

API Access Terms and Conditions

Effective as of: 1 July 2026

These API Key Terms of Use (hereinafter: "Terms") govern the conditions of use of the API Key provided by T.E.L.L. Biztonságtechnikai Rendszerek Kft. (registered seat: 4034 Debrecen, Vágóhíd utca 2., company registration number: 01-10-044636; hereinafter: "Provider").

The API is an application programming interface that enables the data connection, data exchange, and functional integration between the devices marketed by the Provider (hereinafter: "TELL Devices") and information technology systems operated by third parties.

API access does not constitute a service automatically provided with the TELL Devices. The API may only be used based on the Provider's prior approval, in accordance with these Terms.

By accepting these Terms, a separate contractual relationship is established between the User and the Provider regarding the use of the API.

1. Definitions

For the purposes of these Terms:

API: the application programming interface provided by the Provider, which enables access to certain functions and data of the TELL Devices.

API Key: the unique authentication identifier issued by the Provider that authorizes the use of the API.

Production API Key: an API Key provided for operational use.

Documentation: all technical descriptions, developer documentation, specifications, reference materials, examples, guides, and other related documents concerning the use of the API.

User: the legal person or sole proprietor to whom the Provider grants API access.

Integration: the connection of the User's system with the TELL Devices through the use of the API.

2. Requesting API Access

API access may only be granted based on a prior request and the Provider's approval.

The API is primarily available to system integrators, installers, resellers, professional partners, and businesses that wish to integrate the TELL Devices into their own information technology systems or into solutions provided to their customers.

The granting of API access is subject to individual assessment in every case. The Provider is entitled to reject a request for API access without justification.

In particular, the Provider is entitled to refuse API access if:

- a) the intended purpose of use is unclear or cannot be verified;
- b) the intended use is not related to the business application of the TELL Devices;

- c) in the Provider's opinion, the intended use poses a disproportionate technical, security, or operational risk;
- d) the applicant provides incomplete, misleading, or false information during the request; or
- e) the applicant does not accept the applicable fee for use of the API.

3. Conditions of Use

The Provider is entitled, but not obliged, to provide the API.

The Provider does not undertake any obligation regarding the availability or support of the API.

Only an Integration approved by the Provider is entitled to use the API.

The Provider is entitled to replace, modify, or revoke the API Key at any time where justified by security, operational, or business reasons.

4. Fundamental Rules for Using the API

The User shall use the API for its intended purpose, in accordance with these Terms, and in compliance with the requirements of good faith and fair dealing.

The User shall design and operate its own systems and Integration in such a way that they do not endanger the security, stability, or availability of the TELL Devices.

The User shall take all reasonable measures to optimize the number of API calls, including in particular the use of caching, avoiding unnecessary queries, avoiding excessive polling, and properly handling the error codes and rate-limiting responses returned by the API.

The Provider is entitled to apply technical restrictions to protect the operation of the API, including in particular rate limiting, access restrictions, IP-based filtering, monitoring, and logging.

The current usage limits, quotas, technical conditions, and any applicable fees may be determined by the Provider in separate documentation, on a developer portal, on its website, in a pricing schedule, or in an individual agreement.

The Provider is entitled to amend these conditions at any time where justified by technical, security, operational, or business reasons.

5. API Keys and Security

API Keys constitute confidential information.

The User shall ensure that API Keys are accessible only to persons authorized to access them.

The User is not entitled to transfer, make accessible, sell, lease, or otherwise make the API Key available to any third party.

API access may only be used for the purpose of integration into the User's own systems. Based on API access, no sublicense, resale, or API brokerage service may be provided.

The User shall immediately notify the Provider of any event indicating unauthorized use, leakage, or compromise of the API Key.

The User bears full responsibility for all operations carried out using the API Key issued to it.

6. Prohibited Use

The User is entitled to use the API only in the manner set out in these Terms and in the applicable laws.

In particular, the User is not entitled to:

- a) circumvent, or attempt to circumvent, the operation of the API or the TELL Devices;
- b) obtain, or attempt to obtain, unauthorized access to the TELL Devices or any component thereof;
- c) reverse engineer the API, the TELL Devices, or any part thereof, or discover their source code, operating logic, data structures, or security mechanisms;
- d) use the API to obstruct or overload the operation of the TELL Devices, or adversely affect their performance;
- e) use the API in a manner that infringes the rights or legitimate interests of the Provider or any third party;
- f) use the API to develop, operate, analyze, or commercially compare a competing product, service, or solution;
- g) use the Documentation or information relating to the operation of the API for any purpose beyond that set out in these Terms.

The Provider is entitled to classify any activity as prohibited use that is manifestly contrary to the purpose of these Terms or that harms the business, technical, or security interests of the TELL Devices.

7. Use of Control Functions

The User acknowledges that certain functions of the API may be suitable for carrying out gate-opening, access-control, control, or other operations.

The User shall ensure that such functions are accessible only with proper access management, in a controlled environment, and with the application of the necessary information security measures.

The User uses the control functions available through the API solely at its own risk.

The Provider is not liable for damages, losses, or unauthorized operations arising from a defect in the User's system, incorrect configuration, access management, information security deficiencies, a third-party system used by the User, or unauthorized use of the API Key.

The User acknowledges that the execution of control functions may depend on the cooperation of several independent systems; therefore, the Provider does not warrant that any given operation will be successfully executed in every case.

8. Availability

The API is a service intended for development and integration purposes.

