

## MASTER SERVICES AGREEMENT

**Version 2.00 Dated 19/04/2026**

## BACKGROUND

- (A) The Supplier has developed and will provide the Services (each as defined below).
- (B) The Customer (as defined below) wishes to use the Supplier's Services in its business operations.
- (C) The Supplier has agreed to provide, and the Customer has agreed to take and pay for, the Services, subject to the terms and conditions of this Agreement.
- (D) The Partner has agreed to resell and provide, to the Customer, the agreed services as defined below, to pay for, the Service, subject to the terms and conditions of this Agreement.

## AGREED TERMS

## 1. INTERPRETATION

- 1.1 The definitions and rules of interpretation in this Clause apply in this Agreement.

Acceptance Criteria: means the acceptance criteria as specified in Clause 10.2 or referred to in a Statement of Work or as otherwise agreed by the Parties expressly in writing after the date of the Statement of Work against which the Acceptance Tests are to be carried out to determine whether the Deliverables or Services (as the case may be) meet the Statement of Work, are satisfactory and ready to be invoiced.

Acceptance Tests / Acceptance Testing: means the acceptance tests as specified or referred to in the Statement of Work or as agreed between the Parties in writing, to be undertaken to determine whether the Deliverables or Services (as the case may be) meet the Acceptance Criteria.

Agreement: means the terms and conditions in this agreement along with the Statement of Work(s), any Schedules, the Microsoft New Commerce Experience (NCE) Supplemental Terms and any other documents agreed between the Parties.

AI: means the capability of IT or computer logic to perform tasks that typically require human intelligence or actions.

Applicable Data Protection Legislation: means:

- a) To the extent the UK data protection law applies: all applicable data protection and privacy legislation in force from time to time in the UK including the UK GDPR; the Data Protection Act 2018 (DPA 2018) (and regulations made thereunder) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended.
- b) To the extent the EU GDPR applies, the law of the European Union or any member state of the European Union to which the Supplier is subject, which relates to the protection of personal data.
- c) All guidance, guidelines and codes of practice issued by any relevant Data Protection Supervisory Authority relating to such Data Protection Laws (in each case whether or not legally binding);]

**Applicable Laws:** means the laws of England and Wales and any other laws, statutes, regulations, regulatory policies or industry codes which have mandatory effect and are applicable and binding on either Party or the Services and which are in force from time to time.;

**Artificial Intelligence (CloudGuard AI):** means the Supplier's developed platform which performs automated tasks which would ordinarily require human intelligence and intervention including perception, decision making and investigation to resolve specific security threats and alerts

**Authorised Representative:** means the person nominated by each Party in accordance with this Agreement.

**Authorised User:** means any individual who is entitled to use of the Third Party Services, Subscription Services and/or Services under the Agreement.

**Automation Code:** means any playbooks, KQL scripts, LogicApps, Workspaces, Powershell, Python and bash scripts which are used to automate events, alerts, incidents and processes within Microsoft Sentinel, Defender for Endpoint, Defender for Cloud, Defender for Cloud Apps, Defender for Identity or any custom configured CloudGuard connector(s).

**Autonomous:** means any CloudGuard process capable of operating independently without human intervention but not human governance. It is a decision logic based on decision making and action taking with requiring additional human instruction or oversight at each step.

**Background Materials:** means all Intellectual Property Rights, know-how, information, methodologies, techniques, tools, schemata, diagrams, ways of doing business, trade secrets, instructions manuals and procedures (including, but not limited, to software, documentation, and data of whatever nature and in whatever media) owned, developed or controlled by the Supplier which may have been created outside the scope, or independently of, the Services and/or this Agreement, and including all updates, modifications, derivatives or future developments thereof, .

**Business Day:** a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.

**Business Systems:** the information technology and communication systems, including networks, hardware, software and interfaces owned by, or licensed to, the Customer or any of its agents or contractors.

**Cap:** is the total monthly volume of Products which the Customer is permitted to use.

**Change Order:** means any request to alter the Services pursuant to this Agreement as set out in Clause 16.

**CHECK:** a security and penetration testing provider certified by the National Cyber Security Centre to conduct sensitive HM Government and Critical National Infrastructure network testing.

**Commencement Date:** means the date of this Agreement unless otherwise specified in the relevant Statement of Work.

**Confidential Information:** all confidential information (however recorded or preserved) disclosed by a Party or its employees, officers, representatives, advisers or subcontractors involved in the

provision or receipt of the Services (together, its Representatives) to the other Party and that Party's Representatives in connection with this Agreement which information is either labelled as such or should reasonably be considered as confidential because of its nature and the manner of its disclosure.

Consumption: refers to the subscription licences that are billed based on actual usage.

Consumption Subscriptions: refers to the licences that are billed based on actual usage in the preceding month.

Commissioner: the Information Commissioner (see section 114, Data Protection Act 2018).

CREST: means the Council or Registered Ethical Security Testers who are an International not for profit membership body representing global cyber security providers and are responsible for independently measuring and enhancing the performance of these individual members and organisations.

Customer: the customer as identified in the Statement of Work.

Customer Agreement: the Microsoft customer agreement, which is a direct agreement between the Customer and Microsoft and is a condition of Cloud Solution Provider Program that the Customer enters into this agreement, the terms of which are found at <https://www.microsoft.com/licensing/docs/customeragreement> and which may be updated from time to time.

Customer Data: any information that is provided by the Customer to the Supplier as part of the Customer's use of the Services, including any information derived from such information.

Customer Personal Data: any personal data which the Supplier processes in connection with this Agreement, in the capacity of a processor on behalf of the Customer.

Customer Site: means the locations where the Services are provided as identified in the Statement of Work.

Customer's Operating Environment: the Customer's computing environment (consisting of hardware and software) that is to be used by the Customer in connection with its use of the Managed Services and which interfaces with the Supplier's System in order for the Customer to receive the Managed Services, but excluding the Customer-side Equipment.

Customer-side Equipment: any equipment located or to be located on a Customer Site but controlled or to be controlled exclusively by the Supplier as part of the Services.

Cyber-Attack: a non-physical attack on the Supplier's System or any part of it, not being any form of inherent internal shortcoming, but deliberately instigated by any person directly or indirectly (including through the actions or omissions of Customer personnel) to gain unauthorised access to electronic data and software on the Supplier's System or any part of it, including malware (malicious software, such as spyware, ransomware, viruses, and worms), phishing attack, man-in-the-middle attack, denial-of-service attack, SQL injection, zero-day attack/exploit and DNS tunnelling.

**Deliverable:** means all Documents, products and materials developed by the Supplier or its agents, subcontractors, consultants and employees in relation to the Services in any form, including computer programs, data, reports and specifications (including drafts).

**Deposit:** means the deposit amount (if any) set out in the Statement of Work.

**Dispute Resolution Procedure:** the procedure described in Clause 31. The dispute resolution is always under the exclusive jurisdiction of the courts of England and Wales.

**Document:** means, in addition to any document in writing, any drawing, map, plan, diagram, design, picture or other image, tape, disk or other device or record embodying information in any form.

**EU GDPR:** the General Data Protection Regulation ((EU) 2016/679) as it has effect in EU law.

**Fair Usage Policy:** any fair usage is defined in our fair usage policy which can be found on the Supplier's home website.

**Fees:** the fees payable to the Supplier, as described in the Statement of Work as may be varied from time to time pursuant to the terms of this Agreement.

**Force Majeure:** has the meaning given in Clause 22.

**Go-live Date:** the date specified in the Statement of Work or as otherwise agreed between the Parties in writing.

**Good Industry Practice:** the standards that fall within the upper quartile of a skilled and experienced provider of business-critical services similar or identical to the Services, having regard to factors such as the nature and size of the Parties, the Service Level Arrangements, the term, the pricing structure and any other relevant factors.

**Hardware:** all physical telecommunications, networking and computer equipment (including switches, routers, cables, servers, racks, cabinets and peripheral accessories) provided and used by the Supplier to deliver the Managed Services to the Customer.

**Information Security:** means the practice of protecting information, systems, processes, data and transmission of it from unauthorised access, disclosure, modification, disruption, destruction, interception, manipulation or content pollution.

**Infrastructure as a Code:** means Cloud infrastructure, resources and connectors which are deployed and enabled using Automation Code through the Supplier's approved process and Playbook, as further described in the relevant Infrastructure as a Code Schedule.

**Initial Term:** means the period commencing on the Commencement Date and ending on the date one (1) year thereafter unless otherwise specified in the Statement of Work. For the avoidance of doubt, each Statement of Work will have its own Term, which will extend the Initial Term of the Agreement if the term of the Statement of Work is longer than the Initial Term of the Agreement.

**Intellectual Property Rights or IPR:** any and all intellectual property rights of any nature, whether registered, registerable or otherwise, including patents, utility models, trademarks, registered designs and domain names, applications for any of the foregoing, trade or business names, goodwill,

copyright and rights in the nature of copyright, design rights, rights in databases, moral rights, know-how and any other intellectual property rights that subsist in computer software, computer programs, websites, documents, information, techniques, business methods, drawings, logos, instruction manuals, lists and procedures and particulars of customers and suppliers, marketing methods and procedures and advertising literature, including the "look and feel" of any websites, and in each case all rights and forms of protection of a similar nature or having equivalent or similar effect to any of these that may subsist anywhere in the world now or in the future, in each case for their full term, together with any future rights and renewals or extensions.

IPR Claim: means a claim arising from the infringement of IPR belonging to third parties.

Issues List: means a written list of the non-conformities to the Acceptance Criteria for a specific Deliverable.

Licence Agreement: means all licence agreements that may have to be entered into by the Supplier and/or the Customer in respect of Third Party Services used as set out in the relevant Statement of Work.

Local System Components means equipment supplied by the Customer such as routers, switches, PCs, thin client devices, smart phones, wireless controllers and access points.

Managed Services: the hosting and support service described in the Statement of Work to be performed by the Supplier in accordance with this Agreement.

Material Breach: means a breach (including an anticipatory breach) that is serious in the widest sense of having a serious effect on the benefit which the other Party would otherwise derive from a substantial portion of this Agreement.

Minimum Users: means the minimum number of Authorised Users stated in the Statement of Work if applicable.

NCE Subscription Services: means the services and use related to Microsoft New Commerce Experience (NCE) subscription services.

NCE Subscription Terms: if applicable, the terms and conditions relating to the provision of the Microsoft New Commerce Experience (NCE) Subscription Services available upon request.

Normal Business Hours: 8.00 am to 6.00 pm local UK time on Business Days unless otherwise stated in the applicable Statement of Work or Schedule.

Out of Scope: means those out of scope services specified as such in the Statement of Work together with any other services which are not detailed in the Statement of Work.

Party: a party to this Agreement.

Products: means the Microsoft or other Third Party Services, tools, software, hardware, or professional support or consulting services provided under the terms of the Customer Agreement, applicable Licence Agreement or as otherwise agreed between the Parties.

Professional Services: the service described in the Statement of Work to be performed by the Supplier in accordance with this Agreement.

Purpose: the purposes for which the Customer Personal Data is processed, as set out in the applicable Statement of Work.

Rates: the Supplier's standard hourly or daily fee rates as set out in the applicable Statement of Work.

Relief Events: the following events:

- a) A breach by the Customer of its obligations under this Agreement;
- b) any error or malfunction in the Business Systems or any other software, hardware or systems for which the Supplier is not responsible or any failure by the Customer, its agents or contractors (including any existing service provider) to obtain sufficient support and maintenance, as required, for any software, hardware or systems for which the Supplier is not responsible;
- c) any failure by the Customer or its agents or contractors (including any existing service provider) to provide any information, co-operation or instructions to the Supplier which is reasonably required by the Supplier for the proper performance of its obligations under this Agreement;
- d) any telecommunications network defect, delay or failure or failure of the Customer's Hardware or other systems; or
- e) any of the causes or events set out in Clause 12.7

where the Supplier has taken all reasonable steps to perform its obligations and deliver the Services to the extent that it is still reasonably able to do so notwithstanding any of the events set out in a) to e) above.

Retail Prices Index: means the Retail Prices Index (all Items, excluding mortgages) as published by the Office for National Statistics from time to time, or failing such publication, such other index as the Parties may agree (such agreement not to be unreasonably withheld or delayed), acting reasonably, most closely resembles such index.

Scheduled Downtime: means the total amount of time during which the Customer is not able to access the Services due to planned maintenance which does not to exceed one (1) hour in any one (1) month period, unless by prior agreement with the Customer. The Supplier may schedule system downtime, with prior agreement of the Customer. Scheduled Downtime periods do not count against the service level calculation detailed in such Statement of Work.

Schedules: means the schedule relating to the specific Service referred to in the applicable Statement of Work, as provided to the Customer under a separate cover.

Security Services means Intelligent Security Operations Centre, Sentinel Support, Security Event Investigation, Analysis and Resolution, as further described in the relevant Managed SIEM Schedule, Managed XDR Schedule, Managed MDR Schedule and Continuous Vulnerability Management Services Schedule.

Security Testing: means the process of carrying out security testing of the Customer's System.

Service Level Arrangements: any service level arrangements set out in the Statement of Work and/or Schedules or as otherwise agreed in writing between the Parties.

