessing, registering an account, or using TalentAxis, the User confirms that they have read, understood, and agreed to be bound by all the terms and conditions set out in this Agreement. If the User does not agree with any term, please do not use the services on our Platform.

2. DEFINITIONS AND INTERPRETATION

- The website providing e-commerce trading platform services, talentaxis.ai (with subdomains pointing to the website: talentaxis.vn, app.talentaxis.ai, hire.talentaxis.ai, and jobs.talentaxis.ai), is referred to in brief as TalentAxis.
- Employer: Includes enterprises, organizations, individuals, or headhunters that have recruitment needs and use the platform to manage candidate profiles, track the recruitment process, and post jobs.
- The Employer must initially register and declare the relevant information, be officially recognized by the TalentAxis Management Board, and be permitted to use the services.
- The Employer may create their own account in order to use it and to post candidates' CVs in accordance with the standards and commitments of lawful Users published on the platform.
- Candidate/Job Seeker: Persons who have a need to find a job or Candidates who have a need to use the CV design templates on TalentAxis (hereinafter referred to as the Candidate).
- User: Includes both the Employer and the Job Seeker/Candidate.
- Services on the website:
 - + Candidate profile management;
 - + Recruitment process automation: changing candidate statuses, sending notification emails, scoring CVs;
 - + Posting job advertisements;
 - + Candidates creating application CVs or searching for job information.

3. REGISTRATION

To use the Services, the User must create an account as required by TalentAxis and provide complete, accurate, truthful, and up-to-date personal information as necessary. The User is responsible for maintaining and updating the account information when there are changes in order to ensure accuracy.

The User's right to access and use the Services is established based on the registered information. TalentAxis will not be responsible for any incident, damage, or limitation of benefits arising from the User providing inaccurate, incomplete, or fraudulent information.

TalentAxis has the right to refuse or cancel the account registration if it discovers that the information provided is untruthful, violates this Agreement, or violates the applicable laws.

4. PASSWORD AND SECURITY

The User must keep their password confidential and not share it with anyone. If the User suspects that the password has been disclosed, the User must notify us immediately via email: support@talentaxis.ai. TalentAxis has the right to require the User to change the password, suspend, or lock the account if there are signs or suspicion of a breach of security.

The User is fully responsible for all activities that take place within their account, including actions performed by third parties when access is granted by the User.

TalentAxis will not be responsible for any loss, damage, or cost arising from the User's failure to secure login information, use of a weak password, or failure to comply with our security guidelines.

To ensure safety, the User should regularly change the password, avoid using the same password for multiple different services, and log out of the account after each working session, especially when accessing on public or shared devices.

5. ACCESS RIGHTS AND COLLECTION OF INFORMATION

When using the website, the User agrees that TalentAxis has the right to collect and store the User's personal information and profile information. TalentAxis has the right to use the information in order to provide services. TalentAxis may comply with legal requests and disclose user information if necessary.

TalentAxis has the right to delete the account and information after a long period of inactivity, and the User requires TalentAxis's consent to restore the information.

6. STATEMENT ON INTELLECTUAL PROPERTY RIGHTS

The User undertakes that the User owns or has full lawful rights and licenses to all content, data, images, documents, or information that the User uploads onto TalentAxis. The uploading of content must not infringe the intellectual property rights, privacy rights, or any lawful rights of third parties. The User is fully responsible for the content they provide.

TalentAxis has the right to review, temporarily hide, edit, or delete any content if it discovers, or has reasonable grounds to believe, that such content violates this Agreement, the applicable laws, or affects the reputation and operations of TalentAxis.

TalentAxis owns all rights to the services and content of TalentAxis. The User may not copy, modify, or exploit the content of TalentAxis without permission.

All trademarks, service marks, and logos of third parties are the property of their respective owners.

7. DISCLAIMER OF LIABILITY

We are not responsible in the following cases:

- + Cases of force majeure or objective obstacles in accordance with the provisions of law.
- + Conduct of users: We are not responsible for the conduct of other users, including copyright infringement, disclosure of personal information, or any other unlawful conduct.