The Provider does not undertake any specific availability, service level (SLA), response time, recovery time, or other performance requirement.

The Provider is entitled to restrict, suspend, or discontinue the operation of the API for maintenance, development, bug fixing, security measures, or other technical reasons, with prior notice or — in urgent cases — without prior notice.

The User acknowledges that the API does not constitute a service providing a business continuity, security technology, asset protection, or life protection guarantee.

The User shall design its own systems so that the necessary operation, or an appropriate substitute procedure, can be ensured even in the event of a partial or total failure of the API.

9. Fees

Use of the API is subject to a fee. The current pricing schedule is available on the website www.tell.hu.

The Provider is entitled to determine and modify the fees, packages, quotas, support arrangements, or other business conditions relating to the use of the API.

Instead of accepting the modified fee terms, the User is entitled to discontinue use of the API.

10. Suspension and Termination

The Provider is entitled to restrict, suspend, or terminate API access, in whole or in part, if:

- a) the User breaches these Terms;
- b) the User's activity endangers the security, operation, or stability of the TELL Devices;
- c) misuse, unauthorized use, or a security incident is suspected;
- d) the User has provided false, incomplete, or misleading information; or
- e) maintaining access would harm the Provider's legitimate business interests.

The Provider is entitled to act with immediate effect for security or operational reasons.

Upon termination of access, the User shall immediately discontinue use of the API, cease using the API Keys, and destroy or delete all copies of the Documentation and any extracts made from it.

Termination of access does not affect rights, claims, and obligations arising before the termination.

11. Intellectual Property

The API, the TELL Devices, the Documentation, the interface descriptions, specifications, technical solutions, know-how elements, and all related intellectual creations are the exclusive property of the Provider.

Under these Terms, the User acquires only a limited, non-exclusive, revocable, non-transferable right of use to use the API for its intended purpose.

The User is not entitled to copy, further develop, disclose, sell, license, or otherwise exploit the solutions constituting the Provider's intellectual property.

It is prohibited to transfer, publish, or make available to the public all or part of the Documentation to a third party without the Provider's prior written consent.

12. Liability

The User acknowledges that the API is a development and integration tool whose operation depends partly on the User's own systems and partly on systems, networks, services, and infrastructure provided by third parties.

The Provider provides the API in its given technical condition, on an "as is" basis, and does not undertake any express or implied warranty as to its being error-free, uninterrupted, or fit for a particular purpose.

The Provider does not guarantee that:

- a) the API is continuously available;
- b) the API operates without errors at all times;
- c) the API is compatible with all external systems; or
- d) the operation of the API always meets the User's individual business or technical expectations.

In particular, the Provider is not liable for:

- a) failures occurring in the systems of the User or third parties;
- b) internet, network, cloud service, or telecommunications failures;
- c) data loss, data corruption, or data inconsistency;
- d) damages arising from unauthorized access;
- e) damages arising from the User's incorrect configuration or development; or
- f) indirect or consequential damages arising in connection with the use of the API.

In particular, the Provider is not liable for lost profit, loss of revenue, loss of business opportunity, loss of customers, loss of goodwill, loss of production, losses arising from business interruption, losses arising from data loss, or other indirect or incidental damages.

The User acknowledges that control operations carried out through the API — including in particular gate-opening, access-control, or other operating commands — are applied solely within the User's area of responsibility. The Provider is not liable for damages arising from a given operation not being carried out, being carried out with delay, being carried out incorrectly, or being initiated by an unauthorized person.

To the fullest extent permitted by applicable law, the Provider's total liability for damages — with the exception of intentionally caused damages and damages affecting human life, physical integrity, or health — may not exceed the amount of fees actually paid by the User for the use of the API during the twelve months preceding the event giving rise to the damage.

13. Confidentiality

The User shall keep confidential all technical, business, or other information that it obtains in connection with the use of the API or the request for API access and that does not qualify as publicly available information.

The confidentiality obligation extends in particular to the operation of the API, the content of the Documentation, technical specifications, development directions, system architecture, security solutions, and the Provider's business information.

The User may use this information only for the purpose of implementing the Integration.

The confidentiality obligation survives the termination of API access for an unlimited period, until the information concerned becomes publicly known.

14. Amendment of the Terms

The Provider is entitled to unilaterally amend these Terms.

The amended Terms take effect upon publication on the Provider's website, unless the Provider specifies a different effective date.

If the amendment affects the material conditions of use of the API, the Provider shall endeavor to notify the User in advance of the amendment.

Use of the API following the entry into force of the amendment shall be deemed acceptance of the amended Terms.

15. Partial Invalidity

If any provision of these Terms proves to be invalid, unlawful, or unenforceable, this shall not affect the validity of the other provisions of the Terms.

The invalid provision shall be replaced by a provision that comes as close as possible to the economic and legal purpose of the original provision.

16. Governing Law and Jurisdiction

These Terms and their interpretation are governed by the provisions of Hungarian law.

For the resolution of disputes arising from or in connection with these Terms, the Parties stipulate — depending on jurisdiction — the exclusive competence of the Debrecen District Court (Debreceni Járásbíróság) or the Debrecen Regional Court (Debreceni Törvényszék).

17. Closing Provisions

By accepting these Terms, the User declares that it has read and understood the content of the Terms and accepts them as binding upon itself.

The legal relationship arising under these Terms is established for an indefinite period and remains in effect for the duration of the API access, or until its termination.

These Terms are effective from the date of publication.