Services: means the provision of the Managed Services, Third Party Services, Artificial Intelligence, Automation Code, Advisory Services, the Professional Services and/or NCE Subscription Services including consulting, advisory, integration or technical services performed by the Supplier under a Statement of Work or otherwise agreed in writing between the Parties.

Services Commencement Date: means the date set out in the applicable Statement of Work or as otherwise agreed between the Parties for the commencement of the Services.

Software: means the proprietary software which is owned by the Supplier and licenced to the Customer during the term of this Agreement, including the Supplier's Infrastructure as a Code (IAC) product and CloudGuard AI, the details of which are set out in the Statement of Work.

Statement of Work: the order form, quote, project initiation document, service proposal, service form, Service RACI, Services Acceptance Criteria and any other services specification for the Services as set out under separate cover and agreed between the Parties.

Subscription Services: means a right to use the Product(s) for a defined term.

Subsequent Term: means twelve (12) months commencing on the last day of the Initial Term or previous Subsequent Term unless otherwise stated in the applicable Statement of Work.

Supplier: CLOUDGUARD LTD and CLOUDGUARD NI LTD a company registered in England and Wales (No. 12813004) and whose registered office is Floor 8, Linley House, Dickinson Street, Manchester. M1 4LF.

Supplier's System: the system to be used by the Supplier in performing the Managed Services, any Third Party Services, the Customer-side Equipment and communications links between the Hardware and the Customer-side Equipment and the Customer's Operating Environment.

System: means the systems and networks which the Customer requires to be security tested pursuant to this Agreement.

Term: means the Initial Term and any Subsequent Term.

Test Report: means the report produced by the Supplier detailing the results of the Security Testing.

Third Party Services: any services, goods, code or software programs written or provided by a Third Party Supplier which are used by the Customer during the provision of the Services.

Third Party Supplier: any third party that supplies Third Party Services to the Supplier and/or the Customer (as the case may be) during the provision of the Services.

UK GDPR: the General Data Protection Regulation, Regulation (EU) 2016/679 as it forms part of domestic law in the United Kingdom by virtue of section 3 of the European Union (Withdrawal) Act 2018 (including as further amended or modified by the laws of the United Kingdom or of a part of the United Kingdom from time to time);

Unscheduled Downtime: means any time when any or all of the applications and Services provided by the Supplier to the Customer shall be unavailable to the Customer due to unexpected system failures other than Scheduled Downtime or the downtime is attributable to events not under the control of the Supplier.

User Subscriptions: means the user subscriptions purchased by the Customer pursuant to a Statement of Work which entitle Authorised Users to access and use the Subscription Services and/or Third Party Services (as the case may be) in accordance with this Agreement.

Variations: any agreed variations to this Agreement made through a variation agreement.

- 1.2 Clause, and paragraph headings shall not affect the interpretation of this Agreement.
- 1.3 A reference to a company shall include any company, corporation or other body corporate, wherever and however incorporated or established.
- 1.4 Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.
- 1.5 Unless the context otherwise requires, a reference to one gender shall include a reference to the other genders.
- 1.6 A reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time to time.
- 1.7 A reference to a statute or statutory provision shall include all subordinate legislation made from time to time under that statute or statutory provision.
- 1.8 A reference to writing or written includes e-mail.
- 1.9 Any phrase introduced by the words including, includes, in particular or for example, or any similar phrase, shall be construed as illustrative and shall not limit the generality of the related general words.
- 1.10 References to Clauses are to the Clauses of this Agreement.
- 1.11 A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- 1.12 In the event of any conflict or inconsistency between the Variations, Clauses, the Statement of Work, the Schedules, the Licence Agreement and Customer Agreement (including any changes or variations to each of the Variations, Clauses, the Statement of Work, the Schedules, the Licence Agreement and Customer Agreement), the following order of precedence shall apply (in decreasing order) to the extent of such conflict or inconsistency:
  - a) the Variations;
  - b) the Statement of Work;
  - c) the Schedules to the extent applicable to the Services;

- d) the Licence Agreements and Customer Agreement, to the extent applicable to the Services; and
- e) the Clauses.

## 2. PROVISION OF SERVICES

- 2.1 This Agreement sets out the terms and conditions under which the Supplier shall provide to the Customer the Services.
- 2.2 This Agreement shall (i) be in substitution for any prior oral or other prior arrangements between the Supplier and the Customer in connection with the purchase of the relevant Services; and (ii ) prevail over any of the Customer's inconsistent terms or conditions contained in, or referenced in, any order confirmation or other acknowledgement, quotation, purchase order(s), delivery note, invoice or similar document or implied by law, trade custom or practice.
- 2.3 Any quotation or proposal given by the Supplier is for budgetary purposes until financial and technical validation and shall not constitute an offer. For Professional Services, Managed Services and NCE Subscription Services, it is only valid for a period of thirty (30) days from its date of issue unless otherwise agreed by the Supplier in writing and shall only become binding upon the signing of a Statement of Work.

## 3. MANAGED SERVICES

- 3.1 The Supplier will provide the Managed Services in accordance with the Statement of Work and the terms of this Agreement with all due care, skill and ability during the Term unless earlier terminated for any reason.
- 3.2 The Customer shall remain responsible for the use of the Managed Services under its control.
- 3.3 The Customer agrees and accepts that, and the Supplier gives no warranty or representation that, the Supplier can prevent a Cyber-Attack, and that in relation to the elements of the Supplier's System:
  - a) the Customer controls or can control, the Customer has sole liability for protecting those elements against Cyber-Attack; and
  - b) the Supplier controls or can control, the Supplier has sole liability for protecting those elements against Cyber-Attack.
- 3.4 The Customer must take reasonable measures to ensure it does not jeopardise services supplied to third parties on the same shared access infrastructure as notified to the Customer by the Supplier in writing. This includes informing the Supplier promptly in the case of a Cyber-Attack. In the event of any Cyber-Attack, the Supplier will work with the Customer to alleviate the situation as quickly as possible but shall have no liability or responsibility for any liability incurred by the Customer as a result of any Cyber-Attack unless such liability is incurred as a result of any negligent act or omission on the part of the Supplier. The Parties shall discuss and agree appropriate action (including suspending the Managed Services). For the avoidance of doubt, the Supplier shall not be liable under this clause to the extent that it has advised and reported to the Customer on a vulnerability, issue, account, action or service exposure that has led to a Cyber-Attack, and the Customer has failed to take appropriate actions, or change security policies or procedures that have been reasonably recommended by the Supplier.

- 3.5 The Customer shall ensure that all systems, software, and equipment used by the Customer in connection with the Managed Services provided under this Agreement shall be maintained in accordance with Good Industry Practice and further agrees to promptly implement any updates or security improvements recommended by the Supplier to maintain such compliance promptly and, in any event within 30 days or, in respect of critical updates, within 72 hours of such notification. The Customer shall not provide the Managed Services to third parties without the prior written consent of the Supplier.
- 3.6 The Customer acknowledges that certain conditions outside of the Supplier's control may adversely impact the ability of the Supplier to perform functions of the Managed Services. Examples of such conditions are listed below:
- a) failure of Customer Hardware, software or operating system;
  - b) partial or full failure of Third Party Services;
  - c) network connectivity issues between Local System Components and the Supplier's platform;
  - d) network connectivity issues between Local System Components and its third party's servers.
- 3.7 The Supplier reserves the right to:
- a) modify the Supplier's System, its network, system configurations or routing configuration; or
  - b) modify or replace any Hardware or software in its network or in equipment used to deliver any Managed Service over its network,
- provided that this has no adverse effect on the Supplier's obligations or performance under this Agreement and its provision of the Managed Services or the Service Level Arrangements. If such changes will have an adverse effect, the Supplier shall notify the Customer and the Parties shall follow the Change Order.

If the Supplier breaches its obligations in Clause 3, the Supplier shall, at its expense, use commercially reasonable endeavours to correct any such non-conformance promptly, or provide the Customer with an alternative means of accomplishing the desired performance.

#### 4. RESPONSIBILITIES OF SUPPLIER

- 4.1 The Supplier shall:
- a) provide the Services in accordance with the terms of this Agreement and the Statement of Work, and its certified Information Security Management System ("ISMS"), aligned to ISO/IEC 27001:2022, including applicable policies, procedures, and risk management practices. Where an information security requirement set out in an applicable Statement of Work differs from the Supplier's ISMS, the more stringent requirements shall apply;
  - b) use its commercially reasonable endeavours to complete any Deliverables within any timescales set out under any Statement of Work but any such dates shall be estimates only;
  - c) commit sufficient resources to the provision of the Services to enable their delivery in accordance with this Agreement and the applicable Statement of Work;

- d) provide the Services with due care, skill and ability in accordance with Good Industry Practice;
  - e) take such steps as may be required to fulfil its obligations under this Agreement and any Statement of Work;
  - f) process Customer Data solely for the purpose of providing the Services and shall protect Customer Data using appropriate technical and organisational measures consistent with its ISMS;
  - g) ensure all personnel involved in delivering the Services are suitably skilled, qualified, experienced, supervised, trained and vetted employees, agents, representatives or authorised subcontractors, who are subject to appropriate confidentiality obligations and ongoing information security awareness training in accordance with the Suppliers ISMS, and who will exercise all reasonable skill and care;
  - h) restrict access to Customer systems and Customer Data to authorised personnel only, on a least-privilege basis, and limited to what is necessary to deliver the Services for an appropriate period of time only. Where privileged access to Customer systems or environments is required, such access shall be subject to Customer approval and appropriate logging and monitoring in accordance with the Supplier's ISMS;
  - i) assess and manage information security risks associated with the Services in accordance with its ISMS and shall be responsible for managing risks arising from systems and processes under its control;
  - j) maintain information security incident management procedures aligned to ISO/IEC 27001:2022. Where a confirmed information security incident materially impacts Customer Data under the Supplier's control, the Supplier shall notify the Customer without undue delay and provide reasonable cooperation to support investigation, management and remediation;
  - k) utilise suitably skilled, qualified, experienced, supervised and vetted employees, agents, representatives and authorised sub-contractors who will exercise all reasonable skill and care;
  - l) notify the Customer promptly if the Supplier is unable to comply with any of the terms of this Agreement, any of the Licence Agreements, the Customer Agreement or any Statement of Work; and
  - m) observe and ensure that its personnel observe all health and safety rules and regulations and any other security requirements that apply at any of the Customer Sites and which have been communicated to it a week prior to the Services commencing, where the Supplier is required to be on such Customer Sites for the provision of the Services.
- 4.2 The Supplier shall co-operate with the Customer in all matters relating to the Services and shall appoint an Authorised Representative ("Supplier Representative"), as the contact throughout the Services.
- 4.3 Information security responsibilities operate under a shared responsibility model. The Supplier is responsible for the security of its personnel, processes, equipment, tools, applications, developments and environments, at all times, subject to the terms of this Agreement;

- 4.4 Unless otherwise set out in a Statement of Work, the Customer confirms that the Supplier may employ suitably qualified sub-contractors without seeking the prior consent of the Customer. Notwithstanding the foregoing, the Supplier shall at all times be responsible for and liable in respect of the performance of all obligations under this Agreement, whether such obligations are performed by the Supplier itself, or any sub-contractor engaged by the Supplier and under the supervision of the Supplier.
- 4.5 For the avoidance of doubt, excluding where the Customer has a direct contract with a third party, the Supplier shall be held liable for the actions or omissions of any third parties it appoints to assist with the delivery of the Managed Services under this Agreement.
- 4.6 The Supplier shall provide reasonable notice to the Customer of any change in its senior personnel engaged as part of the Services. Where relevant, the Supplier shall replace any senior personnel who are removed with another appropriately skilled person.
- 4.7 In relation to the Managed Services specifically and notwithstanding the Supplier's obligations under Clause 4, the Supplier shall:
- a) staff the Supplier support desk with a team of skilled individuals (whether subcontracted or not);
  - b) maintain a team skilled in the platform and with knowledge of the systems developed to deliver the solution;
  - c) maintain a comprehensive IT service management solution, with integrated knowledge base and how-to guides to reduce the time to issue resolution;
  - d) undertake account reviews at such intervals as are agreed between the Parties, to discuss the Customer's service needs and ensure that the Agreement is in alignment with its needs;
  - e) use commercially reasonable endeavours to follow the instructions of the Customer and will remain courteous during any communications with Customer personnel; and
  - f) provide the Customer with reasonable co-operation in relation to this Agreement.
- 4.8 The Supplier shall be under no obligation to provide the Managed Services to the Customer in the following circumstances (unless specified under the Statement of Work):
- a) unauthorised use of the Services by the Customer or use otherwise than in accordance with this Agreement;
  - b) the Customer fails to complete recommended endpoint changes and/or updates documented by the Supplier within thirty (30) days of receipt of the recommendations in writing;
  - c) the Customer fails to remove disabled or compromised resources, endpoints, user accounts or update security policies to correspond with the Supplier's reasonable recommendations within thirty (30) days of receipt of the recommendations in writing;
  - d) providing the Managed Services outside Normal Business Hours unless otherwise agreed between the Parties in writing;

- e) providing any other services not covered herein;
  - f) training; and
  - g) where such support would have been unnecessary if the Customer had implemented critical update(s) and upgrade(s) supplied or offered to the Customer including any update(s) or upgrade(s) related to the Software. However, the Supplier shall not suspend the provision of Managed Services without providing a reasonable notice to the Customer.
- 4.9 Excluding where the Customer has a direct contract with a third party relating to a Product, the Supplier is liable for defects in, or delays related to, the Products.

