

## Terms & Conditions

Before using the Flow Music Application ("Flow"), it is necessary to carefully read the statutory rules and regulations ("Terms"). These terms and conditions apply to the services available to users on Flow, such as streaming music, music videos; audio broadcast series; Selected films; audio files; Information to be followed when accessing and using educational video files and other artistic creations. By accessing and using Flow's services, Flow will record that the user has agreed to abide by the statutory regulations without fail.

### 1. Introduction

1.1 Flow Music Application is a music platform built primarily to serve users including Myanmar citizens and individuals living in the country. Includes music and video search capabilities. Flow includes recommendation systems built based on predictive computing techniques to best serve music and videos that users will like based on individual music listening and habits.

1.2 By accessing and using Flow's services, you agree to read these terms and conditions; understand I acknowledge that there is an agreement. If you do not agree to these terms, you must stop using Flow.

### 2. Qualifications that the user must have

2.1 Flow Music Application is an application that can only be used by adults who are allowed to use the application according to existing legislation in Myanmar. By accessing and using Flow's Services, you confirm that you meet the eligibility requirements and agree to be bound by these Terms.

### 3. Services available

3.1 Flow Music Application has rich music files, music videos; video/audio broadcasts; elite films; audio files; Educational videos and other artistic creations are created for access to the Service. These services are provided in accordance with the rules stipulated in Flow. By subscribing to and using Flow, you will be able to use all roles provided by Flow, and Flow acknowledges that you will be responsible for those uses.

3.2 Flow may, without prior notice or liability, modify any part of the roles provided in the Flow Music Application; suspension; We reserve the right to stop.

### 4. Points to be followed by users

#### 4.1 Compliance with Laws and Regulations

Users of the Flow Music Application must comply with applicable laws and regulations while using the Flow Music Platform. illegal use; Violation of copyrights; Violating the rights of others is strictly prohibited.

#### 4.2 Account Creation

In order to use the Flow Music Application, users must have a personal account and accurately fill in their personal information, including the correct phone number. Users are responsible for maintaining the confidentiality of their credentials for the security of their accounts and agree to correct any changes to their personal information.

4.3 Users shall be responsible for any activity that occurs in relation to their own account. Flow will not be responsible for unauthorized access to your account.

4.4 Users share their personal account credentials with others; It is strictly forbidden to authorize others to use your account. Users are responsible for all actions taken through their account.

4.5 Users are not allowed to cheat the Flow Music Application. against the law or Flow does not consent to use for purposes such as violation of rights.

4.6 Flow does not consent to any behavior such as harassment or interference with the use of the Application by other organizations that may be harmful to users using the Flow Music Application.

#### 5. Points for users to follow

##### 5.1 Respectful behavior

Users of the Flow Music Application must respect each other and other users in the community and refrain from harassment, spreading hate speech; Creating fake news and other damaging behavior will not be allowed.

##### 5.2 User's Own Creations

Users are fully responsible for adding and importing their own creations into the Flow Music Application. Violation of copyright and regulatory laws; illegal use; Flow strictly prohibits creations that violate the rights of others.

5.3 If you submit your own creations using the Flow Music Application, Flow will review any content that violates any regulations or applicable laws; Users must be aware that monitoring and removal will be carried out.

5.4 Users may use the creative works in the Flow Music Application worldwide without the need for exclusive copyright; reproduction; distribution; If you want to carry out secondary activities such as presentation, you can carry out business sublicense transfers according to the statutory rules of the services provided by Flow.

## 6. Fraudulent behavior and suspicious behavior

Fraudulent behavior during a user's use of the Flow Platform; or to determine whether or not to engage in questionable behavior, Flow reserves the right to make an impartial determination. These behaviors include using fraudulent means to: - inflate the number of music streams; Calculating various actions that will make the broadcasts more widespread among the audience; This includes violating rules and policies. Flow reserves the right to take appropriate action, including the following, if it reasonably suspects that a user has engaged in such conduct.

### 6.1 Evaluation of Broadcast Quantities

fraudulent behavior; or Flow may restrict music streams that it deems to be engaging in suspicious behavior. Streams subject to such restrictions will no longer be eligible for consideration for users' views and other related activities.

### 6.2 Account Restrictions

Flow is fraudulent behavior; or bans on accounts involved in suspicious behavior; Actions include temporarily suspending the account; or may permanently suspend access to the Flow Platform.

### 6.3 Investigation

Flow is fraudulent behavior; or accounts suspected of engaging in suspicious behavior; or may initiate investigations into the activities. Usage patterns in these investigations; It includes the analysis of dissemination activities and other related activities. The rules and regulations established by Flow through the use of the Flow Platform; Users must agree to abide by the Usage Guidelines. fraudulent behavior; Users should understand that Flow's decision is final for any questionable or suspicious behavior.

## 7. User feedback and feedback

7.1 Flow uses users' suggestions; We welcome ideas to improve Flow's functions and services, including feedback. With regard to the submission of feedback on Flow, users should understand that the Flow Music Application may use such feedback without incurring liability or paying any fees.

