



Sky Compliance Solutions

Trading as SkyComp Tech | Compliance & Operations Excellence

Terms of Service

Effective date: February 1, 2026

These Terms of Service ("Terms") govern access to and use of the website operated by Sky Compliance Solutions, trading as "SkyComp Tech" ("we", "us", "our"), and use of our software solutions, including the Operations Control Center (OCC) platform, Fidel LMS, MantisQ, KAMO (MRO) and any other current or future solutions we make available (collectively, the "Services"). By accessing our website or using the Services, you agree to be bound by these Terms. If you are using the Services on behalf of an organization, you represent that you have authority to bind that organization, and "you" refers to that organization.

1. Description of Services

SkyComp Tech provides enterprise technology solutions across aviation compliance and operations, financial and lending management, learning management, and other business operations, delivered as software platforms to client organizations. Specific features, functionality, service levels, and fees for a particular Service are governed by the separate service agreement, order form, or subscription agreement entered into with the relevant client, which takes precedence over these Terms with respect to that client's use of the Services.

2. Eligibility and Account Registration

You must be legally able to enter into a binding contract to use the Services. Where account registration is required, you agree to provide accurate and complete information and to keep your login credentials confidential. You are responsible for all activity that occurs under your account and must notify us promptly of any unauthorized use.

3. Acceptable Use

You agree not to:

- Use the Services for any unlawful purpose or in violation of any applicable aviation, financial, data protection, or other regulation;
- Attempt to gain unauthorized access to the Services, other accounts, or related systems or networks;
- Introduce viruses, malware, or other harmful code, or interfere with the proper functioning of the Services;
- Reverse engineer, decompile, or attempt to extract the source code of the Services, except as permitted by law;
- Use the Services to store or transmit infringing, defamatory, or otherwise unlawful material; or
- Resell, sublicense, or provide access to the Services to third parties without our written consent.

4. Client Data

As between you and us, you or your organization retain ownership of the operational, compliance, training, and other data you input into the Services ("Client Data"). You grant us a limited license to host, process, and use Client Data solely to provide and support the Services and as otherwise set out in your service agreement. We handle personal information within Client Data in accordance with our Privacy Policy and any data processing terms agreed with your organization.

5. Intellectual Property

The Services, including all software, design, text, graphics, and other content we provide, excluding Client Data, are owned by or licensed to Sky Compliance Solutions and are protected by intellectual property laws. Subject to your compliance with these Terms and any applicable service agreement, we grant you a limited, non-exclusive, non-transferable right to access and use the Services for your internal business purposes. No other rights are granted.

6. Fees and Payment

Fees for the Services, where applicable, are set out in your service agreement, order form, or invoice. Unless otherwise agreed in writing, fees are non-refundable, and late payment may result in suspension of access to the Services.

7. Service Availability

We work to keep the Services available and reliable, but we do not guarantee uninterrupted or error-free operation. Planned maintenance, third-party infrastructure issues, or circumstances outside our reasonable control may result in downtime. Specific service level commitments, if any, are set out in your service agreement.

8. Suspension and Termination

We may suspend or terminate access to the Services if you breach these Terms, fail to pay applicable fees, or if required by law or to protect the security or integrity of the Services. Either party may terminate a subscription or service agreement in accordance with its terms. On termination, your right to use the Services ends, subject to any data return or deletion obligations set out in your service agreement or our Privacy Policy.

9. Disclaimers

The Services are provided on an "as is" and "as available" basis. To the maximum extent permitted by law, we disclaim all warranties, express or implied, including warranties of merchantability, fitness for a particular purpose, and non-infringement. Our Services are tools to support compliance, operational, training, and financial management processes; they do not replace your organization's own regulatory, legal, or professional judgment and obligations, including obligations to aviation regulators such as the Uganda Civil Aviation Authority (UCAA), ICAO, or IOSA standards.

10. Limitation of Liability

To the maximum extent permitted by law, Sky Compliance Solutions shall not be liable for any indirect, incidental, special, consequential, or punitive damages, or any loss of profits, revenue, data, or business opportunity, arising out of or relating to your use of the Services. Our total liability for any

claim arising from these Terms or the Services shall not exceed the amount paid by you for the Services in the twelve (12) months preceding the claim, except where a different limit is agreed in a service agreement or where liability cannot be limited by law.

11. Indemnification

You agree to indemnify and hold harmless Sky Compliance Solutions, its officers, employees, and agents from any claims, damages, liabilities, and expenses, including reasonable legal fees, arising from your misuse of the Services or violation of these Terms.

12. Governing Law and Dispute Resolution

These Terms are governed by the laws of the Republic of Uganda, without regard to conflict of law principles. Any dispute arising out of or relating to these Terms or the Services shall first be addressed through good-faith negotiation between the parties, and if unresolved, shall be subject to the exclusive jurisdiction of the courts of Uganda, unless otherwise agreed in a specific service agreement.

13. Changes to These Terms

We may update these Terms from time to time. We will post the updated Terms on our website with a revised effective date. Continued use of the website or Services after changes take effect constitutes acceptance of the updated Terms. Material changes affecting an existing client agreement will be communicated in accordance with that agreement.

Contact Us

Questions about this Terms of Service can be sent to:

Sky Compliance Solutions (SkyComp Tech)

Email: info@skycomptech.com

Governing jurisdiction: Republic of Uganda