## 5. RESPONSIBILITIES OF CUSTOMER

- 5.1 To the extent that the Supplier requires access to the Customer Site to perform the Services, the Customer shall provide such access reasonably required during Normal Business Hours and to provide a suitable work environment to enable the Supplier to perform such Services subject to the Supplier complying with such internal policies and procedures of the Customer (including those relating to security and health and safety) as may be notified to the Supplier in writing from time to time.
- 5.2 The Customer shall co-operate reasonably with the Supplier in all matters relating to the Services and shall appoint a minimum of two (2) Authorised Representatives ("Customer Representatives"), who shall have authority to commit the Customer on all matters relating to the relevant Service.
- 5.3 The Customer agrees and acknowledges the terms of the applicable Licence Agreements and the terms of the Customer Agreement shall form part of this Agreement. For the avoidance of doubt, in the event the applicable Licence Agreements, and/or the Customer Agreement is not applicable to the Services being received or delivered by the Supplier to the Customer under this Agreement, such agreements shall not apply.
- 5.4 The Customer is responsible for the security of its own environment, systems, accounts, configuration, users, employees, representatives and business decisions, unless expressly stated otherwise in this Agreement or an applicable Statement of Work;
- 5.5 The Customer is responsible for approving and granting any privileged access required and requested by the Supplier to Customer systems or environments and for maintaining appropriate oversight or shadowing of such access within the Customer's environment;
- 5.6 The Customer remains responsible for managing information security risks within its own environment, systems, data, applications, AI tools, and processes, except to the extent expressly agreed otherwise in writing;
- 5.7 The Customer remains responsible at all times for maintaining appropriate AI tool application guidelines, guardrails, user security training, data exfiltration policies including any and all AI tools, LLM's within the Customer environment at onboarding or when tools are introduced, whether authorised or not authorised.
- 5.8 The Customer remains responsible at all times for all employee, agent, representative or subcontractor use of AI tools, specifically those in Shadow QI and personal devices within the

Customer environment and operations and that all security incidents relating personal devices and personal AI usage is excluded from any Supplier service responsibility or liability.

- 5.9 The Customer remains responsible for the behaviour, actions, security awareness, user security awareness training and regular updates and testing for all employees, agents, representatives, authorised 3<sup>rd</sup> parties, subcontractors or appointed support agents at all times including their actions, interactions, and adherence to all Information Security best practices as well as any non compliance, insider risk realisation and actions out of human error and malicious intent.
- 5.10 The Customer shall ensure appropriate user security awareness training is completed by each and every user, employee, agent, representative, subcontractor or authorised 3<sup>rd</sup> party at least every 6 months. Authorised Users must have a recorded training course completed in IT security and GDPR within the last 12 months and failure to evidence this may constitute reduced liability on the Supplier in relation to security incidents relating directly to social engineering, phishing and smishing, deep fake and impersonation.
- 5.11 The Customer shall implement, maintain and enforce a Multi-factor authentication (MFA) service and policy for all authenticated users within the Customer's environments at all times. The Supplier shall have no liability for any incident, breach or data loss attributable to the absence or circumvention of MFA where not enforced and such absence is within the Customers control.
- 5.12 The Customer shall, where appropriate:
  - a) adhere to the Fair Usage Policy;
  - b) ensure it has suitable licences in place for any third party software required (which is not issued by the Supplier) to allow the Supplier and its subcontractors full use in relation to the Services provided;
  - c) co-operate with the Supplier in all matters relating to the Services as reasonably requested by the Supplier;
  - d) where any planned provision of Services by the Supplier must be rescheduled for any reason by the Customer, make all reasonable efforts to reschedule and reallocate the assigned resources;
  - e) adhere to the dates scheduled for provision of Services by the Supplier to the Customer as stated in the applicable Statement of Work or otherwise agreed between the Parties in writing. In the event the Customer wishes to reschedule or cancel the dates for the provision of Services, liquidated damages ("Liquidated Damages") may become payable from the Customer to the Supplier on the following basis:
    - (i) if dates are changed or cancelled at the Customer's request more than fourteen (14) days before the scheduled start date no Liquidated Damages are payable;
    - (ii) if dates are changed or cancelled between seven (7) days and fourteen (14) days before the scheduled start date Liquidated Damages equivalent to twenty five percent (25%) of the Fees for the Services to be provided at that time will be payable;

- (iii) if dates are changed or cancelled less than seven (7) days before the scheduled start date Liquidated Damages equivalent to fifty percent (50%) of the Fees for the Services to be provided at that time will be payable;
- provided always that the Supplier will use reasonable endeavours to reassign resources for any rescheduled or cancelled days to other tasks for the Customer or another customer, and if this can be achieved, the Liquidated Damages will not be charged for those resources that the Supplier has been able to reassign.
- f) inform the Supplier of all health and safety rules and regulations and any other reasonable security requirements that apply at any of the Customer's premises;
- g) where appropriate, permit the Supplier privileged admin access to the Customer's relevant servers and networking systems and respond promptly to any request by the Supplier for temporary elevation access for the duration of the Agreement;
- h) where a Microsoft Cloud service is deployed / utilised within the project (Azure, Enterprise Mobility Suite or Office365) the Supplier will be assigned to the cloud subscription/s as the Claiming Partner of Record (CPOR) and Digital Partner of Record (DPOR) and/or Partner Admin Link (PAL) and/or Admin on Behalf of (AOBO) for a minimum of twelve (12) months from project completion date;
- i) in respect of any Microsoft funded services, sign and deliver the Microsoft Proof of Execution (POE) within seven (7) days of the date of issue by Microsoft. In the event that the Customer does not return the POE within the seven (7) days' notice period, the Supplier may be entitled to charge the Customer the amounts directly and the Customer shall follow the payment terms in this Agreement;
- j) allow the Supplier access to the Microsoft Connectors (or custom connectors) to enable the Supplier to undertake testing on the connector functions where applicable;
- k) provide the Supplier with a list of all endpoints that need to be protected by the Service;
- l) provide appropriate hardware interface, software and access authorisation to enable remote diagnosis, should such capability be required;
- m) provide all information and make available all resources as reasonably requested by Supplier in the execution of its obligations under this Agreement, save that the Customer shall not be obligated to provide any additional resources or information beyond what is reasonably necessary for the Supplier to perform its obligations under this Agreement;
- n) use all reasonable efforts to follow the reasonable instructions of Supplier support personnel with respect to the resolution of defects;
- o) gather all relevant information prior to requesting assistance in respect of any defects including detailed defect description, and procedures required to replicate a problem if possible. Any additional information which may help in the diagnosis of a defect should be included such as network configuration details; and
- p) agree that if, in the course of performing the Services, it is reasonably necessary for the Supplier's performance of its obligations under a Statement of Work for the Supplier to access

or use any equipment, software or data of the Customer (or which is in the possession of the Customer) then it shall, where it is able to do so, grant to Supplier and any of its subcontractors a non-exclusive, royalty free, terminable licence to use the same solely for the purpose of delivering the Services only for as long as is strictly necessary to deliver such Services. Any such access or use by the Supplier or its subcontractors shall be subject to the prior written consent of the Customer,(not to be unreasonably withheld or delayed).

- 5.13 The Customer shall (unless otherwise specified in the Statement of Work or as otherwise set out in this Agreement):
- a) use the Services only for lawful purposes and in accordance with this Agreement;
  - b) keep secure from third parties any passwords issued to the Customer by the Supplier;
  - c) permit the Supplier to install the current version of software required to provide the Managed Services from time to time when upgrades or fixes occur and to provide a reasonable level of assistance in implementation and testing;
  - d) provide the Supplier at least seven (7) Business Days' notice in advance of any intention or move to change when applicable Customer-side Equipment or Customer's Operating Environment or data-feeds that will directly impact the Managed Services. If such notice has not been received on time, the Supplier will have to make additional effort to return the Customer's systems to an acceptable state for continued support, and will charge accordingly at its then standard charging rate;
  - e) comply with all Applicable Law with respect to its activities under this Agreement; and
  - f) carry out all other Customer responsibilities set out in this Agreement and the Statement of Work in a timely and efficient manner. In the event of any delays in the Customer's provision of such assistance as agreed by the Parties, where such delay has a direct impact on the Supplier's delivery of certain Services, the Supplier may adjust any timetable or delivery schedule relating to such Services set out in this Agreement as reasonably necessary.
- 5.14 In the event that the Customer is in Material Breach of any material obligation under the Agreement (excluding payment obligations) then the Supplier shall provide written notice of such breach, specifying in detail the nature of the breach and providing thirty (30) days' notice to remedy such breach if capable of remedy. If the Customer fails to remedy such breach the Supplier shall be entitled to terminate or suspend the Services without prejudice to any pre-existing rights and obligations of either Party. The Supplier shall have no liability or responsibility should the Services fail to comply with the Statement of Works and/or Service Level Arrangements as a direct result of the Customer (including without limitation any of its employees, subcontractors or any of its staff) being in Material Breach of a material term of the Agreement.
- 5.15 In the event that the Customer is in Material Breach of its payment obligations under the Agreement then the Supplier shall provide written notice of such breach, specifying in detail the nature of the breach and providing thirty (30) days' notice to remedy such breach if capable of remedy. If the Customer fails to remedy such breach the Supplier shall be entitled to terminate or suspend the Services without prejudice to any pre-existing rights and obligations of either Party. The Supplier shall have no liability or responsibility should the Services fail to comply with the Statement of Works

and/or Service Level Arrangements as a direct result of the Customer (including without limitation any of its employees, subcontractors or any of its staff) being in Material Breach of the Agreement.

- 5.16 In the event that the Customer has experienced any form of Cyber-Attack, data exfiltration or data breach within the previous 12 months of the Commencement Date, and this includes a Customer or a previous service provider of the Customer, the Customer will remain liable for all costs and subsequent issues and liabilities resulting from any and all previous events. The Supplier will not be liable for data exfiltration as a direct result of Customer user credentials, personal details, personal information or data previously exfiltrated.
- 5.17 The Customer will be requested to complete a Security Baseline Declaration form and sign this during Service onboarding for MXDR Services to confirm the accuracy of their disclosed security posture and any previous incidents, including and not limited to near misses, within the last 24 months. Any failure to disclose historic breaches, incidents and unresolved vulnerabilities, regardless of when they occurred in the last 24 months, will be the sole liability of the Customer.
- 5.18 In the event that the Customer is responsible and at fault for sharing user details, security credentials or user actions in engaging in phishing, quishing engagements, actions that lead to malware installation links being processed by user actions or not protecting credentials with best practice multi factor authentication, the Supplier shall have no liability under Clause 11.9 and will not indemnify the Customer against any such losses.
- 5.19 In the event that the Customer has experienced any form of Cyber-Attack, data exfiltration or data breach within the previous 24 months of the Commencement Date, it remains the Customer's responsibility to ensure additional dark web monitoring has been activated to protect the Customer from the dissemination of harvested or stolen information. The Supplier shall have no responsibility or liability resulting from any losses or claims under clause 11.9 and will not indemnify the Customer against any such losses. No indemnity shall be provided by the Supplier Cyber insurer for the actions and previous incidents or breaches that may have occurred prior to the Commencement Date.
- 5.20 In the event the Customer has been advised by the Supplier with written recommendations regarding security updates, configuration change recommendations or remediation actions, and the Customer has failed to implement such recommendations with the timeframes specified in Clause 3.5 or within this Agreement, the Suppliers liability for any subsequent incident, breach, or service failure that is causally connected to such failure shall be reduced, excused or reduced proportionately.

## 6. PROJECT ORGANISATION

- 6.1 If requested in writing by the Customer or specified in the Statement of Work, the Customer Representative and the Supplier Representative shall have regular meetings to monitor and review the performance of this Agreement, to discuss any changes proposed in accordance with Clause 16 and to discuss the Service Level Arrangements.
- 6.2 Before each meeting, the Customer Representatives shall notify the Supplier Representative, and vice versa, of any problems relating to the provision of the Services for discussion at the meeting. At each such meeting, the Parties shall agree a plan to address such problems. In the event of any problem being unresolved or a failure to agree on the plan, the matter shall be resolved in

accordance with the Dispute Resolution Procedure. Progress in implementing the plan shall be included in the agenda for the next meeting.

- 6.3 Allow the Supplier to transcribe any meeting between the Customer and Supplier in relation to a project or Service upon request in each meeting.

## 7. USER SUBSCRIPTIONS

- 7.1 The Supplier grants to the Customer a non-exclusive, non-transferable right to permit the Authorised Users to use the Third Party Services and/or Subscription Services (as applicable) during the Term solely for the Customer's internal business operations.

- 7.2 By placing an order with the Supplier, the Customer represents and warrants that the Customer has accepted the Customer Agreement.

- 7.3 Once an order for Subscription Services has been accepted by the Supplier:

- a) Subscription Services shall continue for the duration of the Agreement or the applicable Statement of Work (as the case may be) unless and until terminated in compliance with the Agreement; and/or
- b) unless otherwise specified in the Statement of Work, adjustments may be made to increase the Minimum Users or decrease the Minimum Users below any current Minimum User provisioned (with any decrease being by no more than 10% of the then current Minimum Users) and not to be an absolute reduction below the minimum number of service users of no. 50 users for the PROTECT service provider by the Supplier.

