

Terms of Use for TREX platform

These terms of use (“**Terms**”) govern the access and use of the TREX platform (the “**Platform**”) available at [<https://trex.ishopchangi.com>] offered by Changi Airport Group (Singapore) Pte. Ltd. (“**CAG**”, “**us**” or “**we**”). By using the Platform or any services offered on or through the Platform, you agree to be bound by these Terms. We reserve the right to change these Terms, including adding or removing portions of these Terms from time to time without notice. It is your responsibility to check these Terms periodically for changes. Use of the Platform constitutes your consent and agreement to such changes.

It is important that you review and understand these Terms before using the Platform. If you do not agree to these Terms, you should not proceed to create an account or to use the Platform.

1. Use of the Platform

- 1.1. You agree to use the Platform only for lawful purposes, in accordance with these Terms and solely for the purpose of adding and managing products (including product information) and orders (including viewing and fulfilling orders) on www.iShopChangi.com or at Changi Airport.
- 1.2. You are responsible for maintaining the confidentiality of your account information, including your username and password, and for all activities that occur under your account. You agree to notify CAG immediately of any unauthorized use of your account or any other breach of security.
- 1.3. You are responsible for maintaining the security of your account and its password. You are responsible for maintaining all equipment and services needed for access to and use of the Platform. Your account must not be shared between multiple persons.
- 1.4. You acknowledge that the features and functions of the Platform may change over time. CAG will exercise reasonable endeavours to ensure that such changes do not materially decrease the overall functionality of the Platform.

2. Prohibited Activities

- 2.1. You shall not do the following:
 - Access or use, or attempt to access or use, the Platform to take any action that could harm us or a third party;
 - Use the Platform for any purpose that is illegal, unlawful, unauthorised or prohibited by these Terms;
 - Use the Platform in any manner that could damage, disable, overburden, or impair the Platform or interfere with any other party's use and enjoyment of the Platform.

- Attempt (or encourage or support anyone else's attempt) to circumvent, reverse-engineer, decrypt, or otherwise alter or interfere with the Platform, or any content on the Platform, or make any unauthorised use of the Platform;
- Use robots, spiders, scripts, service, software or any manual or automatic device, tool, or process designed to data mine or scrape the Platform (including content on the Platform), or otherwise use, access, or collect content on the Platform, data or information from the Platform using automated means.
- Access any part of the Platform, data or information you do not have permission or authorisation to access or for which CAG has revoked your access;
- Use the Platform (including any content on the Platform) for the development of any software program, model, algorithm, or generative artificial intelligence (AI) tool, including, but not limited to, training or using the Content in connection with the development or operation of a machine learning or AI system (including any use of the Platform for training, fine tuning or grounding the machine learning or AI system or as part of retrieval-augmented generation);
- Take action that imposes an unreasonably or disproportionately large load on our network or infrastructure;
- Do anything that could disable, damage or change the functioning or appearance of the Platform;
- Post, upload, or distribute any content that is unlawful, defamatory, obscene, pornographic, harassing, threatening, or otherwise inappropriate.
- Use any automated means or form of data scraping, data harvesting, or data extraction methods on the Platform.
- Attempt to gain unauthorized access to any portion of the Platform or any systems or networks connected to the Platform.

3. Intellectual Property

- 3.1. The Platform and all aspects and elements of it which are made available, in particular, copyright, trademarks, logos, source codes, data, databases and other intellectual property displayed on the Platform are owned by CAG or are subject to a licence granted in its favor by any owner of intellectual property rights.
- 3.2. Subject to your compliance with these Terms, CAG grants you a limited, non-exclusive, non-transferable, non-sublicensable revocable license to access and use the Platform for the sole purpose of adding and managing products (including product information) and orders (including viewing and fulfilling orders) on www.iShopChangi.com or at Changi Airport.
- 3.3. You cannot use or reproduce any intellectual property from or on the Platform including trademarks, logos, trade names or similar marks without CAG's prior written consent or the consent from any relevant third party licensor as may be notified by us. You also agree not to use, reproduce, modify, or distribute any content from the Platform without CAG's prior written consent.