7.2 Flow Music Application must consider suggestions and feedback sent by users; to recognize or any obligation for implementation.

## 8. Account security

8.1 Users use strong passwords for their account security matters; regularly changing passwords; It is the responsibility of the user to maintain his/her own account information by refraining from sharing it with others.

8.2 Users understand and agree to immediately notify Flow of any illegal access or security breaches related to their account.

8.3 Users should be aware that Flow Music Application shall not be held liable for any damages caused by users' failure to comply with security regulations.

## 9. Links to third-party intermediary services

9.1 The Flow Music Application may include links or integrations with external intermediary services and websites. Users should be aware that these third party services will operate under their own terms and conditions.

9.2 Flow Music Application does not provide information on third-party intermediary services or websites; Support accountability for specific policies and actions; controlling Opinions will not be acted upon.

9.3 Damages related to the use of third-party intermediary services or websites; Users should be aware that Flow Music Application does not need to take any responsibility for the allegations that have occurred.

## 10. LIMITATIONS OF LIABILITY

### 10.1 Disclaimer of Warranty

Flow Music Application is a service based on the principle of "as is". Therefore, depending on the services and information included in Flow, the accuracy of that information; completeness Flow does not guarantee availability. Users must be aware that they are solely responsible for maintaining and using the Flow Musi Application.

### 10.2 Limitations of Liability

Flow and its employees for damages caused by using the Flow Music Application. Related businesses do not need to be responsible. direct or indirect damages in these events; accidental damage, Consequential damages may be included without limitation.

## 11. Provision of compensation

11.1 Users of Flow Music Application shall indemnify Flow and its employees for damages caused by violation of statutory regulations. Users agree that they are responsible for providing compensation to related businesses.

## 12. General rule

12.1 Statutory Terms are unenforceable; If invalid information is included, Flow can modify it to become an enforceable rule with minimal modification. The remaining regulations that do not need to be amended will continue to be in full effect.

## 13. Communications Information

13.1 If you have any queries or questions regarding the statutory rules, please contact Flow Music Application via [support@flow.com.mm](mailto:support@flow.com.mm).

## 14. Subscription Programs and Services

14.1 Flow Music Application will provide different subscription plans and services with a separate fee collection system. By using these subscription plans and related services, users must understand that they agree to abide by the specific rules imposed for each service.

14.2 Certain subscription plans may automatically renew, and users should be aware that if they wish to avoid such a plan, they must cancel their subscription plan prior to the renewal date.

## 15. Regulatory changes

15.1 Flow Music Application may introduce new functions, services that may require users' acceptance of revised terms. Upgrades Changes can be made. If there are significant rule changes, Flow will notify users. If you continue to use Flow after receiving notifications, Flow will acknowledge that users agree to the changed rules.

## 16. General provisions

16.1 These Terms constitute the entire agreement between the Flow Music Application and the User and shall supersede any prior agreements or understandings. These regulations may be defined and enforced in accordance with the existing laws of the Republic of the Union of Myanmar. In case of any dispute regarding these rules, the courts of Myanmar will have exclusive jurisdiction. By using the Flow Music Application, users agree to comply with all the rules and regulations of the statute. If you do not agree to the rules and regulations set forth now, you must refrain from using the Flow Music Application.

## 17. Eligibility for applying for refund

17.1 The Flow Music Application offers users a subscription plan that includes premium services. If you have purchased a subscription plan and do not need to use it, you can apply for a refund within a few days of the first purchase.

17.2 To re-apply for a refund, users can visit [support@flow.com.mm](mailto:support@flow.com.mm) through the user support section of the Application and submit the refund application form. In the refund application form, the user's account information must be included as a strong reason to apply.

17.3 Flow Music Application reserves the right to review refund applications on a case-by-case basis. Refunds are processed according to the payment method used when the subscription plan was purchased.

17.4 Users who violate these terms and conditions or engage in fraudulent activities will not be eligible for refunds.

## 18. Cancellation of subscription plan

18.1 Users can cancel the subscription plan at any time by visiting the account information section of the Application. After canceling the subscription plan, the remaining premium services will continue to be used until the end of the current subscription period.

18.2 In case of cancellation of subscription plan, refunds will not be given for the remaining term of the service, but the premium service will continue to be used until the end of the payment period.

## 19. CHANGES TO REFUNDS POLICY

19.1 Flow Music Application reserves the right to modify its refund policies at its discretion. If there are any changes to the refund policy, users will be notified either through the Application's Website. You will be notified directly from the application.

19.2 By continuing to use the Flow Music Application after the refund policy has been amended, it will be indicated that the user agrees to accept those amendments. By using the Flow Music Application, users must be aware that they have read and agreed to the refund policy detailed above and the additional rules and regulations. Users must refrain from using the Flow Music Application if they do not agree to any part of the refund policy or regulations.

## 20. FLOW DATA PACK

When using Flow, it will be valid from the moment you start listening to music (and from the Battle Shop). Also, please enable/disable Airplane Mode first and disable VPN before using.

Thank you very much for choosing Flow. Flow wishes you a happy and joyful experience with music.

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