

USA SMS TERMS AND CONDITIONS

Last updated: September 01, 2026

1. The program. The Creatio messaging program (the "Program") is operated by CREATIO AMERICAS INC. ("Creatio", "we", "us"), an affiliate of Creatio EMEA LTD. These SMS Terms and Conditions ("SMS Terms") govern your participation in the Program. By opting in, you agree to these SMS Terms.

2. Message types. Participants receive: (i) news, updates, and announcements regarding Creatio products and services; (ii) information relating to Creatio events for which you have registered or expressed interest, including schedules, logistics and reminders; and (iii) administrative messages relating to the Program, such as opt-in confirmations and responses to HELP requests.

3. Consent. You may opt in through a Creatio website, for example, using an event registration form, or another channel where the Program is expressly described. Consent to receive text messages is separate from, and is not a condition of, any purchase, subscription or registration. We do not send messages to numbers obtained from third-party lists, purchased data, or any source where the individual has not directly provided consent to us. You confirm that you are the subscriber of, or the customary user authorized to consent for, the mobile number you provide, and that you are at least 18 years of age.

4. Message frequency. Message frequency varies.

5. Charges. Creatio does not charge you any fee for participating in the Program. However, **message and data rates may apply** under your own agreement with your mobile carrier.

6. Opting out. You may withdraw your consent at any time by replying STOP to any message. You will receive a single confirmation message, after which no further messages will be sent under the Program. You may also opt out by emailing dpo@creatio.com. Opting out of the Program does not withdraw your consent to receive communications from Creatio through other channels, such as email.

7. Help. Reply HELP to any message, or email dpo@creatio.com, for assistance.

8. Supported carriers and delivery. The Program is available on major U.S. wireless carriers. Carriers are not liable for delayed or undelivered messages. Delivery is subject to effective transmission by your carrier and is not within Creatio's control.

9. Change of number. If you change or deactivate your mobile number, you agree to notify us at dpo@creatio.com so that we may update our records.

10. Privacy. Personal information collected in connection with the Program is processed in accordance with our Privacy Policy (<https://www.creatio.com/privacy-policy>), including Section A.17 thereof. We do not sell your mobile information, and **no mobile information will be shared with third parties or affiliates for marketing or promotional purposes.**

11. Changes. We may modify or discontinue the Program, or amend these SMS Terms, at any time. Material changes will be posted at this URL. Continued participation after such posting constitutes acceptance.

12. Contact. CREATIO AMERICAS INC., 53 State Street, Floor 37, Boston, MA 02109, dpo@creatio.com.