- 3.4. You retain ownership of any content you post or upload to the Platform. By posting or uploading content, you grant CAG a worldwide, non-exclusive, royalty-free, transferable license to use, reproduce, distribute, and display such content in connection with the operation of the Platform and to facilitate the sale of products on www.iShopChangi.com or at Changi Airport.

4. Termination

- 4.1. CAG reserves the right to terminate or suspend your access to the Platform at any time, without notice, for conduct that CAG, in its sole discretion, believes violates these terms or is harmful to other users of the Platform, or third parties, or for any other reason.
- 4.2. Upon termination, all licenses and rights granted to you in these Terms will immediately cease. You must cease all use of the Platform and destroy any downloaded or printed materials from the Terms and the Platform.

5. Personal Data

- 5.1. You may be granted access to Personal Data of customers of iShopChangi in the course of your use of the Platform. You undertake to use such Personal Data solely for the purpose of fulfilling orders placed with iShopChangi. You shall not utilise any Personal Data for any other purpose other than order fulfilment, including but not limited to marketing, profiling, adding these customers into your database, or any other form of solicitation.
- 5.2. For the purposes of these Terms, Personal Data means data, whether true or not, about an individual who can be identified from that data or from that data and other information to which an organisation has or is likely to have access.

6. Limitation of Liability and Indemnification

- 6.1. You expressly understand and agree that, to the maximum extent permitted by applicable laws, CAG shall not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages, or any loss of profits or revenues, whether incurred directly or indirectly, or for any loss of data, use, goodwill, or other intangible losses, resulting from (a) your use of or inability to use the Platform (however arising, including negligence; (b) any unauthorized access to or use of our servers and/or any personal information stored therein; (c) any interruption or cessation of transmission to or from the Platform; or (d) any bugs, viruses, trojan horses, or the like that may be transmitted to or through the Platform by any third party.
- 6.2. You (and the company or organisation in which you represent or which you are a part of) agree to indemnify and hold us, our subsidiaries, affiliates, officers, directors, agents, employees, contractors harmless from and against all claims,

demands, choses in action, judgments, suits, proceedings, liabilities, costs, expenses, damages and losses (including but not limited to any direct losses (including loss of profit to the extent that it is a direct loss), and all interest, penalties, administrative fines imposed upon CAG by the Civil Aviation Authority of Singapore, its successors or any Government Agency, legal costs (calculated on a full indemnity basis and including solicitor and client costs) and all other professional costs and expenses) suffered or incurred by CAG and/or an Indemnified Party arising out of or in connection with 1) any use or misuse of the Platform and 2) any breach of these Terms.

7. WARRANTY DISCLAIMER

7.1. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, EXCEPT FOR ANY WARRANTIES SPECIFIED ABOVE, CAG DISCLAIMS ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, AND NON-INFRINGEMENT. WITHOUT LIMITING THE FOREGOING, CAG DOES NOT WARRANT THAT THE PLATFORM OR RESULTS OF THE USE THEREOF WILL: (A) OPERATE IN COMBINATION WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEM OR DATA; (B) MEET YOUR REQUIREMENTS OR EXPECTATIONS; (C) BE UNINTERRUPTED, ERROR-FREE OR VIRUS-FREE; (D) IDENTIFY, BLOCK, OR REMEDIATE ALL SECURITY VULNERABILITIES, THREATS, OR ATTACKS; OR (E) RENDER YOUR ENVIRONMENT INVULNERABLE TO UNAUTHORISED ACCESS AND/OR THIRD-PARTY INTERFERENCE. IN ADDITION, CAG MAKES NO WARRANTY ABOUT ANY THIRD-PARTY PRODUCTS OR CONTENT.

8. Governing Law

8.1. These Terms shall be governed by and construed in accordance with the laws of Singapore.

9. Supplementary Provisions

9.1. These Terms are supplementary to and shall not derogate from any separate agreements or contracts relating to the participation in and use of the iShopChangi portal between you (and the company or organisation in which you represent or which you are a part of) and CAG.