

International Service Availability & Restrictions

Services from Watson Core Limited

Effective Date: January 2, 2026

To ensure transparency and compliance with applicable laws, this document outlines our global service availability, including regions where we offer full, limited, very limited, or no services.

Important Notice

We can provide **full services to clients worldwide**, except in countries explicitly prohibited under **UK sanctions law** (see Section 2).

All other service limitations arise solely from **local regulations** in the client's jurisdiction—particularly those concerning data privacy, telecommunications, or restrictions on foreign technical assistance.

Where local laws impose such constraints, we may still offer support upon request. However, **legal and regulatory responsibility remains with the client**. These limitations protect the client's compliance obligations, not ours.

1 Reseller and Dealer Network

If an authorized reseller or dealer operates in your country, we will refer you to that local partner for service and support.

Examples:

- Clients in North America may be referred to partners in Canada.
- Clients in Mexico may be referred to regional partners.

If no local partner exists, we will make every reasonable effort to provide services directly—subject to UK legal requirements and the client's local regulations.

2 Countries with Full Prohibition (No Services Available)

Under UK and international sanctions, we are legally **prohibited** from providing any services to the following countries or territories:

Afghanistan (Taliban identities only), Belarus, Crimea, Donetsk, Luhansk, Iran, North Korea, Russia

All communications, service requests, or transactions originating from these jurisdictions will be declined.

3 Countries with Strict Restrictions

These countries are not fully prohibited under UK law but are affected by sanctions or financial controls that may restrict service delivery (e.g., payment processing or technical operations).

Restricted Countries:

- Cuba, Eritrea, Indonesia, Iraq, Kazakhstan, Lebanon, Libya, Mali, Myanmar
- Somalia, South Sudan, Sudan, Syria, Turkmenistan, Venezuela, Vietnam, Yemen, Zimbabwe
- China, Afghanistan (None Taliban identities)

Note: Contact us for a case-by-case compliance and service assessment.

4 Countries with Full Remote Service (Minimal Restrictions)

We provide full remote services with few limitations in the following countries:

Europe & Neighbouring Regions: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Andorra, Switzerland, United Kingdom

Americas: Argentina, Brazil, Canada, Chile, Colombia, Ecuador, Mexico, Peru, Uruguay, United States

Asia-Pacific: Australia, Hong Kong, Japan, New Zealand, Singapore, South Korea, Taiwan, Thailand, Philippines

Middle East & Africa: Bahrain, Jordan, Qatar, Saudi Arabia, UAE, Kenya, Mauritius, Nigeria, South Africa, Uganda, Madagascar, Senegal

5 Countries with Limited Support

In these jurisdictions, local privacy or data laws prohibit us from directly accessing systems containing **Personal Identifiable Information (PII)**. We can, however:

- Assist with initial setup and configuration.
- Review logs, screenshots, or diagnostic data (without PII).
- Provide troubleshooting help based on non-sensitive information.

These restrictions exist solely due to **local laws** and are **not** enforceable under UK law. Compliance is voluntary to safeguard our clients within their jurisdiction.

Countries Include:

Europe Albania, Bosnia and Herzegovina, Kosovo, Moldova, Montenegro, North Macedonia, Serbia, Ukraine

Africa Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo (Republic), Democratic Republic of Congo,

Djibouti, Equatorial Guinea, Ethiopia, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Ivory Coast, Lesotho, Liberia, Mauritania, Mozambique, Namibia, Niger, Rwanda, São Tomé and Príncipe, Sierra Leone, Togo, Tunisia, Zambia

Asia Bangladesh, Bhutan, Cambodia, Kyrgyzstan, Laos, Maldives, Mongolia, Nepal, Sri Lanka, Tajikistan, Uzbekistan

Pacific Islands Cook Islands, Fiji, Kiribati, Marshall Islands, Micronesia, Nauru, Palau, Papua New Guinea, Samoa, Solomon Islands, Tonga, Vanuatu

Americas Belize, Bolivia, El Salvador, Honduras, Nicaragua, Paraguay, Suriname, Trinidad and Tobago

Middle East Kuwait, Palestine

6 Countries with Very Limited Support

In the following jurisdictions, local laws **prohibit any direct remote technical intervention**. We can only:

- Issue software licenses.
- Provide setup instructions.
- Offer access to demo environments for issue replication.
- Supply fixes or workarounds based on non-PII reports (e.g., logs or videos).

Remote desktop sessions, system access, or configuration are **strictly prohibited**.

These restrictions are imposed by local law, not UK law; all compliance responsibility lies with the client.

Very Limited Support Regions Include: Aruba, Bahamas, Barbados, Antigua and Barbuda, Costa Rica, Curaçao, Dominica, Dominican Republic, Grenada, Guadeloupe, Jamaica, Martinique, Montserrat, Panama, Puerto Rico, Saint Barthélemy, Saint Kitts and Nevis, Saint Lucia, Saint Martin, Saint Vincent and the Grenadines, Sint Maarten, US Virgin Islands, Cayman Islands, Turks and Caicos Islands, Anguilla, Bermuda, British Virgin Islands, Greenland, Algeria, Egypt, Morocco, Seychelles, Eswatini, Malawi, Tanzania, Guyana, Brunei, Timor-Leste, Malaysia, Armenia, Azerbaijan, Georgia, Oman, Pakistan

7 Client Responsibilities

Clients are solely responsible for compliance with **all applicable local laws**, including data protection, software licensing, technical assistance, and import rules.

We aim to offer full global service except where **UK sanctions** explicitly forbid engagement (see Section 2).

Where restrictions apply, services are provided at the client's request and risk. All legal, financial, and regulatory liabilities remain with the client.

8 Hardware Delivery

We ship hardware worldwide, usually with software pre-installed.

Please note:

- Clients are responsible for customs duties, import taxes, and local compliance.
- Most hardware is manufactured in China and may incur additional customs charges.

Recommendation: Source hardware locally where possible. We can assist with remote re-imaging for compatible POS systems on request.

9 Onsite Services

Onsite services are fully available in the **United Kingdom, Ireland, and the European Union**.

For all other countries:

- Clients must arrange any required **visas, work permits, or entry approvals**.
- We will conduct visa feasibility checks but cannot guarantee approval or cover costs.
- Onsite visits outside the UK/EU/Ireland are subject to feasibility, cost, and compliance review.

Watson Core Limited

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This policy is subject to amendment in response to changing legal, regulatory, or geopolitical conditions. All service decisions are made in good faith to protect our clients and maintain full compliance with UK law.