- 7.4 In relation to the Authorised Users, the Customer undertakes that:

- a) it will not allow or suffer any User Subscription to be used by more than one individual Authorised User unless it has been reassigned in its entirety to another individual Authorised User, in which case the prior Authorised User shall no longer have any right to access or use the Third Party Services and/or Subscription Services;
- b) each Authorised User shall keep a secure password or other biometric authentication for their use of the Third Party Services and/or Subscription Services (as the case may be) and that each Authorised User shall keep their password confidential;
- c) it shall maintain a written, up to date list of current Authorised Users and provide such list to the Supplier within five (5) Business Days of the Supplier's written request from time to time;
- d) it shall permit the Supplier to audit the Customer's use of the Third Party Services and Subscription Services for each Authorised User. Such audit may be conducted no more than once per year, at the Supplier's expense, and this right shall be exercised with reasonable prior notice, in such a manner as not to substantially interfere with the Customer's normal conduct of business;
- e) if any of the audits referred to in Clause d) reveal that any password has been provided to any individual who is not an Authorised User, then without prejudice to the Supplier's other rights,

- the Customer shall promptly disable such passwords and the Supplier shall not issue any new passwords to any such individual; and
- f) if any of the audits referred to in Clause d) reveal that the Customer has underpaid Fees to the Supplier and/or individuals are using the Third Party Services who are not Authorised Users, without prejudice to the Supplier's other rights, the Customer shall pay to the Supplier an amount equal to such underpayment within thirty (30) days of the date of the relevant audit or upon request by the Supplier, promptly disable access to such individuals.
- 7.5 If the Supplier (in its reasonable opinion) deems that: (i) the Customer is in breach of Clause 7.4, or (ii) any Authorised User(s) are using any Third Party Service or Subscription Service in Material Breach of this Agreement or (iii) the Customer disables or removes accounts or, disables, deletes or changes any of the Azure/Google resources or connectors the Supplier implements without prior agreement of the Supplier, then the Supplier may suspend access to the Third Party Service or Subscription Service by the Customer only after providing the Customer with a written notice and a reasonable opportunity to remedy the breach. In the event that there is a further breach under (i) to (iii) of this clause within 30 days of a previous written notice of breach, then the Supplier may immediately suspend access to the Third Party Service or Subscription Service..
- 7.6 The Customer may, from time to time during the Term request for more Authorised Users at any point in excess of the User Subscriptions, by giving the Supplier written notice subject to the following:
- a) The Supplier shall evaluate the Customer's request for additional User Subscriptions and, shall not unreasonably refuse the request.
- b) If the Supplier approves the Customer's request to purchase additional User Subscriptions, the Customer shall, within thirty (30) days of the date of the Supplier's invoice, pay to the Supplier the relevant Fees for such additional User Subscriptions at the relevant price at the time of the request and, if such additional User Subscriptions are purchased by the Customer part way through the Term, such fees shall be pro-rated for the remainder of the Term.
- 7.7 Unless otherwise set out in the Statement of Work, the Supplier may adjust the Minimum Users every three (3) months to reflect any adjustments made to the User Subscriptions in accordance with this Clause (D)7 over the previous twelve (12) months or as otherwise agreed between the Parties.
- 7.8 Termination of the licences under the Subscription Services will not affect any other Services provided under the applicable Statement of Work or this Agreement.
- 7.9 Where the Services include the supply of NCE Subscription Services, the NCE Subscription Terms shall apply in addition to this Agreement.
- 7.10 The Customer agrees that it shall remain responsible for all orders including any additional subscription licences provisioned under the Subscription Services placed via any portal by the Customer or any of its employees, agents or contractors, or the Supplier following the request of the Customer to order on their behalf. The Customer acknowledges that the Supplier will not be responsible for any licence or subscription fees that have been purchased or added through any portal in error by the Customer or any of its employees, agents or contractors.

## 8. PRICE AND PAYMENT

- 8.1 The Customer shall pay the Deposit (if applicable) and Fees for the Services (including any Third Party Services fees) as more fully set out in the relevant Statement of Work. Where these are based on the number of User Subscriptions and/or Consumption, such Fees shall be variable upon the terms set out in the Statement of Work.
- 8.2 In the event the Customer delays the Go-live Date (which falls outside of the Liquidated Damages defined under Clause e)) or has not conducted its Acceptance Testing in accordance with Clause (D)10, the Supplier may charge the Customer for such delays in accordance with its Rates, provided that such charges are reasonable and justified.
- 8.3 If no Fee is quoted, the Fee shall be calculated in accordance with the Supplier's then current Rates as amended from time to time in accordance with this Agreement.
- 8.4 Clause 8.6 shall apply if the Services are to be provided on a time-and-materials basis. Clause 8.8 shall apply if the Services are to be provided on a Consumption basis. The remainder of this Clause (D)8 shall apply to all Fees, whether payable on a fixed price, annual or time and materials basis.
- 8.5 Where a Fee has been quoted, this is a best estimate based on the information given to the Supplier by the Customer and/or which is available at that time and may be based on a number of assumptions set out in the Statement of Work ("Assumptions"). If it materialises that, acting in good faith and in the Supplier's reasonable opinion, the information provided and/or Assumptions made are incorrect, inaccurate or have changed and/or that the proposed scope of Services is not feasible, the Supplier shall be entitled to charge (at the Supplier's current Rates) the Customer for any Out of Scope Services or other additional Services provided to those detailed in the Statement of Work together with all related costs and expenses incurred by the Supplier.
- 8.6 Where the Services are provided on a time-and-materials basis:
- a) the Supplier's standard hourly or daily rates are calculated on the basis of Normal Business Hours;
  - b) where the Customer requests Services to be provided outside of Normal Business Hours, the Supplier shall be entitled to charge an overtime rate for time worked outside Normal Business Hours as set out in the Statement of Work; and
  - c) the Supplier shall complete the relevant time recording systems to calculate the Fees for each invoice charged on a time and materials basis.
- 8.7 The Supplier shall invoice the Fees in accordance with the payment intervals stated in the Statement of Work. Save where other payment terms are set out in the Statement of Work, all Fees will be payable by direct debit, provided that the payment terms are not less than 30 days from the date of the invoice. The Customer shall provide the Supplier with valid up-to-date and complete payment information and direct debit authority or agree a BACS or IBAN payment profile with the Supplier.
- 8.8 Subscription Services:
- a) Fixed Term Subscriptions

- (i) Products sold under fixed term subscriptions are sold for a term as specified in the Statement of Work. The Statement of Work shall specify if such subscriptions are to be billed on a monthly or annual basis.
  - (ii) Any subsequent adjustments to annual subscriptions (e.g adding users) made mid-billing cycle will be invoiced and paid at the time of placing the order.
  - (iii) Any subsequent adjustments to monthly subscriptions (e.g. adding users) made mid-billing cycle will be calculated and post-billed at the subsequent invoice.
- b) For all Consumption Subscriptions, the Customer agrees and acknowledges that:
- (i) Consumption Subscriptions do not expire unless cancelled. Consumption Subscriptions can be cancelled in accordance with the Statement of Work, Licence Agreement or Customer Agreement and any usage before a transfer to another provider is in effect will be billed in the next scheduled invoice date;
  - (ii) Consumption Subscriptions will be billed at the next billing cycle and will include all usage from the prior month. Pricing will be based on the pricing effective during the current billing cycle except when prices decrease or increase. The unit price for a User Subscription sold on a consumption basis may change during the subscription period;
  - (iii) where applicable, it shall pay all such usage and is responsible for monitoring its consumption needs;
  - (iv) the Customer further acknowledges and accepts that the Supplier may establish or install a technical lock or barrier (the "Barrier"), which prevents the Customer from utilisation of a Product in excess of the Cap;
  - (v) for the avoidance of doubt, if, in spite of Clause (iv), the Customer utilises a Product in excess of the Cap, the Customer shall pay to the Supplier fees and other expenses in accordance with its actual use. Any dysfunction or non-use of the Barrier shall not release the Customer from paying fees and costs in accordance with its actual utilisation of a Product. The Supplier has no responsibilities with regards to preventing the Customer from utilisation in excess of the Cap.

8.9 The Fees exclude (unless otherwise agreed and set out in the Statement of Work), the reasonable costs of hotel, subsistence, travelling and any other ancillary expenses reasonably required and incurred by the Supplier or its subcontractors in providing the Services, the cost of any materials and the cost of services reasonably and properly provided by third parties and required by the Customer for the Services ("Expenses"). The Supplier shall obtain the Customer's prior written approval before incurring any such expense, material or service exceeding a total cost of five hundred pounds (£500) in the aggregate per day and shall be payable by the Customer in accordance with Clause 8.10.

8.10 The Customer shall pay each undisputed invoice for the Fees and Expenses in full and cleared funds (without deduction or set-off) within thirty (30) days of the date of receipt of such invoice unless otherwise agreed in writing by the Supplier or unless otherwise set out in the Statement of Work.

8.11 If, acting in good faith, the Customer disputes any item within an invoice, it shall raise such dispute by written notice to the Supplier within 30 days of receipt of the invoice (a "Disputed Sum"), provided always that any undisputed sum or part of an invoice shall be payable in accordance with this Clause

- 8.10. In the event of there being a Disputed Sum, the Parties shall negotiate in good faith to attempt to resolve the dispute promptly. If the dispute is not resolved within 30 days of the said notice being given, the Parties shall comply with the provisions of Clause 31 (Dispute Resolution) to resolve such dispute. For the avoidance of doubt, where the Parties agree or determine that the Disputed Sum is due in part or full, the Customer shall pay such agreed sum within 14 days of the date of the agreement or determination. In relation to a Disputed Sum, interest under clause 8.15 is payable after the dispute is resolved on sums found or agreed to be due, from 14 days after the dispute is resolved until payment is made.
- 8.12 All payments by the Customer hereunder shall be in United Kingdom pound sterling unless otherwise agreed or set out in the Statement of Work and shall be paid to the Supplier's bank account as advised by the Supplier to the Customer in writing.
- 8.13 All amounts stated are gross amounts but exclusive of VAT or other sales tax which shall be paid by the Customer, if applicable, at the then prevailing rate subject to receipt of a valid VAT invoice or other sales tax invoice.
- 8.14 Should the Customer be required by any law or regulation to make any deduction on account of tax including but not limited to withholding tax or otherwise on any sum payable under the Agreement the Fees payable shall be increased by the amount of such tax to ensure that the Supplier receives a sum equal to the amount to be paid under the applicable Statement of Work.
- 8.15 Without prejudice to any other remedy that the Supplier may have, if payment of the Fees or any part thereof is overdue then, unless the Customer has notified the Supplier in writing that such payment is in dispute in accordance with Clause 8.11, the Supplier may, without prejudice to any other rights or remedies, charge the Customer interest on the overdue amount at the rate of two percent (2%) per annum above Bank of England base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment. The Customer shall pay the interest together with the overdue amount.
- 8.16 The Supplier shall not be obliged to provide any of the Services while any duly issued and undisputed invoice(s) remain unpaid and overdue under any Statement of Work, but should the Supplier choose to continue to do so, this shall not in any way be construed as a waiver of the Supplier's rights or remedies.
- 8.17 Subject to Clause 8.18 below, the Fees relating to the provision of Services may increase on an annual basis with effect from each anniversary of the Commencement Date in line with the percentage increase in the Consumer Price Index (CPI, published by the Office of National Statistics) in the preceding twelve (12) month period .
- 8.18 For the avoidance of doubt:
- a) Fees may increase where there is a change in the scope of the services requested by the Customer; and
  - b) the Supplier may increase any fees directly related to Third Party Services by the amount of any increases imposed upon the Supplier by such Third Party Suppliers upon thirty (30) days' notice and in line with the terms of the Licence Agreement, and/or the Customer Agreement and

subject always to the Supplier acting in good faith to mitigate any such increases where reasonably possible.

- c) The Supplier has make all reasonable efforts to find a remedy, which could be a workaround or substitution to any service component which may be implicated with a significant cost increase to minimise any increase in fees.
- d) The Supplier, in the event that the Customer has overdue invoices greater than 20 days beyond payment terms, and has not requested an extension to payment terms, communicated or responded to Supplier requests for payment, may suspend Managed Services by providing at least 3 business days notice of Service suspension. Any Service suspension will be removed upon receipt of full outstanding balance settlement by the Supplier and the Supplier shall not unreasonably delay any reinstatement of Services.
- e) The Supplier, in the event that Customer has overdue invoices greater than 45 days beyond agreed payment terms, and has not requested and has an agreed payment extension from the Supplier, may remove any and all Managed Services by providing 2 business days notice for Service termination. The Customer must inform their Cyber Insurance provider of any changes to the Supplier contract and provision of Cyber security services with immediate effect.
- f) Where the Supplier receives Customer settlement of all outstanding invoices and payments, the Supplier shall immediately reinstate all Managed Services within 12 hours of cleared payment. Any period of service suspension as a result of late payment shall be excused performance and excluded from all service availability calculations.

