



MEKET

The amulet that keeps who you are

TERMS OF USE

General conditions of the MEKET service

OWNER	Carmen María Pineda Castro
TAX ID	46701588L
ADDRESS	Avda. Lluís Companys, 3, local 1, 08640 Olesa de Montserrat (Barcelona)
EMAIL	info@meketid.com
BRAND	MEKET
DOCUMENT	Terms of Use
VERSION	v05
DATE	12 October 2026
NEXT REVIEW	Upon changes to the plans or any significant regulatory change



1. IDENTIFICATION OF THE SERVICE PROVIDER

The MEKET service is provided by:

OWNER	Carmen María Pineda Castro
TAX ID	46701588L
ADDRESS	Avda. Lluís Companys, 3, local 1, 08640 Olesa de Montserrat (Barcelona)
EMAIL	info@meketid.com
WEBSITE	https://meketid.com
BRAND	MEKET

1.1. Assignment of the service to a corporate entity

The user expressly accepts that the ownership of the service may be transferred to a corporate entity established by the current owner for the operation of MEKET, provided that such assignment does not entail a substantive modification of the service conditions. The assignment will be communicated with reasonable notice through the usual contact channels and will be valid without the need for new express acceptance, without prejudice to the user's right to terminate the contractual relationship if the new conditions are not accepted.

2. PURPOSE AND DESCRIPTION OF THE SERVICE

MEKET is a digital service delivered through a Progressive Web App (PWA) that allows the user to create and manage an emergency profile associated with a controlled public access via QR code and, where applicable, NFC.

The service enables, among other functions:

- creating and managing a personal account;
- entering and updating emergency profile data;
- adding medical or health data voluntarily provided;
- adding emergency contacts (ICE);
- optionally adding a profile photograph;
- generating, revoking or regenerating controlled public access to the emergency profile via QR and/or NFC;
- enabling third parties to view the minimum emergency data via QR or NFC;
- receiving notifications when the QR code is scanned, in the plans that include this feature.

3. PRE-CONTRACTUAL INFORMATION AND SERVICE MODALITIES

Pursuant to Articles 97 et seq. of the consolidated text of the Spanish General Law for the Protection of Consumers and Users (RDL 1/2007, hereinafter TRLGDCU), as amended by Directive (EU) 2019/2161 (Omnibus Directive, transposed by Law 4/2022), before any paid contract is formalised,



MEKET makes the following information available to the user in a clear and understandable manner:

- essential features of the service and of each available plan;
- identity of the provider, address and contact details;
- total price of the plan, including applicable taxes, in the relevant currency;
- contract duration, renewal conditions and procedure for terminating the contract;
- accepted payment methods and timing of the charge;
- existence of the legal conformity guarantee for the digital service (Directive 2019/770);
- information on the right of withdrawal and a model form, under Art. 102 TRLGDCU (section 13.2 and Annex);
- available complaint channels (section 15).

3.1. Available plans

MEKET is offered in three plans. Prices include applicable VAT.

PLAN	PRICE	PROFILES	INCLUDES
MEKET Esencial	Free	1: the holder (adult)	Emergency QR code and item-by-item privacy control
MEKET+	€9.99 per year	The holder and a maximum of 1 pet	All of the above, plus profile photograph, traveller mode and scan notifications
MEKET Family	€19.99 per year	Up to 10 profiles, of which a maximum of 4 adults; the rest, minors, pets or objects	All of the above, plus profile photograph, traveller mode and scan notifications

The conditions in force are also shown on the purchase screen before payment.

3.2. Duration, renewal and payment

Paid plans are taken out for one year and are automatically renewed for annual periods at the same price, unless the user cancels the renewal before the renewal date, which is shown in their account. If MEKET changes the price, it will give sufficient notice before the renewal and the user may cancel at no cost.

Payment is made in advance through Stripe, by card or by the other payment methods shown on the payment screen. The invoice is sent by email.

3.3. Cancellation and change of plan

The user may cancel the renewal or change plan at any time from their account, through the payments portal. If the user cancels, they keep the plan until the end of the period already paid for and then move to MEKET Esencial.

When moving to a plan that allows fewer profiles, the profiles that do not fit in the new plan are blocked: they are neither visible nor editable and their QR codes stop displaying data. The holder's profile is always kept, together with, in order of seniority, the other profiles that fit in the new plan. Blocked profiles are kept for 30 days, with notice to the holder at least 7 days before their deletion, and are recovered with all their data if a plan that allows them is taken out again within that period.