- + Technical errors: Issues relating to hardware, software, networks, or other technical factors beyond our control.
- + We are exempt from liability in the event that the data-processing system, software, signal-transmission system, or devices using talentaxis.ai of the user encounter an incident, error, attack, virus, or malicious code, etc., or for any other objective reason beyond our control.
- + For any loss or damage (direct or indirect), liability, and cost under any cause of action that is not due to our fault, relating to the use of, or the inability to use, the services by the user.

8. LIMITATION OF LEGAL LIABILITY

8.1. Allocation of responsibility between CVTOT Joint Stock Company and the Employer in resolving issues arising from transactions carried out on the website talentaxis.ai with Candidates

The TalentAxis website/platform operates in the role of an intermediary platform, supporting Employers/Enterprises in posting recruitment information, managing candidate profiles, tracking the recruitment process, and supporting Candidates in searching for and applying to suitable positions. Issues arising between Employers/Enterprises and Candidates shall have responsibility for resolution allocated as follows:

All recruitment activities arising between the Employer/Enterprise and the Candidate, including but not limited to: receiving profiles, contacting candidates, interviewing, assessing competencies, negotiating working conditions, salary, signing labor contracts, and the related rights and obligations between the parties, are independent transactions, voluntarily established by the parties and subject to their own legal responsibility in accordance with the provisions of law. CVTOT Joint Stock Company is not a party to, or a representative of, any party in the course of performing such transactions and is not responsible for the results, content, or legality of the recruitment agreements between the two parties.

The Employer/Enterprise is responsible for resolving all issues arising from the recruitment activities it carries out with the Candidate, including: complaints relating to misleading, unclear, or fraudulent recruitment information; the use of the Candidate's profiles, CVs, documents, or personal data; compensation for damage, if any, in the event of a breach of the agreement committed with the Candidate; and explanation and coordination with competent authorities when there is a request for investigation or handling.

TalentAxis is not responsible for directly resolving disputes between the Employer/Enterprise and the Candidate. However, within the scope of its role as the platform-providing unit, TalentAxis may receive reported information and support the provision of technical information, operation history, and related data on the system in order to serve the process of investigation and verification, if there is a valid request from one of the parties or from a competent State authority; and at the same time, has the right to suspend, halt, or terminate the access right of an Employer/Enterprise showing signs of fraud, violation of the Operating Regulations, or violation of the law.

In the event of an issue arising, TalentAxis encourages the relevant parties to prioritize negotiation and conciliation in a spirit of good faith and respect for each other's lawful rights and interests. In the event that no agreement is reached, the parties have the right to request a competent authority to resolve the matter in accordance with the provisions of law. TalentAxis will provide support

within the scope of its role as the platform-providing unit and provide information to serve the dispute resolution process in accordance with the provisions of law.

8.2. Limitation of liability of the trader or organization providing e-commerce trading platform services in transactions carried out on the platform

TalentAxis does not directly participate in the process of interviewing, assessing, or selecting candidates, signing labor contracts, or negotiating working conditions between the Employer/Enterprise and the Candidate. Therefore, TalentAxis is not responsible for any conduct, omission, commitment, agreement, or dispute arising between the Employer/Enterprise and the Candidate beyond the scope of service provision on the platform.

TalentAxis is an intermediary platform supporting Employers/Enterprises in managing candidate profiles, posting recruitment information, tracking the recruitment process, and connecting with Candidates during the recruitment process.

The Employer/Enterprise and the Candidate shall negotiate by themselves and bear their own responsibility for the rights, obligations, and content arising during the recruitment process, and must comply with the provisions of the laws of Vietnam.

9. DISPUTE RESOLUTION

All disputes shall be resolved in accordance with the laws of the Socialist Republic of Vietnam. Complaints must be sent to TalentAxis immediately after the event arises. TalentAxis will consider each case and propose an appropriate resolution plan.

If the dispute is not resolved within 60 days, the User has the right to bring the matter before a competent court.