## 9. WARRANTIES AND SERVICE LEVELS

### 9.1 The Customer warrants that:

- g) it has the full capacity and authority to enter into and perform this Agreement and that this Agreement is executed by a duly authorised representative of the Customer;
- h) it has the authority to grant any rights to be granted to the Supplier under this Agreement;
- i) it owns or has obtained valid licences, consents, permissions and rights to use, and where necessary to licence to the Supplier and any of its subcontractors, any materials reasonably necessary for the fulfilment of all its obligations under this Agreement; and
- j) the Supplier's use in the provision of the Managed Services or otherwise in connection with this Agreement of any third-party materials, including any Hardware or software supplied by the Customer to the Supplier for use in the provision of the Managed Services or otherwise in connection with this Agreement, shall not cause the Supplier to infringe the rights, including any Intellectual Property Rights, of any third party.

### 9.2 The Supplier warrants and represents that:

- a) it has the full capacity and authority to enter into and perform this Agreement and that this Agreement is executed by a duly authorised representative of the Supplier;

- b) it owns or has obtained valid licences, consents, permissions and rights to enable the Supplier to comply with this Agreement and to use any of the Intellectual Property Rights necessary for the fulfilment of all its obligations under this Agreement including for the Customer's use and receipt of the Services, and the Supplier shall not breach the provisions of any such necessary licences, consents, permissions and rights or cause the same to be breached;
  - c) it will comply with all Applicable Law in performing its obligations under this Agreement; and
  - d) the Customer's use of any Supplier materials and/or third-party materials, including any materials supplied by the Supplier to the Customer, shall not cause the Customer to infringe the rights, including any Intellectual Property Rights, of any third party.
- 9.3 Except for any warranties and service levels expressly set forth in this Agreement, the Services and Software are provided on an "as is" basis, and Customer's use of the Services is at its own risk. The Supplier does not make, and hereby disclaims, any and all other express and/or implied warranties, statutory or otherwise, including, but not limited to, warranties of merchantability, fitness for a particular purpose and any warranties arising from a course of dealing, usage, or trade practice.
- 9.4 In the event that a defect, fault or impairment in the provision of the Service(s) causes a service interruption and the Supplier becomes aware of this either through the Customer giving notification to the Supplier of such defect, fault or impairment, or as a result of the Supplier's monitoring, then the Supplier shall use all reasonable endeavours to resolve that defect, fault or impairment as more fully set out in the Statement of Work and to the extent it reasonably can.
- 9.5 If the Supplier can demonstrate that such a defect, fault or impairment results directly or indirectly from: (i) the negligence, act, omission, or default of the Customer or Authorised User, (ii) the Customer's breach of this Agreement, or (iii) the operation, failure or malfunction of any network, equipment, hardware or software owned or controlled by the Customer or (iv) any third party action in response to an act or omission of the Customer or any person given access to the Service by the Customer (including third party hosted software vendors) then the Supplier may recover from the Customer all reasonable costs to be incurred by it or on its' behalf in connection with the remedy of such defect, fault or impairment. Whilst the Supplier will use reasonable endeavours to remedy such a defect, fault or impairment under this Clause, the Supplier can make no commitment to fix any fault and time is not of the essence.
- 9.6 Unless otherwise agreed or set out in the Statement of Work (as forming part of the Service) if the Customer accesses the Services through the public internet or through a private circuit provisioned by a bandwidth provider of the Customer's choice, the Customer assumes responsibility for managing the relationship with this chosen provider, including service level commitments for issues found to be in the chosen provider's network.
- 9.7 If the Customer moves from one Customer Site to another site or makes changes to any Customer Site or opens a new location to be added to the Customer Sites, the Customer must notify the Supplier in advance. The Supplier may need to carry out an inspection of any cabling and advise the Customer of any work to bring the IT Infrastructure up to standard operating conditions at the new location in order to remain eligible for coverage. The Supplier will provide a quotation if it is to provide additional resources or services in the case of any change at the Customer Sites or new Customer Sites for including as part of the Fees.

- 9.8 The Supplier will obtain approval in writing from the Customer's Representatives before making any significant changes to the Services.
- 9.9 The Supplier will arrange any Scheduled Downtime, in advance, with prior agreement of the Customer's Representatives. Scheduled Downtime periods do not count against the service level calculation detailed in such Statement of Work.
- 9.10 The Supplier is not responsible for Unscheduled Downtime that is due to anything outside the Supplier's control and the Supplier and its subcontractors may suspend some or all of the Services in order to carry out scheduled or emergency maintenance or repairs. The Supplier will use all reasonable endeavours to notify the Customer of any Unscheduled Downtime as soon as it is reasonably able to do so. Scheduled Downtime periods do not count against the service level calculation detailed in such Statement of Work.
- 9.11 The Supplier will carry out network management routines to test the operations and functions of the relevant Services from time to time, notifying the Customer in advance.
- 9.12 The Supplier reserves the right to take any action that it reasonably perceives necessary to protect the Customer's systems even though this may impact on the Customer's business activities. The Supplier will make reasonable endeavours to inform the Customer by telephone or email in advance of such action, but such action will not be dependent on such notification having been given or acknowledged.
- 9.13 The Service Level Arrangements are specific to directly provided Services of the Supplier and do not relate to Third Party Services (of which such Third Party Services will be governed by their own relevant service levels).
- 9.14 The Supplier shall not in any circumstances be liable under its obligations in this Clause (D)9 if it can demonstrate that any failure of the Services was caused or materially contributed to by any Relief Event.
- 9.15 Notwithstanding the foregoing, the Supplier will make all reasonable efforts to ensure that the Customer's use of the Services will be uninterrupted and error-free.
- 9.16 The Customer hereby warrants that it has not been induced to enter into this Agreement by any prior representations, nor has it relied on any oral representation made by the Supplier or upon any descriptions, illustrations or specifications contained in any catalogues and publicity material produced by the Supplier.
10. ACCEPTANCE OF THE PROFESSIONAL SERVICES
- 10.1 The relevant Statement of Work shall specify the Deliverables or Services (as the case may be) that are to be subject to Acceptance Testing and provide a framework for the nature of the testing that will be required. If Microsoft or a third party supplier makes a change or update to a service, connector, policy or interface that may affect the Supplier's configured service, this may require modifications and subsequent Acceptance Testing as reasonably specified by the Supplier from time to time.
- 10.2 In relation to any Acceptance Testing:

- a) the Customer shall have a reasonable period of time, up to five (5) Business Days unless otherwise specified in the Statement of Work, from the Supplier's delivery of each Deliverable or Service under the relevant Statement of Work (the "Acceptance Period") to confirm that such Deliverable conforms to the Acceptance Criteria as agreed between the Parties. If the Customer determines that a Deliverable or Service does not conform to the Acceptance Criteria, the Customer shall by the last day of the Acceptance Period provide to the Supplier an Issues List of the non-conformities to the Acceptance Criteria;
- b) the Customer shall use reasonable efforts to correctly and efficiently ensure appropriate Acceptance Testing in relation to any Deliverable or Service which is subject to Acceptance Tests and shall notify the Supplier within the Acceptance Period (as defined in Clause a)) if any of the Deliverables or Services do not conform to the Acceptance Criteria. In the event that Customer has undertaken the Acceptance Testing within the Acceptance Period and fails to reject any Deliverable within the relevant Acceptance Period, for all purposes under this Clause such Deliverable or Service, shall be deemed accepted as if the Customer had issued a written acceptance thereof. Once the Deliverable has been accepted by the Customer and payment has been settled in accordance with Clause 8, the Deliverable shall become the property of the Customer. For the avoidance of doubt, should any non-conformities be found in earlier stages of the Deliverables or Services but which were not highlighted to the Supplier during the applicable Acceptance Period, such non-conformities shall not be subject to the remedies as set out in Clause d) below.
- c) If:
  - (i) the Customer does not provide any written comments in the initial period described in Clause a) above (except where the Customer's failure or inability to complete the Acceptance Tests during such Acceptance Period is attributable to some act or default of the Supplier);
  - (ii) the Customer commences live running of the whole or part of such deliverable other than in the course of undertaking Acceptance Testing; or
  - (iii) the Deliverable or Services are found to conform with the Statement of Work;then in each case the Service or Deliverable shall be deemed accepted from the date of the notification by the Supplier pursuant to Clause a).
- d) If there are any non-conformities within any Deliverable, which have been highlighted by Customer or the Supplier during the Acceptance Period and whereby the Deliverable has not been accepted by the Customer for this reason and such non-conformity is a directly attributable act or omission on the part of the Supplier (and not subject to a Change Order (as defined in Clause 16 or attributable to the Customer's acts or omissions including inadequate Acceptance Testing) the Supplier shall (without prejudice to the Customer's other rights and remedies) carry out all necessary remedial work without additional charge as part of the next Deliverable which shall accordingly be modified.
- e) If any non-conformity cannot be remedied by the Supplier due to an error, defect or fault which the Supplier is able to demonstrate to the reasonable satisfaction of the Customer to be outside the Supplier's control and which has disabled the Supplier's ability to remedy such non-conformity, then the Supplier reserves the right to, at its discretion:

- (i) provide a substitution that offers equivalent functionality which shall not have a materially detrimental impact on the relevant Deliverable or Service; or
  - (ii) terminate work on that specific Deliverable, in which case the Supplier agrees not to charge the Customer, any amounts paid or payable by Customer to Supplier which specifically relate to the non-conforming Deliverable which cannot be remedied; and
- f) In the event that the Supplier is unable to remedy either any non-conformity under d) above, or any error, default or fault of a specific Deliverable under e) above, and this inability has a materially detrimental effect on the overall functionality of the Deliverables and / or provision of Services under a Statement of Work, the Customer shall have the right to terminate the relevant Statement of Work immediately by written notice to the Supplier and the Supplier shall provide a full refund of all amounts paid by the Customer under the Statement of Work within 10 Business Days.

## 11. DATA PROTECTION

11.1 For the purposes of this Clause 11, the terms controller, processor, data subject, sub-processor, personal data, personal data breach and processing shall have the meaning given to them in the Applicable Data Protection Legislation.

11.2 The Parties agree that, for the purposes of Applicable Data Protection Legislation, the Supplier shall process the Customer Personal Data set out in the applicable Statement of Work as a processor on behalf of the Customer as the controller.

11.3 The Supplier shall promptly notify the Customer in writing of any loss or damage to the Customer Data. In the event of any loss or damage to Customer Data, the Supplier shall use commercially reasonable endeavours to restore the lost or damaged Customer Data from the latest backup of such Customer Data.

11.4 In relation to obligations under Applicable Data Protection Legislation:

- a) both Parties will comply with all applicable requirements of the Applicable Data Protection Legislation; and
- b) the Supplier shall, and shall ensure any sub-processors and all personnel engaged and authorised by the Supplier to process Customer Personal Data shall, at all times comply with all Applicable Data Protection Legislation in connection with the processing of Customer Personal Data and the provision of the Services and shall not by any act or omission cause the Customer (or any other person) to be in breach of any of Applicable Data Protection Legislation;

This Clause 11.4 is in addition to, and does not relieve, remove or replace, a Party's obligations or rights under Applicable Data Protection Legislation.

11.5 Without prejudice to the generality of Clause 11.4, the Customer will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of the Customer Personal Data to the Supplier for the duration and purposes of this Agreement.

11.6 In relation to the Customer Personal Data, Schedule 1 sets out the scope, nature and purpose of processing by the Supplier, the duration of the processing and the types of personal data and

categories of data subject. In the event that the details in Schedule 1 are not accurate, any changes will be identified in the applicable Statement of Work.