3.4. Profiles of minors and coming of age

Profiles of minors are only available in MEKET Family, are managed by the holder and require the date of birth. When the minor turns 18, their profile becomes an adult profile at the first renewal following their birthday, if the plan has free adult places. If it does not, the profile remains active and the holder is notified so that they can decide.

4. ACCEPTANCE OF THE TERMS AND REQUIREMENTS OF USE

Use of MEKET requires express acceptance of these Terms of Use. The user declares that they have read, understood and accepted them before using the service.

The user also declares that:

- the information they provide is true, up to date and corresponds to their real situation;
- they use the service diligently and in accordance with the law, good faith, these Terms and, where applicable, any technical instructions provided;
- they will keep their emergency profile data up to date;
- they will not use MEKET for unlawful or fraudulent purposes or for purposes contrary to the service's intended purpose.

Where the profile belongs to a minor and the processing is based on consent, registration and management of the service must be carried out by the holder of parental authority or legal guardianship who is authorised to do so, in accordance with the minimum age applicable under the law of the country of residence (annex to the Privacy Policy).

5. NATURE OF THE SERVICE AND WARNINGS

MEKET is an informational support tool for emergency situations. MEKET:

- does not under any circumstances replace public emergency services, nor healthcare, medical, pharmaceutical or hospital assistance;
- does not, in particular, replace public emergency telephone numbers (in Spain, 112 and 061), which must be used as a priority in any real emergency situation;
- does not guarantee effective third-party intervention in an emergency;
- does not guarantee that the QR code or NFC will be scanned, read or used in a specific situation;
- does not guarantee the material accuracy of the data when it has been entered by the user and is not kept up to date.

Responsibility for the content entered into the profile lies with the user or, where applicable, with whoever legitimately manages the profile of the minor.

6. PUBLIC EMERGENCY PROFILE

The user accepts that, upon activating public access via QR code or NFC, the minimum emergency data defined in the product design may become accessible to third parties holding the corresponding identifier, solely for the purpose of facilitating assistance in emergency situations.



The user's full date of birth is not displayed publicly; instead, MEKET exposes only the age calculated as an integer number of years. The profile photograph, if any, will not be publicly visible unless specifically authorised by the user.

The user may revoke or regenerate public access at any time through the functionalities available in the application.

7. HEALTH DATA AND PROFILE PHOTOGRAPH

Health data entered in the profile and, where applicable, the profile photograph are subject to a specific regime and require the consents or affirmative actions set out in the legal texts of the product and in MEKET's Privacy Policy.

8. EMERGENCY CONTACTS (ICE)

The user is responsible for providing only data of persons in respect of whom they are entitled to do so and for having previously informed them of the inclusion of their data in MEKET as emergency contacts, in accordance with the Privacy Policy.

9. PROHIBITED CONDUCT

Without prejudice to other applicable limitations, the following is expressly prohibited within MEKET:

- impersonating any natural or legal person;
- adding data of third parties without the necessary legitimacy;
- using the service for purposes other than those intended, in particular advertising, fraudulent or unlawful purposes;
- performing mass, automated or systematic access to the public emergency profile, as well as any data extraction technique (scraping) without express authorisation;
- compromising the security or availability of the service through unauthorised access attempts, reverse engineering or the introduction of malicious software;
- circumventing or attempting to circumvent security measures, usage limits or revocation mechanisms;
- reproducing, distributing, transforming or exploiting the content, trademarks or elements of the service without authorisation.

10. SERVICE AVAILABILITY

MEKET may be temporarily unavailable due to maintenance, technical incidents, security reasons or service management decisions. The service owner may adopt measures to block, limit, revoke or suspend public access when necessary for technical, security or regulatory compliance reasons.

11. DIGITAL SERVICE CONFORMITY AND LEGAL GUARANTEES

MEKET is a digital service subject to Directive (EU) 2019/770 on certain aspects concerning contracts for the supply of digital content and digital services, and to the Spanish transposing

legislation. Users with consumer status enjoy the legal rights of digital service conformity, including the conformity guarantee and the associated rights (bringing into conformity, price reduction or termination of the contract) in the cases and within the time limits provided for by law.