10. RIGHTS AND RESPONSIBILITIES OF THE PARTIES

1. Rights and responsibilities of the TalentAxis Website Management Board

a) Rights of the Management Board of the TalentAxis E-commerce Website

- We have the right to charge service fees after the Employer/Enterprise has read and agreed to the Service Usage Agreement, the Operating Regulations, and the related policies of TalentAxis.
- We have the right to refuse, suspend, or terminate the User's right to use the services if there is a basis to prove that the User has violated the Operating Regulations, the provisions of law, or has taken actions that adversely affect TalentAxis and other users. In the event of termination of the right to use the services due to the User's fault, TalentAxis has the right not to refund the portion of the service fee that the User has paid, unless otherwise agreed or otherwise provided by law. When the right to use the services is terminated, all of the User's rights on TalentAxis shall automatically cease to have effect.
- We have the right to require the User to provide complete and accurate information and to bear legal responsibility for the information they provide, including enterprise information, contact persons, recruitment information, and other related information.
- We have the right to change the service price schedule and the methods of payment for services on TalentAxis during the course of providing services, in accordance with the

needs and operating conditions of TalentAxis, and will notify the User when there is a change.

- We have the right to change, amend, add, or remove any content of the Regulations after having notified users.

b) Responsibilities of the Management Board of the TalentAxis E-commerce Website

- Register and establish a website providing e-commerce trading platform services in accordance with the provisions of law and publish information about the website owner on the website homepage.
- Develop and publicly publish on the website the operating regulations of the e-commerce trading platform; monitor and ensure the implementation of such regulations on the e-commerce trading platform.
- Require Users on the e-commerce trading platform to provide information in accordance with the provisions of law when registering to use the services.
- Have a mechanism for inspection and supervision to ensure that the provision of information by sellers on the e-commerce trading platform is carried out accurately and completely.
- Store the registration information of traders, organizations, and individuals participating in the e-commerce trading platform and regularly update related changes and supplements.
- Apply the necessary measures to ensure the security of information related to the business secrets of traders, organizations, and individuals and the personal information of consumers.
- Have measures to promptly handle, upon detecting or receiving reports of, business conduct that violates the law on the e-commerce trading platform:
 - + Prevent and remove from the website information on the supply of services falling within the list of services prohibited from trading, or within sectors and trades prohibited from business investment in accordance with the provisions of law;
 - + Remove information on services that violate the law within 24 hours from receipt of a request from the competent State management authority;
 - + Coordinate with intellectual property right holders to review and remove products that infringe intellectual property rights in accordance with the procedures and processes published in the Operating Regulations of the e-commerce trading platform;
 - + Warn, or refuse to provide services on a temporary or permanent basis to, individuals, traders, and organizations that engage in business conduct that violates the law;
- Support State management agencies in investigating and handling business conduct that violates the law and in resolving disputes and complaints:
 - + Provide information on entities showing signs of, or engaging in, conduct that violates the law on the e-commerce trading platform to the competent State management authority upon detecting or receiving such information;
 - + Regularly update keywords as recommended by the competent State management authority and filter information by keyword before information on goods and services is displayed on the website;

- + Receive and respond to information in order to resolve complaints, reports, and disputes related to the e-commerce trading platform at the E-commerce Activity Management Portal of the Ministry of Industry and Trade at the address online.gov.vn.
- Publicly publish the mechanism for resolving disputes arising during the course of transactions on the e-commerce trading platform. Where a Candidate on the e-commerce trading platform incurs a conflict with an Employer or suffers harm to their lawful interests, the platform must provide the Candidate with information about the Employer and actively support the Candidate in protecting their lawful rights and interests.