11.7 Without prejudice to the generality of Clause 11.4, the Supplier shall, in relation to Customer Personal Data:

a) only process that Customer Personal Data in accordance with Schedule 1, this Agreement and the written instructions of the Customer from time to time except where the Supplier is required by Applicable Laws to otherwise process that Customer Personal Data. Where the Supplier is relying on Applicable Laws as the basis for processing Customer Personal Data, the Supplier shall notify the Customer of this before performing the processing required by the Applicable Laws unless those Applicable Laws prohibit the Supplier from so notifying the Customer on important grounds of public interest. The Supplier shall immediately inform the Customer if, in the opinion of the Supplier, the instructions of the Customer infringe or may infringe Applicable Data Protection Legislation. The Supplier shall retain records of all instructions relating to the Customer Personal Data received from the Customer;

b) ensure that it has in place and maintains, at all times, appropriate technical and organisational measures to protect Customer Personal Data against accidental, unauthorised or unlawful processing, loss, alteration, disclosure, access, destruction of, or damage, appropriate to:

(i) the harm that might result from the accidental, unauthorised or unlawful processing, loss, alteration, disclosure, access, destruction or damage; and

(ii) the nature of the data to be protected,

having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting personal data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to personal data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it);

c) ensure that all personnel engaged and authorised by the Supplier to process Customer Personal Data have committed themselves to confidentiality or are under an appropriate statutory or common law obligation of confidentiality; and

d) provide such information and assistance (including by taking all appropriate technical and organisational measures) as the Customer may require in relation to the fulfilment of the Customer's obligations to respond to requests for exercising a data subjects' rights under Chapter III of the UK GDPR (and any similar obligations under Applicable Data Protection Legislation); and

e) provide such information, co-operation and other assistance to the Customer as the Customer reasonably requires (taking into account the nature of the processing and the information available to the Supplier) to ensure compliance with the Customer's obligations Applicable Data Protection Legislation with respect to i) security of processing, ii) any remedial action and / or breach notifications and or any complaint or request relating to either Party's obligations under

- Applicable Data Protection Legislation, iii) impact assessments and iv) consultations with supervisory authorities or regulators;
- f) at no cost or expense to the Customer:
    - (i) promptly record and refer all requests and communications received from data subjects or any supervisory authority to the Customer which relate (or which may relate) to any Customer Personal Data (and in any event within three days of receipt); and
    - (ii) not respond to any such requests or communications without the Customer's express written approval and strictly in accordance with the Customer's written instructions unless and to the extent required by Applicable Data Protection Legislation.
  - g) notify the Customer without undue delay, and in event within 24 hours, on becoming aware of a breach involving the Customer Personal Data
    - (i) if it (or any of the sub-processors or the Supplier's personnel) suspects or becomes aware of any suspected, actual or threatened occurrence of any personal data breach in respect of any Customer Personal Data; and
    - (ii) provide all information as the Customer requires to report the circumstances referred to in Clause 11.7.g.(i) to a data protection supervisory authority and to notify affected data subjects under Applicable Data Protection Legislation.
  - h) at the written direction of the Customer, delete or return Customer Personal Data and copies thereof to the Customer on termination of a Statement of Work unless required by Applicable Law to continue to process that Customer Personal Data (and, if so, the Supplier shall inform the Customer of any such requirement and shall securely delete such data as soon as it is permitted to do so under Applicable Law). For the purposes of this clause, Customer Personal Data shall be considered deleted where it is put beyond further use by the Supplier; and
  - i) maintain complete and accurate and up to date records and information of all categories of processing activities carried out on behalf of the Customer to demonstrate its compliance with this Clause (D)11 and allow for audits by the Customer or the Customer's designated auditor, such audits to be conducted on reasonable notice (but in any event on giving Supplier not less than seven (7) days' notice, unless the Customer has reasonable grounds for giving shorter notice) and during Normal Business Hours on Business Days.

11.8 The Customer hereby provides its prior, general authorisation for the Supplier to:

- a) appoint processors to process the Customer Personal Data, provided that the Supplier:
  - (i) shall ensure that access to Customer Personal Data is limited to the authorised persons who need access to it to supply the Services;
  - (ii) shall ensure that the terms on which it appoints such processors comply with Applicable Data Protection Legislation, are binding and consistent with the obligations imposed on the Supplier in this Clause (D)11 and are enforceable by the Supplier;
  - (iii) shall promptly provide all relevant details concerning, and a copy of, each agreement with a sub-processor to the Customer on request.

- (iv) shall remain fully liable to the Customer under this Agreement for all acts and omissions of any such processor as if they were the acts and omissions of the Supplier;
  - (v) ensure that all persons authorised by the Supplier or any sub-processor to process Protected Data are reliable and:
    - (A) adequately trained on compliance with this Clause (D)11 as applicable to the processing;
    - (B) informed of the confidential nature of the Customer Personal Data and that they must not disclose Customer Personal Data; and
    - (C) subject to a binding and enforceable written contractual obligation to keep the Customer Personal Data confidential;
  - (vi) shall inform the Customer of any intended changes concerning the addition or replacement of the sub processors, thereby giving the Customer the opportunity to object to such changes;
- b) transfer Customer Personal Data outside of the UK as required for the Purpose, provided that the Supplier shall ensure that all such transfers are effected in accordance with Applicable Data Protection Legislation. For these purposes, the Customer shall promptly comply with any reasonable request of the Supplier, including any request to enter into standard data protection clauses adopted by the EU Commission from time to time (where the EU GDPR applies to the transfer) or adopted by the Commissioner from time to time (where the UK GDPR applies to the transfer).

11.9 The Supplier shall indemnify and keep indemnified the Customer against:

- a) all losses, claims, damages, liabilities, fines, interest, penalties, costs, charges, sanctions, expenses, compensation paid to data subjects (including compensation to protect goodwill and ex gratia payments), demands and legal and other professional costs (calculated on a full indemnity basis and in each case whether or not arising from any investigation by, or imposed by, a Data Protection Supervisory Authority) arising out of or in connection with any breach by the Supplier of its obligations under this Clause (D)11; and
- b) all amounts paid or payable by the Customer to a third party which would not have been paid or payable if the Supplier's breach of this Clause (D)11 had not occurred.

11.10 Both Party's total aggregate liability in contract, tort (including negligence and breach of statutory duty howsoever arising), misrepresentation (whether innocent or negligent), restitution or otherwise, arising in connection with the performance or contemplated performance of this agreement or any collateral contract insofar as it relates to the obligations set out in this Clause (D)11 or Applicable Data Protection Legislation shall be limited to the amount set out in Clause Error! Reference source not found.

11.11 To the extent that the Supplier cannot comply with a change to the Customer's instructions when processing Customer Personal Data without incurring material additional costs:

- a) the Supplier shall: (i) immediately inform the Customer, giving full details of the problem; and (ii) cease all processing of the affected data (other than securely storing those data) until revised instructions are received; and

- b) any changes in the Customer's instructions that affect the pricing structure or commercial relationship between the Parties should go through an appropriate Change Order (as set out in Clause 16).
- 11.12 Nothing in this Agreement affects the rights of data subjects under Applicable Data Protection Legislation (including those in Articles 79 and 82 of the UK GDPR or in any similar Applicable Data Protection Legislation) against the Customer, the Supplier or any sub-processor.
12. INTELLECTUAL PROPERTY RIGHTS
- 12.1 The Customer acknowledges and agrees that unless otherwise expressly set out in a Statement of Work, the Supplier and/or its licensors own all Intellectual Property Rights in its (i) Background Materials; (ii) the Services and Deliverables; and (iii) ideas, concepts, techniques and know-how discovered, created or developed by the Supplier during the performance of the Services that are of general application and that are not based on or derived from the Customer's business or Confidential Information (together the "Supplier Intellectual Property"). Except as expressly stated herein, this Agreement does not grant the Customer any rights to, or in, patents, copyrights, database rights, trade secrets, trade names, trade marks (whether registered or unregistered), or any other rights or licences in respect of the Supplier Intellectual Property or any related documentation. The Supplier grants to the Customer a non-exclusive, irrevocable, worldwide royalty free and non-transferable license to use the Supplier Intellectual Property solely for the purposes of utilising the Services and/or Deliverables for the duration of this Agreement and/or applicable Statement of Work.
- 12.2 The Supplier confirms that it has all the rights in relation to the Supplier Intellectual Property that are necessary to grant all the rights it purports to grant under, and in accordance with, the terms of this Agreement.
- 12.3 The Customer shall pay and indemnify Supplier, from and against all actions, claims, liabilities, demands, proceedings, costs suffered or incurred by Supplier, arising by reason of claims that (1) Supplier's possession of or use of the Customer's Intellectual Property Rights in connection with the provision of the Services infringes the Intellectual Property Rights of a third party; (2) the Customer or any of its customers, modify, alter, replace combine with any other data, code, documents or other software, which alters the Supplier's Intellectual Property and such alterations infringe the Intellectual Property Rights of a third party. This indemnity applies whether or not legal proceedings are instituted and, if such proceedings are instituted, irrespective of the means, manner or nature of any settlement, compromise or determination.
- 12.4 The Supplier shall pay and indemnify Customer, from and against all actions, claims, liabilities, demands, proceedings, costs suffered or incurred by Customer, arising by reason of claims that (1) Customer's possession of or use of the Supplier's Intellectual Property in connection with the provision of the Services infringes the Intellectual Property Rights of a third party; (2) the Supplier, modifies, alters, replaces combines with any other data, code, documents or other software, which alters the Customer's Intellectual Property Rights and such alterations infringe the Intellectual Property Rights of a third party. This indemnity applies whether or not legal proceedings are instituted and, if such proceedings are instituted, irrespective of the means, manner or nature of any settlement, compromise or determination.

- 12.5 If either Party (“Indemnifying Party”) is required to indemnify the other Party (“Indemnified Party”) under this Clause 12, the Indemnified Party shall:
- a) promptly and without undue delay, notify the Indemnifying Party in writing of any IPR Claim against it in respect of which it wishes to rely on the indemnity at Clause 12.3 or Clause 12.4 (as applicable);
  - b) allow the Indemnifying Party, at its own cost, to conduct all negotiations and proceedings and to settle the IPR Claim, always provided that the Indemnifying Party shall obtain the Indemnified Party's prior approval of any settlement terms, such approval not to be unreasonably withheld;
  - c) provide the Indemnifying Party with such reasonable assistance regarding the IPR Claim as is reasonably required by the Indemnifying Party, subject to reimbursement by the Indemnifying Party of the Indemnified Party's costs so incurred; and
  - d) not, without prior consultation with the Indemnifying Party, make any admission relating to the IPR Claim or attempt to settle it, provided that the Indemnifying Party considers and defends any IPR Claim diligently, using competent counsel and in such a way as not to bring the reputation of the Indemnified Party into disrepute.
- 12.6 If an IPR Claim is brought or in the reasonable opinion of the Supplier is likely to be made or brought, Supplier may at its own expense ensure that the Customer is still able to use the Deliverables by either:
- a) modifying any and all of the provisions of the Deliverables without reducing the performance and functionality for any or all of the provision of the Deliverables, so as to avoid the infringement or the alleged infringement, provided that the terms herein shall apply mutatis mutandis to such modified or substituted services and such modified or substituted services shall be acceptable to the Customer, such acceptance not to be unreasonably withheld; or
  - b) procuring a license or permission to use the Deliverables on terms which are acceptable to the Customer, such acceptance not to be unreasonably withheld.
- 12.7 Except to the extent that the Supplier should reasonably have known or advised the Customer the foregoing provisions of Clause 12.6, the Supplier shall have no obligation or liability for any IPR Claim to the extent such IPR Claim arises from:
- a) any use by or on behalf of the Customer of the combination with any item not supplied or recommended by the Supplier where such use of the Deliverables directly gives rise to the claim, demand or action; or
  - b) any modification carried out on behalf of the Customer to any item supplied by the Supplier under this Agreement if such modification is not authorised by the Supplier in writing where such modification directly gives rise to a claim, demands or action.
13. LICENCE OF SOFTWARE
- 13.1 In consideration of the Fee paid by the Customer to the Supplier, receipt of which the Supplier hereby acknowledges, the Supplier grants to the Customer a non-exclusive, revocable, worldwide,

non-transferable licence for the duration of the applicable Statement of Work until terminated to use of the Software.

13.2 In the event that the Customer has purchased a licence to use the Software, the Supplier shall use commercially reasonable endeavors to ensure that the use of such Software shall be maintained and updated to allow the Customer to use the Software in accordance with the applicable Statement of Work.

13.3 In relation to scope of use:

a) for the purposes of Clause 13, use of the Software:

(i) shall be restricted to use of the Software in object code form for the purpose of processing the Customer's data for the normal business purposes of the Customer (which shall not include allowing the use of the Software by, or for the benefit of, any person other than an employee of the Customer); and

(ii) means loading the Software into temporary memory or permanent storage on the relevant computer, provided that installation on a network server for distribution to other computers is not "use" if the Software is licensed under this licence for use on each computer to which the Software is distributed;

b) the Customer may not use the Software other than as specified in Clause 13 and Clause 13.a) without the prior written consent of the Supplier, and the Customer acknowledges that additional fees may be payable on any change of use approved by the Supplier.

13.4 Except as expressly stated in this Clause 13, the Customer has no right (and shall not permit any third party) to copy, adapt, reverse engineer, decompile, disassemble, modify, adapt or make error corrections to the Software in whole or in part except to the extent that any reduction of the Software to human readable form (whether by reverse engineering, decompilation or disassembly) is necessary for the purposes of integrating the operation of the Software with the operation of other software or systems used by the Customer, unless the Supplier is prepared to carry out such action at a reasonable commercial fee or has provided the information necessary to achieve such integration within a reasonable period, and the Customer shall request the Supplier to carry out such action or to provide such information (and shall meet the Supplier's reasonable costs in providing that information) before undertaking any such reduction.

13.5 The Customer may not use any such information provided by the Supplier or obtained by the Customer during any such reduction permitted under Clause 13.4 to create any software whose expression is substantially similar to that of the Software nor use such information in any manner which would be restricted by any copyright subsisting in it.

13.6 The Customer shall not:

a) sub-license, assign or novate the benefit or burden of this licence in whole or in part, unless expressly consented to in writing by the Supplier;

b) allow the Software to become the subject of any charge, lien or encumbrance; and

c) deal in any other manner with any or all of its rights and obligations under this Agreement,

without the prior written consent of the Supplier.

13.7 The Customer shall:

- a) ensure that the Software is installed on designated equipment only;
- b) keep a complete and accurate record of the Customer's copying and disclosure of the Software and its users, and produce such record to the Supplier on request from time to time;
- c) notify the Supplier as soon as it becomes aware of any unauthorised use of the Software by any person;
- d) pay, for broadening the scope of the licences granted under this licence to cover the unauthorised use, an amount equal to the fees which the Supplier would have levied (in accordance with its normal commercial terms then current) had it licensed any such unauthorised use on the date when such use commenced.