12. LIABILITY

To the maximum extent permitted by applicable law, MEKET will not be liable for:

- decisions taken by third parties based on the information displayed in the public emergency profile;
- damage arising from incomplete, inaccurate, outdated or erroneous data entered by the user;
- temporary unavailability of the service;
- misuse of the QR code, the NFC or the device by third parties;
- incidents not directly attributable to the provider or arising from force majeure.

The foregoing is without prejudice to liability for wilful misconduct, gross negligence, breach of essential contractual obligations or any other situation in which the limitation of liability is not legally admissible. Nothing in these Terms limits the legal rights granted to consumers and users under mandatory applicable law.

13. TERMINATION OF THE SERVICE, DELETION AND RIGHT OF WITHDRAWAL

13.1. Termination and deletion

The user may request the termination of the service and the deletion of their account in accordance with the Privacy Policy and the procedures enabled in the application. Termination will lead to the deactivation, without undue delay, of access to the account and of the associated public QR, and the deletion will be performed in accordance with the Privacy Policy, without prejudice to the applicable retention periods.

13.2. Right of withdrawal (consumers)

Pursuant to Articles 102 et seq. of the TRLGDCU, a user with consumer status may withdraw from the contract for any paid plan within fourteen (14) calendar days of taking it out, without justification and without penalty.

To exercise this right, it is sufficient to send to info@meketid.com an unequivocal statement of the decision to withdraw, indicating the name and email address of the account and the plan taken out. The model form in the Annex may be used, but it is not mandatory. It is sufficient to send the communication before the period expires. MEKET will acknowledge receipt by email without delay.

In the event of withdrawal, MEKET will refund the payments received without delay and, at the latest, within 14 calendar days of receiving the communication, using the same means of payment, at no cost to the user. If the user expressly requested that the service begin during the withdrawal period, MEKET may deduct from the refund an amount proportionate to the part of the service already provided up to the communication of the withdrawal (Art. 108.3 TRLGDCU).

14. MODIFICATION OF THE TERMS AND CONDITIONS

MEKET may modify these Terms of Use when required for legal, technical, operational or service evolution reasons. When the modification is significant and affects the rights or conditions of use, MEKET will communicate it to the user by reasonable means, with sufficient notice.

If a user with consumer status does not accept the new conditions, they may terminate the contract at no cost before they take effect, in accordance with Article 85 of the TRLGDCU. Continued use of the service after the modifications take effect will imply their acceptance.

15. COMPLAINTS AND DISPUTE RESOLUTION

For any complaint, the user may first contact MEKET at info@meketid.com. MEKET will respond within a reasonable time.

In addition, a user with consumer status may turn to the competent public consumer bodies of their place of residence or to the relevant courts in accordance with section 18.

16. PERSONAL DATA PROTECTION

The processing of personal data in the context of the service is governed by MEKET's Privacy Policy, the Cookie Policy and, where applicable, the specific consents collected within the product. These documents form an integral part of the contractual relationship.

17. INTELLECTUAL AND INDUSTRIAL PROPERTY

All elements of the service, including design, structure, texts, trademarks, code, logos, colour palettes, typefaces and functionalities, are the property of the provider or are used under sufficient title. Their reproduction, distribution, transformation or unauthorised use is prohibited, except in the cases permitted by law.

18. APPLICABLE LAW AND JURISDICTION

These Terms of Use are governed by Spanish law and, where applicable, by European Union law.

For users with consumer status, the competent court will be the one corresponding to the consumer's domicile or to the place of performance of the obligation, in accordance with Regulation (EU) 1215/2012 of the European Parliament and of the Council and applicable Spanish procedural law. For other users, disputes will be submitted to the courts of Barcelona, unless a mandatory rule provides otherwise.

19. CONTACT

For any query, communication or complaint related to these Terms of Use, the user may contact:

info@meketid.com



ANNEX — MODEL WITHDRAWAL FORM

(Complete and return this form only if you wish to withdraw from the contract.)

To: Carmen María Pineda Castro (MEKET), Avda. Lluís Companys, 3, local 1, 08640 Olesa de Montserrat (Barcelona). Email: info@meketid.com

I hereby give notice that I withdraw from my contract for the provision of the following service: MEKET _____ plan.

Contracted on: _____

Name of the consumer: _____

Email address of the MEKET account: _____

Address of the consumer: _____

Signature of the consumer (only if this form is submitted on paper):

Date: _____