

Software Licence

NOTICE TO ALL USERS.

Please read through the terms of the Licence granted to you by Idox. Idox is defined as the relevant legal entity and wholly owned subsidiary of Idox plc as set out in the Statement of Work, Purchase Order, Proposal, price quote or acknowledgement issued by Idox. These documents form Idox's agreement with you for the use of the software ("Software") as more particularly described in your order. If you do not agree to all of the terms contained herein please do not install the Software.

By installing the Software, or procuring the Software to be installed, you, the Licensee, (as defined in your order) consent to be bound by, and become a party to, this Licence.

1. LICENCE AND TERM

1.1 Subject to payment of the applicable licence fees (as set out in your order), and subject to the terms of this Licence, Idox hereby grants to the Licensee a non-exclusive, non-transferable licence to use the Software and the user manuals relating to the use of the Software (hereinafter defined as the "Documentation") for the number of users (as set out in your order) for the period specified in your order. Where no designated user basis is specified in your order, the designated user basis shall be a named user basis. Where no period is specified in your order, the Software licence shall be granted for in perpetuity (subject always to Idox's right to terminate as contained in clause 3).

2. LICENCE COMPLIANCE AND AUDIT

- 2.1 Licensee shall use its reasonable endeavours to ensure that it does not exceed the maximum number of seats, users, or copies licensed as specified in your order. Idox reserves the right to include any appropriate application or function within the Software to restrict the Licensee's use of the Software in accordance with the terms of your order. In the event that any Software applications are deployed by the Licensee within a shared or remote environment, then access to each individual software application must be controlled and limited by the Licensee to ensure that the software is only used by appropriately licensed users.
- 2.2 Idox reserves the right to annually audit the Licensee's deployment and the use of Software for compliance with the terms of this Clause 2. Idox will provide a licence audit utility to the Licensee thirty (30) days after the anniversary date of your order to enable the Licensee to self-audit deployed licences. Results of the self-audit are to be submitted by the Licensee to Idox by the Licensee within thirty (30) days of receipt of licence audit utility to enable Idox to verify compliance with the number of licences contained in your order.
- 2.3 In the case of the self-audit results identifying a licensing shortfall the Licensee will remedy any discrepancies and or raise purchase order(s) at the agreed prices for the balance of licences to restore compliance with this Clause 2 within thirty (30) days of notification to the Licensee by Idox of the discrepancy.
- 2.4 If audit results are not returned to Idox within (30) days from receipt of the completed licence audit utility form, or Idox reasonably believes that the form as returned does not accurately report the current usage, then Idox reserves the right to conduct an audit on the Licensee's premises at a mutually agreeable time during the Licensee's normal business hours. Any costs associated with such an audit will be charged by Idox to the Licensee. If, following completion of the audit, the Licensee is in breach of the number of licenses contained in your order, the Licensee shall be invoiced for the additional licences (at the rate charged in your order) together with a compensation fee of 20% of the total in your original order.

3. SOFTWARE USE AND LICENSEE OBLIGATIONS

- 3.1 The Software and Documentation may only be used by:
 - 3.1.1 the Licensee, its employees and sub-contractors for data inputting and reporting for the internal business purposes of the Licensee (such sub-contractors being persons acting on behalf of the Licensee either under (i) an outsourcing or facilities management



- arrangement on terms requiring the sub-contractor to comply with these terms and conditions and notified to Idox in advance of any such arrangement; or (ii) a consultancy agreement on terms requiring the sub-contractor to comply with these terms and conditions); and
- 3.1.2 by the Licensee and its employees for configuration purposes in the normal course of the business of the Licensee; and
- 3.1.3 consumers of the Licensee who would reasonably need access to the Software and/or Documentation for the business purpose of the Software stated in your order to be fulfilled
- 3.2 Except as specified in your order, the Software shall be used only for the Licensee's own data processing by its employees, contract staff and affiliates carrying out work on its behalf and shall not be used to provide a data processing service to any third party whether by way of trade or otherwise.
- 3.3 Licensee shall not modify, amend or alter the Software in any way without the prior written consent of Idox.
- 3.4 Licensee shall be liable for any breach of the licence of the Software by any of Licensee's contract staff or sub-contractors and will indemnify and hold harmless Idox against all liability, loss, damages, reasonable costs and expenses incurred or suffered by Idox as a result of any such breach.
- 3.5 Licensee shall follow all reasonable instructions given by Idox from time to time with regard to the use of the Software. Licensee shall permit Idox, at all reasonable times and at Idox's own expense (except in the circumstances of Clause 2.5 above), to verify that the use of the Software is within the terms of this licence.
- 3.6 The Licensee may not use the Software on more than one live server environment (except where necessary for the purposes of disaster recovery) unless otherwise agreed in writing with Idox. If the location of the live server environment is changed at any time, the Licensee must notify Idox in advance. The Software licences may be transferred (for no additional licence fee) at any time into a hosted environment. Any software licences provided specifically for test and development environments of the Licensee may not be used in a live environment.
- 3.7 Except as expressly authorised herein, the Licensee shall not cause or permit any use or disclosure of any Software performance benchmark results or other tests carried out on the Software to any third party without Idox's prior written consent and where applicable any Third Party Software (as specified on your order) owner.
- 3.8 The Licensee will not use the Software in violation or contravention of any applicable legislation.
- 3.9 The Licensee shall be entitled to make such copies of the Software in machine readable form as are reasonable for back-up purposes or disaster recovery purposes only. Subject to the provisions of this Clause 3, the Licensee may not use, copy, modify, amend, alter or transfer the Software or any copy, adaptation, transcription or merged portion thereof. Save as expressly permitted by law, the Licensee may not reverse engineer, decompile or disassemble the Software.