13.8 The Customer shall, as reasonably required, permit the Supplier to inspect and have access to any premises (and to the computer equipment located there) at or on which the Software is being kept or used, and have access to any records kept in connection with this licence, for the purposes of ensuring that the Customer is complying with the terms of this licence, provided that the Supplier provides reasonable advance notice to the Customer of such inspections, which shall take place at reasonable times.

14. THIRD PARTY SERVICES

14.1 The Supplier shall procure any Third Party Services required by the Customer for the provision of the Services and as more fully set out in the Statement of Work. Except as expressly set out in the relevant Licence Agreement, the Supplier expressly excludes any warranty to the Customer that the Third Party Services supplied or licensed under this Agreement will operate substantially in accordance with, and perform, the material functions and features as set out in its marketing, sales or other associated documentations. The Customer shall remain liable for any and all payments owed to the Supplier throughout this Agreement and until the end of the respective licence terms for such Third Party Services (the "Licence Fees").

14.2 It is a condition of this Agreement that the Customer shall enter into such direct Licence Agreements issued by the Third Party Supplier where the Customer must directly contract with that Third Party Supplier as so prescribed by the relevant software owners of each Third Party Services identified within this Agreement and/or in the applicable Statement of Work. In the event the Customer does not accept the terms of such Licence Agreements (whether directly contracted with the Supplier or the relevant Third Party Supplier), the Supplier reserves the right to suspend the provision of the Services until such time as the Customer enters into such Licence Agreement.

14.3 The Customer shall indemnify the Supplier against all reasonable liabilities, costs, expenses, damages and losses suffered or incurred by the Supplier in connection with any claim made against the Supplier for actual or alleged breach by the Customer of such Licence Agreements.

14.4 The Customer shall not:

- a) except as may be allowed by any Applicable Law which is incapable of exclusion by agreement between the Parties, and except to the extent expressly permitted under this Agreement, attempt to copy, modify, duplicate, create derivative works from, frame, mirror, republish, download, display, transmit, or distribute all or any portion of the Services (as applicable) in any form or media or by any means; or
  - b) attempt to adapt, make error corrections, reverse compile, disassemble, reverse engineer or otherwise reduce to human-perceivable form all or any part of the Services; or
  - c) access all or any part of the Services in order to build a product or service which competes with all or any part of the Services (including the Software) during the term of this Agreement and for a period of six (6) years thereafter; or
  - d) use the Services to provide services to third parties; or
  - e) license, sell, rent, lease, transfer, assign, distribute, display, disclose, or otherwise commercially exploit, or otherwise make the Services available to any third party except the Authorised Users; or
  - f) attempt to obtain, or assist third parties in obtaining, access to the Services and/or Documentation, other than as provided under this Clause 14.4.
- 14.5 The Customer shall use all reasonable but commercially prudent endeavours to prevent any unauthorised access to, or use of, the Services and, in the event of any such unauthorised access or use, promptly notify the Supplier.
- 14.6 The rights provided under this Clause 14 are granted to the Customer and any subsidiary or holding company of the Customer unless otherwise agreed in a Statement of Work.
- 14.7 The Customer acknowledges that, whilst the Supplier is able to advise the Customer on the compatibility of the Customer's Hardware, and operating software for such Hardware with the Services, the Customer is ultimately responsible for ensuring that the Customer's Hardware, and operating software for such Hardware is compatible with the Services including any Third Party Services and the Supplier gives no warranty in relation thereto unless agreed otherwise in writing between the Parties in the Statement of Work.
- 14.8 The Customer's perpetual licences and licences granted on a subscription basis will continue for the duration of the subscription period(s), subject to the terms of the Agreement.
- 14.9 Termination of the licences will not affect any other Services provided under this Agreement.
- 14.10 The Supplier shall not be liable whatsoever to the Customer following any termination or suspension of the Subscription Services for legal, regulatory or any other reason reasons by any Third Party Supplier, except where such termination or suspension is as a result of any negligent act or omission on the part of the Supplier.
15. EXCLUSIONS, LIMITATIONS OF LIABILITY, WARRANTIES AND INDEMNITIES
- 15.1 The Customer accepts that even where the Services include protection against Cyber-Attack (including reviews of the Customer's cyber security resilience or readiness) or protection of data,

there are circumstances outside of the control of the Supplier where such Services will fail and that this cannot be predicted by the Supplier or prevented through delivery of the Services. The Supplier will, however, make all reasonable efforts to prevent such failures. For the avoidance of doubt, subject to Clause 15.4, the Supplier shall not be liable for any losses incurred as a result of a security or data loss incident unless such losses are as a direct result of any negligent act or omission on the part of the Supplier or caused by the Supplier's failure to adhere to Good Industry Practice in relation to security standards.

15.2 The Customer acknowledges and agrees that, except as expressly provided in this Agreement or unless it is a Service under a relevant Statement of Work, the Customer assumes sole responsibility for:

- a) all problems, conditions, delays, delivery failures (including any of those concerning transfer of data) and all other loss or damage arising from or relating to the Customer's or its agents' or contractors' (including any existing service provider's) network connections, telecommunications links or facilities, including the internet and acknowledges that the Services and the Deliverables may be subject to limitations, delays and other problems inherent in the use of such connections, links or facilities; and
- b) loss or damage arising from or relating to any Relief Event.

15.3 This Clause 15 sets out the entire financial liability of each Party (including any liability for the acts or omissions of its employees, agents and subcontractors) in respect of:

- a) any breach of this Agreement; and
- b) any representation, misrepresentation (whether innocent or negligent), statement or tortious act or omission (including negligence) arising under or in connection with this Agreement.

15.4 Nothing in this Agreement excludes or limits either Party's liability for:

- a) death or personal injury caused by negligence;
- b) fraud or fraudulent misrepresentation;
- c) any other liability which cannot lawfully be excluded or limited.

15.5 Subject to Clause 15.4 above, the Service Level Arrangements state the Customer's full and exclusive right and remedy, and the Supplier's only obligation and liability, in respect of the performance and availability of the Managed Services, or their non-performance and non-availability. Subject to Clause 15.4 above, and except as otherwise set out in this Agreement, each Party's total aggregate liability in contract, tort (including negligence or breach of statutory duty), misrepresentation (whether innocent or negligent), restitution or otherwise, arising in connection with the performance or contemplated performance of this Agreement shall be limited as follows:

- a) £1 million in relation to claims for breach of Clause 17 (Confidentiality);
- b) £1 million in relation to claims for breach of Clause (D)11 (Data Protection);
- c) £1 million in relation to claims for breach of Clause 12 (Intellectual Property Rights);
- d) £1 million in relation to claims under this Agreement relating to a Cyber-Attack; and

- e) in relation to all other claims arising under or in connection with the performance or contemplated performance of this Agreement, one hundred percent (100%) of the price paid for the Services during the twelve (12) months preceding the date on which the claim arose.
- 15.6 Except as expressly and specifically provided in this Agreement neither Party shall have any liability for any losses or damages which may be suffered by the other Party (or any person claiming under or through that Party), whether the same are suffered directly or indirectly or are immediate or consequential, and whether the same arise in contract, tort (including negligence) or otherwise howsoever, which fall within any of the following categories:
- a) special damage even if the other Party was aware of the circumstances in which such special damage could arise;
  - b) loss of profits;
  - c) loss of anticipated savings;
  - d) loss of business opportunity;
  - e) loss of goodwill and reputation; and/or
  - f) loss of use of data that is not personal data as defined under Applicable Data Protection Legislation.
- 15.7 Except as expressly and specifically provided in this Agreement:
- a) the Customer assumes sole responsibility for results obtained from the use of the Managed Services, and for conclusions drawn from such use. The Supplier shall have no liability for any damage caused by errors or omissions in any information, instructions or scripts provided to the Supplier by the Customer in connection with the Managed Services, or any actions taken by the Supplier at the Customer's direction; and
  - b) the Customer assumes sole responsibility for the actions, behaviour and results of human error and risky
  - c) all warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from this Agreement.
- 15.8 Any indemnity set out in this Agreement shall not apply unless the Party claiming indemnification notifies (in writing) the other promptly of any matters in respect of which the indemnity may apply and of which the notifying Party has knowledge and gives the other Party full opportunity to control the response to and the defence of such claim; including without limitation, the right to accept or reject settlement offers and to participate in any litigation provided that in no event shall the indemnitor be liable for any settlement or compromise made without its consent, such consent not to be unreasonably withheld or delayed.
- 15.9 The Supplier shall maintain in force the following insurance policies:
- a) Public Liability Insurance Policy – limit £10 million per claim;
  - b) Professional Indemnity Insurance Policy – limit £5 million per claim; and

- c) Employers Liability Policy – limit £10 million per claim; and
- d) Cyber Liability – limit £5 million per claim.

## 16. CHANGE ORDERS

- 16.1 Either Party may request changes to any Services by submitting a Change Order to the other Party. Any Change Order shall be made in writing and sent to the Customer Representative or Supplier Representative (as appropriate) and shall set out the change in sufficient detail so as to enable the other Party to make a proper assessment of such change.
- 16.2 Where the Parties propose a Change Order the Supplier shall provide a written estimate of the likely time required to implement the change, any necessary variations to the Fees as a result of the change, the likely effect of the change on the Services; and any other impact of the change on the terms of this Agreement. The Customer shall notify the Supplier whether it accepts or reasonably rejects the Change Order within five (5) Business Days of its receipt of the written estimate.
- 16.3 Until such time as a Change Order has been agreed to by the Parties, the Parties shall continue to perform their respective obligations under the Statement of Work without taking into account the Change Order. Once duly agreed by both Parties, the Change Order shall be deemed incorporated into Agreement and Statement of Work and the Supplier shall commence performance of the Change Order accordingly.
- 16.4 Neither Party shall be required to accept any Change Order made by the other Party and shall not be bound by the Change Order unless it has been agreed in writing as set out above.
- 16.5 Unless otherwise agreed in writing, Supplier shall be entitled to charge the Customer at Supplier's then current Rates for investigating, reporting on and, if appropriate, implementing any Change Order requested by the Customer.

## 17. CONFIDENTIALITY

- 17.1 Each Party agrees and undertakes that it will treat all Confidential Information disclosed to it by the other Party in connection with the Services as strictly confidential and shall use it solely for the purpose intended by the Services and shall not, without the prior consent of the other Party, publish or otherwise disclose to any third party any such Confidential Information except for the purposes intended by the relevant Statement of Work.
- 17.2 To the extent necessary to implement the provisions of any Services, each Party may disclose Confidential Information to its Representatives, in each case under the same conditions of confidentiality as set out in Clause 17.
- 17.3 The obligations of confidentiality set out in this Clause 17 shall not apply to any information or matter which: (i) is in the public domain other than as a result of a breach of this Agreement; (ii) was in the possession of the receiving Party prior to the date of receipt from the disclosing Party or was rightfully acquired by the receiving Party from sources other than the disclosing Party; (iii) is required to be disclosed by law, or by a competent court, tribunal, securities exchange or regulatory or

governmental body having jurisdiction over it wherever situated; or (iv) was independently developed by the receiving Party without use of or reference to the Confidential Information.

## 18. TERM AND TERMINATION

18.1 This Agreement shall commence on the Commencement Date and each Statement of Work shall commence on the Services Commencement Date and shall remain in full force for the Initial Term unless otherwise agreed by the Parties in writing or earlier terminated in accordance with the term of this Agreement. Thereafter, this Agreement and each Statement of Work shall continue to automatically renew for a Subsequent Term, unless a Party gives written notice to the other Party, not later than ninety (90) days before the end of the Initial Term or the relevant Subsequent Term, to terminate this Agreement.

18.2 Without prejudice to any rights that the Parties have accrued under this Agreement or any of their respective remedies, obligations or liabilities, a Party may terminate this Agreement with immediate effect by giving written notice to the other Party if:

- a) the Supplier commits a Material Breach of any material term of this Agreement and (if such breach is remediable) fails to remedy that breach within a period of thirty (30) days after being notified to do so;
- b) the other Party breaches any of the terms of Clause (D)11, Clause 17 or Clause 23; or
- c) the other Party suspends, or threatens to suspend, payment of its debts, or is unable to pay its debts as they fall due or admits inability to pay its debts, or is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986.

18.3 If for any reason a contract between a third party and the Supplier relating to the Supplier's right to provide the Third Party Services which is the subject of the Agreement is terminated, then the Agreement shall automatically terminate, save that where the contract relates to other Deliverables other than that Third Party Service, termination of the Agreement shall operate only in so far as it relates to such Third Party Services.

18.4 The Supplier may terminate the Subscription Services immediately on giving written notice to the Customer if the Customer (i) repeatedly fails to timely report use of the Subscription Services to the Supplier in accordance with Clause 13.2Error! Reference source not found. or (ii) repeatedly or obviously reports (or instructs the Supplier to report) incorrect use of the Subscription Services to the Supplier.

18.5 Termination of this Agreement, for any reason, shall not affect the accrued rights, remedies, obligations or liabilities of the Parties existing at termination.