2. Rights and responsibilities of Employers on the TalentAxis website

a) Rights of Employers on the TalentAxis website

- Users may create an account when needed and post job advertisements in accordance with the regulations.
- Employers may use the value-added features of the platform after having paid the service fee according to the registered service package.
- The right to request the correction or deletion of personal information when necessary.
- The right to refuse the processing of personal information for advertising or marketing purposes.
- The right to technical support and to the security of information when participating in the platform.
- Users have the right to contribute opinions to the E-commerce Trading Platform during its operation. Such recommendations are sent directly by letter, fax, or email to the TalentAxis E-commerce Trading Platform.

b) Responsibilities of Employers on the TalentAxis website

- Provide complete and accurate information as required by law to TalentAxis when registering to use the services.
- Provide complete information about the services as required by law when supplying services on the e-commerce trading platform.
- Ensure the accuracy and truthfulness of information about the services provided on the e-commerce trading platform.
- Comply with the provisions of law on payment, advertising, protection of intellectual property rights, protection of consumer rights, and other relevant provisions of law when supplying services on the e-commerce trading platform.
- Users are solely responsible for the content and images of the Enterprise information and other information, as well as for the entire course of transactions with partners on the TalentAxis E-commerce Trading Platform.
- Must not use another person's account without permission.
- Participate in transactions in compliance with the Platform Operating Regulations and the provisions of the Privacy Policy and personal information usage policy.
- Users are responsible for promptly notifying the TalentAxis E-commerce Trading Platform of any unauthorized use, abuse, breach of security, or retention of their registered username

and password, so that the two parties may cooperate in handling the matter. Users undertake that the information provided to the TalentAxis E-commerce Trading Platform and the information posted onto the TalentAxis E-commerce Trading Platform is accurate.

3. Rights and responsibilities of Candidates on TalentAxis

a) Rights of Candidates on the TalentAxis website

- The Candidate has the right to register a personal account on the TalentAxis website to use the services provided by the system.
- The Candidate has the right to have their personal information and application data protected by TalentAxis in accordance with the laws of Vietnam on the protection of personal data.
- The Candidate has the right to access their personal account to view, edit, update, or delete personal information and application profiles at any time. In the event that operations cannot be performed on the system, the Candidate has the right to contact TalentAxis's support department for assistance.
- The Candidate has the right to refuse to receive advertising emails, recruitment newsletters, or unwanted content from TalentAxis through the unsubscribe options integrated into each email or in the account settings.
- The Candidate has the right to submit feedback and complaints regarding the quality of service, inaccurate recruitment information, inappropriate conduct on the part of the Employer, or any issue arising during the use of the website. TalentAxis undertakes to receive and handle complaints in the shortest time, in a spirit of cooperation and protection of users' rights.
- The Candidate has the right to be clearly informed about the terms and conditions of service use; the rights and obligations relating to the creation of profiles, application for jobs, as well as any legal obligations.

b) Responsibilities of Candidates on the TalentAxis website

- The information that Users provide onto the TalentAxis E-commerce Platform must ensure accuracy and completeness.
- Users are solely responsible for the content, images, and other information, as well as for the entire course of transactions with partners on the TalentAxis E-commerce Trading Platform.
- Must not use another person's account without permission.
- Participate in transactions in compliance with the Platform Operating Regulations and the provisions of the Privacy Policy and personal information usage policy.
- Users are responsible for promptly notifying the TalentAxis E-commerce Trading Platform of any unauthorized use, abuse, breach of security, or retention of their registered username and password, so that the two parties may cooperate in handling the matter. Users undertake that the information provided to the TalentAxis E-commerce Trading Platform and the information posted onto the TalentAxis E-commerce Trading Platform is accurate.

11. EFFECTIVENESS

The terms in this Agreement take effect from the date the User accepts this Agreement.

In the event that the User has ceased using the Services, the User remains bound by this Agreement and other agreements relating to the rights and responsibilities of the User that the User has not yet completed at the time of ceasing to use the Services.

The User confirms that they have read, clearly understood, and undertaken to perform in accordance with this Agreement, the other regulations of TalentAxis, and the applicable laws of Vietnam relating to the use of the Services.

12. CONTACT INFORMATION

- Website: talentaxis.ai (with subdomains pointing to the website: talentaxis.vn, app.talentaxis.ai, hire.talentaxis.ai, and jobs.talentaxis.ai)
- CVTOT Joint Stock Company
- Address: 20/5 Ha Thi Than, An Hai Ward, Da Nang City, Vietnam
- Phone number: 0766783968
- If the User has any questions about this Agreement, please send an email to: support@talentaxis.ai.