



Website Terms of Use and Legal Notice

CORPORATE DOCUMENT

Crown Agents Ukraine LLC

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These Website Terms of Use and Legal Notice (the “Terms”) govern access to and use of the website crownagents.com.ua (the “Site”). By visiting the Site, you agree to comply with these Terms.

1. Terms and Definitions

Site — the website crownagents.com.ua and all of its sections, subdomains, and pages.

Company — Crown Agents Ukraine LLC.

Content — any text, images, logos, graphic elements, documents, video, or other materials published on the Site.

Visitor — any person who accesses or uses the Site.

Tender Documentation — the official set of documents for a specific procurement procedure, published or provided by the Company to participants in accordance with the Procurement Policy.

2. About the Site Owner

The owner and operator of this Site is Crown Agents Ukraine LLC (EDRPOU 42999001), registered at: 32/2 Knyaziv Ostrozkykh Street, Kyiv, 01010, Ukraine.

Contact: tenderbox@crownagents.com.ua.



3. Purpose of the Site

The Site is intended to inform visitors about the activities of Crown Agents Ukraine, its projects, tender opportunities, policies, and news, and to facilitate communication with clients, donors, suppliers, and other stakeholders.

4. Terms of Access and Use

Access to the Site is provided free of charge. We reserve the right to restrict, suspend, or terminate access to the Site or any part of it without prior notice, including for technical or security reasons.

By using the Site, the Visitor agrees not to engage in any conduct that violates these Terms or applicable Ukrainian law.

5. Intellectual Property Rights

All Content on the Site is protected by the copyright of Crown Agents Ukraine or is used on a lawful basis, in accordance with the Law of Ukraine “On Copyright and Related Rights” of 1 December 2022 No. 2811-IX (including Article 1 on the definition of copyright subject matter and Article 11 on the author's economic rights) and Book Four of the Civil Code of Ukraine.

The name “Crown Agents” and associated logos are trademarks protected in accordance with the Law of Ukraine “On the Protection of Rights to Marks for Goods and Services” of 15 December 1993 No. 3689-XII, including Article 16 on the rights conferred by a trademark certificate.

6. Use of the Name, Logo, and Site Materials

A Visitor may view, download, and print Site Content solely for personal, non-commercial use or for purposes directly related to interacting with Crown Agents Ukraine (for example, preparing a tender bid).

Without the prior written consent of Crown Agents Ukraine, it is prohibited to: reproduce, distribute, or publish Site Content for commercial purposes; use the name “Crown Agents”, the logo, or the Company's corporate identity in a manner that could create an impression of affiliation with, endorsement by, or approval from Crown Agents Ukraine; or alter or remove copyright or trademark notices from Site Content.

Brief quotation of Site Content, with mandatory attribution to the source, is permitted to the extent allowed by copyright legislation.

7. Prohibited Conduct

When using the Site, it is prohibited to:

- attempt to gain unauthorised access to the Site, its servers, or any databases connected to the Site;
- distribute viruses, malicious code, or other technologies capable of harming the Site or its users;
- take any action that could disrupt the normal operation of the Site (including DDoS attacks, excessive server load, or unauthorised automated data harvesting);
- impersonate another person or misrepresent your identity when interacting with the Site.

8. External Links

The Site may contain links to third-party resources (including donors, partners, and government authorities). Crown Agents Ukraine does not control the content of such third-party resources and is not responsible for their content, accuracy, or privacy practices. The presence of a link does not imply endorsement of the linked resource by Crown Agents Ukraine.



9. Site Availability and Error Correction

We take reasonable steps to ensure the continuous operation of the Site but do not guarantee that it will be uninterrupted or error-free. The Site may be temporarily unavailable for technical reasons, maintenance, or other reasons beyond the Company's reasonable control.

If a Visitor identifies an error or inaccuracy in the content of the Site, they may report it to tenderbox@crownagents.com.ua — the Company will take reasonable steps to correct it within a reasonable timeframe.

10. Limitation of Liability

Site Content is provided “as is”, without any warranties, express or implied. The Company is not liable for any damages arising from the use or inability to use the Site, except where the harm was caused intentionally or through the Company's gross negligence.

In accordance with Article 614 of the Civil Code of Ukraine, a transaction that excludes or limits liability for an intentional breach of an obligation is void. Accordingly, no provision of these Terms shall be construed as limiting the Company's liability for an intentional breach or gross negligence, or in any other case where such a limitation is expressly prohibited by the legislation of Ukraine.

This provision does not relieve the Company of liability under the terms of specific contracts entered into with clients, donors, or suppliers.

11. Special Provisions on Tender Information

The tender information page on this Site is provided for informational purposes only and does not replace the official Tender Documentation. A tender participant is required to be guided by the latest officially published version of the tender documents.

Amendments, clarifications, or extensions of deadlines within a tender procedure take effect only after their official publication in the manner specified in the Tender Documentation.

The publication of a tender notice on the Site does not constitute an offer to enter into a contract and does not create any obligation on the part of Crown Agents Ukraine to enter into one.

Crown Agents Ukraine reserves the right to cancel, suspend, or amend a tender procedure in accordance with the terms of the Tender Documentation, applicable donor rules, and the legislation of Ukraine, including the Law of Ukraine “On Public Procurement” of 25 December 2015 No. 922-VIII, where applicable. The Company does not reimburse costs incurred by participants in connection with the preparation or submission of a tender bid, including in the event of cancellation or amendment of the procedure.

In the event of any discrepancy between general information published on the Site and the official Tender Documentation, the Tender Documentation shall prevail.

12. Relationship to Other Policies

The processing of personal data collected through the Site is governed by the Privacy and Personal Data Protection Policy. The use of cookies is governed by the Cookie Policy. These Terms apply alongside those policies and do not supersede or limit their provisions.

13. Language

The Site is published in Ukrainian and English. In the event of any discrepancy between the language versions of these Terms or any other policy published on the Site, the Ukrainian-language version shall prevail.



14. Governing Law

These Terms are governed by and construed in accordance with the legislation of Ukraine. Any disputes arising in connection with the use of the Site shall be resolved in accordance with the legislation of Ukraine and before the competent courts of Ukraine.

15. Severability

If any provision of these Terms is found to be invalid or unenforceable, this shall not affect the validity of the remaining provisions, which shall remain in full force and effect.

16. Amendments to These Terms

Crown Agents Ukraine reserves the right to periodically update these Terms. The date of the last review is indicated on this page. Continued use of the Site after the publication of amendments constitutes acceptance of the updated Terms.

Effective date: 2026. Date of last review: 2026.