4. INTELLECTUAL PROPERTY RIGHTS

4.1 Idox (or its licensors) retains all right, title and interest in the Software and Documentation and any copies thereof. Title to the Software media, responsibility for shipment and risk of loss shall remain with Idox until delivery of the media to Licensee at the address specified by Licensee in your order. Except as otherwise expressly granted, no licence, right or interest in any Idox trademark, copyright, trade name, service mark or in any intellectual property or industrial property of Idox is granted hereunder.



- 4.2 Licensee shall be entitled to make such copies of the Software in machine readable form as are reasonable (at Idoxs sole discretion) for non-productive back-up purposes or disaster recovery purposes only and shall only use the Software for internal purposes and not for service bureau work, or time share arrangements unless authorised in writing by Idox.
- 4.3 Licensee shall affix, to each full or partial copy of the Software or Documentation made by Licensee, all copyright and proprietary information notices as were affixed to the original, together with such other notices as Idox may request from time to time.
- 4.4 Each party acknowledges that any breach of its obligations with respect to the proprietary rights of the other party may cause such other party irreparable injury for which there may be inadequate remedies at law and that such other party will be entitled to equitable relief, in addition to all other remedies available to it.

5. TERMINATION

- 5.1 This Licence shall be terminated forthwith if the Licensee;
 - 5.1.1 is in material breach of the terms of the Agreement and, in the event of a breach capable of being remedied, fails to remedy the breach within thirty (30) calendar days of receipt of notice thereof in writing;
 - 5.1.2 fails to pay any amount due to Idox within ninety (90) calendar days of the date of the invoice;
 - 5.1.3 has a proposal made for its voluntary arrangement within Part 1 of the Insolvency Act 1986 or a proposal for any other composition scheme or arrangement with (or assignment for the benefit of) of its creditors;
 - 5.1.4 is unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986;
 - 5.1.5 has a trustee, receiver, administrative receiver or similar officer appointed in respect of all or any part of the business or assets of its organisation;
 - 5.1.6 has a petition is presented (and not discharged within 30 days) or a meeting is convened for the purpose of considering a resolution, or other steps are taken for its winding up, or for the making of an administration order (otherwise than for the purpose of an amalgamation or reconstruction);
 - 5.1.7 ceases to carry on business as a going concern;
 - 5.1.8 ceases to be in a position to fulfil its obligations set out herein;
 - 5.1.9 suffers any event in a foreign jurisdiction analogous to or comparable with any of the foregoing.
- 5.2 Within seven (7) calendar days following the date of termination or expiry of this Software Licence, the Licensee shall at the sole option of Idox return or destroy all copies, forms and parts of the Software and Documentation shall certify to Idox in writing that this has been done.

6. FEES AND PAYMENT TERMS

- 6.1 Licensee shall pay Idox the fees specified in your order for the Software.
- 6.2 All fees shall be due and payable within thirty (30) days of the date of invoice. Licensee is responsible for all taxes concerning the Software, excluding taxes based on Idox income. Overdue payments shall bear interest at the lesser of twelve per cent (12%) per annum or the maximum rate allowed under applicable law.

7. PATENT AND COPYRIGHT INDEMNITY

7.1 Idox shall defend and indemnify the Licensee for all costs arising from a claim that Software furnished and used within the scope of this Agreement infringes a third party copyright or patent provided that (i) Licensee notifies Idox in writing within 30 days of the claim, and (ii) Idox has (at



its option) sole control of the defence and all related settlement negotiations, and (iii) Licensee provides Idox with the assistance, information, and authority necessary to perform the above.

- 7.2 Idox shall have no liability for any claim of infringement based on: (i) use of a superseded or modified release of the Software, except for such alteration(s) or modification(s) which have been made by Idox or under Idox's direction, if such infringement would have been avoided by the use of a current unaltered release of the Software; or (ii) the combination, operation, or use of any Software furnished under this Agreement with programs or data not furnished by Idox if such infringement would have been avoided by the use of the Software without such programs or data; or (iii) where a claim of infringement relates to Software specified by Licensee.
- 7.3 Subject to clause 7.1, in the event the Software is held by a court of competent jurisdiction or believed by Idox to infringe any third party rights, or Licensee's use of the Software is enjoined, Idox shall have the option, at its expense, to: (a) modify the Software to be non-infringing); or (b) obtain for Licensee a license to continue using the Software, or (c) substitute the Software with other software reasonably suitable to Licensee or (d) if none of the foregoing remedies are commercially feasible, terminate the license for the infringing Software and refund the license fees paid for that Software under this license in the six months prior to the date of first intimation of any claim to Idox or the Licensee, whichever is the earlier.