18.6 On termination of this Agreement for any reason:

- a) the Supplier shall immediately cease provision of the Services;
- b) the Customer shall pay any and all invoices and sums due and payable up to and including the date of termination including (1) all remaining amounts owing up to the end of the Term (as applicable); (2) any Licence Fees as set out under Clause 14; and (3) any termination fees that the Supplier incurs from any of its Third Party Suppliers as a consequence of such early

- termination. The Supplier shall use reasonable endeavours to mitigate any loss but the Customer acknowledges and agrees that any Third Party Supplier fees may not be mitigated by the Supplier and the Customer shall not hold the Supplier responsible if it incurs full termination fees;
- c) all licences granted under the Agreement will terminate immediately except for fully-paid, fixed term and perpetual licences;
  - d) for metered Products billed periodically based on usage, the Customer must immediately pay for unpaid usage as of the termination date; and
  - e) each Party shall use reasonable endeavours to return and make no further use of any equipment, property, materials and other items (and all copies of them) belonging to the other Party.
- 18.7 Save as provided in Clause 18 or elsewhere in this Agreement, or by mutual consent and on agreed terms, or due to a Force Majeure Event, neither Party shall be entitled to terminate a Statement of Work. Termination of a Statement of Work shall not by default terminate other Statement of Works nor this Agreement.
- 18.8 Termination of any Statement of Work shall be without prejudice to any other rights which any party may have under any other Statement of Work.
- 18.9 Upon termination of this Agreement or a specific Statement of Work for any reason the Supplier will provide to the Customer and / or to any new supplier selected by the Customer (the "Successor Service Provider") such assistance as reasonably requested by the Customer in order to effect the orderly transition of the applicable Services, in whole or in part, to the Customer or to Successor Service Provider (such assistance shall be known as the "Termination Assistance Services") during any period of notice of termination (the "Termination Assistance Period"). Any services required by the Customer for the transition of Services during the Termination Assistance Period shall be provided by the Supplier at its then current time and materials fee rate for such period of time and upon such terms as shall be mutually agreed. Such Termination Assistance Services may include:
- a) developing a plan for the orderly transition of the terminated Services from the Supplier to the Customer or the Successor Service Provider; and
  - b) such other activities upon which the Parties may agree including any non proprietary documents to enable a Successor Service Provider to continue to provide services.
- 18.10 Upon a termination of the Agreement or a specific Statement of Work (as applicable), the Supplier shall only retain the Customer Data for a maximum period of three (3) months from the date of termination and may delete all such copies of its Customer Data after the three (3) months period has ended.
- 18.11 The provisions of Clauses (D)8, (D)9, (D)11, 12, 13, 14, 17, 18, 19, 21 and 23 shall survive termination of any Statement of Work or this Agreement.

19. C.E.S.G (THE COMMUNICATIONS-ELECTRONICS SECURITY GROUP) A GROUP WITHIN THE GOVERNMENT COMMUNICATIONS HEADQUARTERS DISCLOSURE REQUIREMENTS

19.1 This Clause 19 applies only where Security Testing is to be performed under CHECK Scheme. Where Security Testing is performed under the CHECK Scheme, the Supplier will seek authorisation from CESG prior to commencement of testing. The Customer authorises the Supplier to release, directly to the CESG CHECK Scheme review panel, without any additional consent, approval or permission of the Customer:

- a) any Test Report and related results generated in line with the requirements of the Government Security Classification Policy, including but not necessarily limited to, working papers and other notes, and
- b) any and all additional agreements or other materials necessary to enable the Supplier to comply with the Government Security Classification Policy requirements mandated by CESG under the CHECK Scheme.

20. STAFF TRANSFER AND NON-SOLICITATION

20.1 It is not intended that any staff be transferred from the Supplier to the Customer or from the Customer to the Supplier pursuant to this Agreement or that any 'relevant transfer' occur for the purposes of the Transfer of Undertakings (Protection of Employment) Regulations 2006.

20.2 Neither Party shall solicit the other Party's staff or contractors who have been employed or engaged in the Services or the performance of this Agreement during the lifetime of this Agreement and for a period of nine (9) months thereafter. For the purposes of this Clause 'solicit' means the soliciting of such person with a view to engaging such person as an employee, director, subcontractor or independent contractor.

20.3 In the event that either Party is in breach of Clause 20.2 above then the Party in breach shall pay to the other by way of liquidated damages an amount equal to fifty percent (50%) of the gross annual budgeted fee income (as at the time of the breach or when such person was last in the service of the relevant party) of the person so employed or engaged. This provision shall be without prejudice to either Party's ability to seek injunctive relief.

20.4 The Parties hereby acknowledge and agree that the formula specified in Clause 20.3 above is a reasonable estimate of the loss which would be incurred by the loss of the person so employed or engaged.

21. RELIEF EVENTS

Subject to Clause 15.4, and notwithstanding any other provision of this Agreement, the Supplier shall have no liability for failure to perform the Services or its other obligations under this Agreement if it is prevented, hindered or delayed in doing so as a result of any Relief Event.

Subject to Clause 5.7, and notwithstanding any other provision of this Agreement, the Supplier shall have no liability for failure to prevent a cyber or malicious activity as a result of any previous data exfiltration or breach event, user account compromise or weak password policies and management or the behaviours and actions of any Customer representative.

## 22. FORCE MAJEURE

Neither Party shall be liable to the other Party under this Agreement to the extent that a Party is prevented from, or delayed in, performing its obligations under this Agreement, or from carrying on its business, by acts, events, omissions or accidents beyond its reasonable control except to the extent that the Party claiming Force Majeure could reasonably have avoided such circumstances by fulfilling its obligations in accordance with the terms of this Agreement or otherwise exercising the level of diligence that could reasonably have been expected of it (having exercised Good Industry Practice), including without limitation strikes, computer viruses and malware, pandemics, epidemics, lock-outs or other industrial disputes (excluding any industrial disputes involving the workforce of the Supplier), act of God, natural disasters, war, riot, civil commotion, malicious damage, compliance with any law or regulation, accident, fire, explosion, building collapse, flood, drought, storm, nuclear or chemical or biological contamination or terrorism (each a Force Majeure Event), provided that the affected Party:

- a) notifies the other Party of the Force Majeure Event and its expected duration;
- b) uses reasonable endeavours to mitigate, overcome or minimise the effects of the Force Majeure Event concerned, and
- c) keeps the other Party informed of the status of the Force Majeure Event and its impact on the performance of the Agreement

and that if the period of delay or non-performance continues for four (4) weeks or more, the Party not affected may terminate this Agreement by giving fourteen (14) days' written notice to the other Party.

## 23. ANTI-BRIBERY AND MODERN SLAVERY

### 23.1 The Supplier shall:

- a) comply with all Applicable Law relating to anti-bribery and anti-corruption, including the Bribery Act 2010 ("Relevant Requirements"); and
- b) promptly report to the Customer any request or demand for any undue financial or other advantage of any kind received by the Supplier in connection with the performance of this Agreement.

23.2 The Supplier shall procure that any person associated with the Supplier, who is performing services in connection with this Agreement, adheres to terms equivalent to those imposed on the Supplier in this Clause 23 ("Relevant Terms"). The Supplier shall be responsible for the observance and performance by such persons of the Relevant Terms, and shall be directly liable to the Customer for any breach by such persons of any of the Relevant Terms.

23.3 For the purpose of this Clause 23, the meaning of adequate procedures and foreign public official and whether a person is associated with another person shall be determined in accordance with section 7(2) of the Bribery Act 2010 (and any guidance issued under section 9 of that Act), section 6(5) and (6) of that Act and section 8 of that Act respectively. For the purposes of this Clause 23a person associated with the Supplier includes any subcontractor of the Supplier.

23.4 In performing its obligations under the Agreement, the Supplier shall:

- a) comply with all applicable anti-slavery and human trafficking laws, statutes, regulations from time to time in force the Modern Slavery Act 2015; and
- b) not engage in any activity, practice or conduct that would constitute an offence under sections 1, 2 or 4, of the modern slavery act 2015 if such activity, practice or conduct were carried out in the UK.

#### 24. WAIVER

No failure or delay by a Party to exercise any right or remedy provided under this Agreement or by law shall constitute a waiver of that or any other right or remedy, nor shall it preclude or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy.

#### 25. SEVERANCE

25.1 If any court or competent authority finds that any provision of this Agreement (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this Agreement shall not be affected.

25.2 If any invalid, unenforceable or illegal provision of this Agreement would be valid, enforceable and legal if some part of it were deleted, the Parties shall negotiate in good faith to amend such provision such that, as amended, it is legal, valid and enforceable, and, to the greatest extent possible, achieves the Parties' original commercial intention.

#### 26. ENTIRE AGREEMENT AND AMENDMENT

26.1 This Agreement and its references to further documentation, the Licence Agreements, the Statement of Works, the Variations and the Customer Agreement constitutes the entire Agreement between the Parties and supersedes all previous discussions, correspondence, negotiations, arrangements, understandings and agreements between them relating to its subject matter.

26.2 Each Party acknowledges that in entering into this Agreement it does not rely on, and shall have no remedies in respect of, any representation or warranty (whether made innocently or negligently) that is not set out in this Agreement.

26.3 Each Party agrees that its only liability in respect of those representations and warranties that are set out in this Agreement (whether made innocently or negligently) shall be for breach of contract.

26.4 No alteration to or variation of this Agreement shall take effect unless and until the same is in writing and signed on behalf of each of the Parties by a duly authorised representative.

#### 27. ASSIGNMENT

Neither Party shall, without the prior written consent of the other Party (such consent not to be unreasonably withheld or delayed) assign or, transfer or charge or deal in any other manner with either the benefit or the burden of this Agreement or any of its rights or obligations under it, or purport to do any of the same, nor sub-contract any or all of its obligations under this Agreement.

## 28. NO PARTNERSHIP OR AGENCY

Nothing in this Agreement is intended to, or shall be deemed to, establish any partnership or joint venture between any of the Parties, constitute any Party the agent of another Party, nor authorise any Party to make or enter into any commitments for or on behalf of any other Party.

## 29. THIRD-PARTY RIGHTS

This Agreement is made for the benefit of the Parties, to it and (where applicable) their successors and permitted assigns, and Microsoft (in respect of enforcing the terms of the Customer Agreement) and is not intended to benefit or be enforceable by anyone else.

## 30. NOTICES

30.1 Any notice or other communication required to be given to a Party under or in connection with this Agreement shall be in writing and served on the other Party at its registered office (if a company) or (in any other case) its principal place of business either by:

- a) hand, on signature of a delivery receipt,
- b) registered post with proof of receipt, postage prepaid – effective at 9.00 am on the second Business after posting, or at the time recorded by the delivery service
- c) commercial courier – effective on the date and at the time that the courier's delivery receipt is signed, or
- d) email – effective on receipt of a read return mail from the correct address or within 24 hours from delivery if no notice of delivery failure is received or, where the recipient has acknowledged receipt, notice will be effective from the time of acknowledgement (for the purposes of this section an automatically generated receipt confirmation does not qualify as acknowledgement of receipt).

30.2 This Clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

## 31. DISPUTE RESOLUTION

31.1 If a dispute arises under this Agreement (“Dispute”), including any Dispute arising out of any amount due to a Party hereto, then before bringing any suit, action or proceeding in connection with such Dispute, a Party must first give written notice of the Dispute to the other Party describing the Dispute and requesting that it is resolved under this dispute resolution process (“Dispute Notice”).

31.2 If the Parties are unable to resolve the Dispute within thirty (30) calendar days of delivery of the Dispute Notice, then each Party will promptly (but no later than five (5) Business Days thereafter):

- a) appoint a designated representative who has sufficient authority to settle the Dispute and who is at a higher management level than the person with direct responsibility for the administration of this Agreement (“Designated Representative”); and
- b) notify the other Party in writing of the name and contact information of such Designated Representative.

31.3 The Designated Representatives will then meet as often as they deem necessary in their reasonable judgment to discuss the Dispute and negotiate in good faith to resolve the Dispute. The Designated Representatives will mutually determine the format for such discussions and negotiations, provided that all reasonable requests for relevant information relating to the Dispute made by one Party to the other Party will be honoured.

31.4 If the Parties are unable to resolve the Dispute within thirty (30) calendar days after the appointment of both Designated Representatives, then either Party may proceed with any other available remedy.

## 32. MARKETING

Both Parties agree to reasonably cooperate in connection with the creation of mutually beneficial marketing communications, provided that in no event shall either Party use the name, trademarks or other proprietary identifying symbols of the other Party without such Party's prior written consent, which consent shall not be unreasonably withheld or delayed.

## 33. GOVERNING LAW AND JURISDICTION

33.1 This Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be exclusively governed by and construed in accordance with the law of England and Wales.

33.2 The Parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Agreement or its subject matter or formation (including non-contractual disputes or claims).

SCHEDULE 1

DATA PROTECTION SCHEDULE

Data subjects:	<p>Customer personnel</p> <p>Customer’s clients</p> <p>Customer third parties</p> <p>Business contacts in general</p>
Types of personal data:	<p>Name</p> <p>Job title</p> <p>Email address</p> <p>Phone number</p> <p>Business/home address</p> <p>Date of birth</p> <p>Place of birth</p> <p>Any other personal data provided by Customer to the Supplier</p>
Purpose of processing:	<p>In the case of data subjects other than staff: for the purpose of providing IT services and support to Customer’s business.</p> <p>In the case of staff: for the purpose of providing IT services and support for Customer’s employment and HR matters.</p>
Nature of processing:	As set out in the body of the Agreement.
Approved Sub-Processors:	
Approved international transfers:	
Additional instructions:	