8. WARRANTY

- 8.1 Idox undertakes that, provided that the Software is operated in accordance with the instructions given by Idox, including but not limited to Licensee using hardware agreed by Idox as appropriate, the Software will perform in accordance with Idox's published specification and the Documentation existing at the date of delivery. Idox does not guarantee that the Software will be error-free.
- 8.2 Save for the warranties given in sub-clause 8.1 above, the Software is provided "as is" and any and all other representations, warranties and undertakings, whether express or implied are hereby excluded to the furthest extent permitted by applicable law.
- 8.3 Notwithstanding the fact that Idox has used an up to date virus software package, the Licensee is solely responsible for virus scanning the Software.
- 8.4 The warranties in sub-clause 8.1 shall not apply to Software that has been modified by Licensee or any party other than Idox, or to Software that has been improperly installed or used in a manner other than as authorized under this Agreement. Idox does not warrant that the Software will meet Licensee's requirements, or that the Software will operate in the combinations which Licensee may select for use, or that the operation of the Software will be uninterrupted or error-free, or that all Software errors will be corrected. Any claim submitted under this Clause 8 must be submitted in writing to Idox within the specified warranty period.
- 8.5 Except as set forth in this Licensee Idox's sole and exclusive obligation for warranty claims shall be to make the Software operate as warranted or to terminate the license for such Software and return the applicable license fees paid to Idox.

9. LIMITATION OF LIABILITY

- 9.1 IDOX'S LIABILITY FOR DEATH OR PERSONAL INJURY RESULTING FROM ITS NEGLIGENCE OR THAT OF ITS SERVANTS OR AGENTS IS NOT EXCLUDED OR LIMITED.
- 9.2 SUBJECT TO CLAUSES 9.1 AND 9.3, IDOX'S LIABILITY UNDER OR IN CONNECTION WITH THIS AGREEMENT (WHETHER FOR NEGLIGENCE, BREACH OF CONTRACT OR OTHERWISE) SHALL BE LIMITED AS FOLLOWS:
 - 9.2.1 FOR PHYSICAL DAMAGE TO PHYSICAL PROPERTY (NOT INCLUDING THE SOFTWARE) CAUSED BY THE NEGLIGENCE OF IDOX OR ITS SERVANTS OR AGENTS, TO THE SUM OF £100,000; AND



- 9.2.2 FOR ALL OTHER LOSS OR DAMAGE, TO AN AMOUNT EQUAL TO THE AMOUNT PAID OR PAYABLE BY LICENSEE UNDER THE TERMS OF THIS AGREEMENT FOR THE SOFTWARE OR SERVICES AS TO WHICH THE CLAIM AROSE.
- 9.3 SUBJECT TO CLAUSE 9.1, NEITHER IDOX NOR ITS LICENSORS SHALL BE LIABLE FOR ANY INDIRECT, SPECIAL OR CONSEQUENTIAL LOSS OR DAMAGE (HOWEVER ARISING) INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, LOSS OF SALES, LOSS OF TURNOVER, LOSS OF BARGAIN, LOSS OF OPPORTUNITY.

10. CONFIDENTIALITY

- 10.1 Each party agrees that it will not without the prior written agreement of the other party
 - 10.1.1 permit a third party to duplicate or use any Confidential Information
 - 10.1.2 disclose any Confidential Information to any third party save where expressly authorised by this Framework Agreement unless at the time of disclosure such information is within the public domain.
- 10.2 For the purposes of this Agreement, "Confidential Information" means (without limitation) any information whether oral, written or on electronic or optical media relating to this Agreement (although not its existence), the business and affairs of the parties and their respective clients, and as it relates to the Supplier, the Software, Third Party Software, algorithms, software architectures and programming interfaces, protocols, designs and documentation (including, in particular, screen designs) and other materials delivered by the Supplier to the Customer pursuant hereto and in respect of both parties and technical and commercial data, customer account details, marketing and business plans, client lists, prices and pricing information, commercial agreements between the parties and between either party and a third party, information on communications, hardware and integration, data, drawings, diagrams, trade secrets, know-how, , all proprietary information and other intellectual property or rights thereto belonging to either party or held by either party under a duty of care to a third party to treat such information as confidential and any other information specifically identified by either party as confidential.
- 10.3 Notwithstanding the clause 10.2, the receiving party shall be entitled to make any disclosure required by law or other regulatory authority.

11. DEVELOPMENTS

11.1 If the Licensee elects to purchase consulting or software services, any ideas, know-how, or techniques that may be developed by Idox as a result of such consulting services, including but not limited to any enhancements or modifications made to the Software or Documentation (collectively, "Developments") shall be the property of Idox unless otherwise stated in your order. Idox may in its sole discretion develop, use, market, and license any software or data processing material that is similar or related to that which was developed by Idox for Licensee. Idox shall not be required to disclose information concerning any Developments that Idox deems to be proprietary and confidential.