



# **IQVIA G-Cloud 12 Terms and Conditions**



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# IQVIA G-CLOUD 12 - TERMS AND CONDITIONS

This document ("The Agreement ") contains the terms and conditions that govern access to and use of the services (as defined below) and is an agreement between IQVIA and the "Client". This agreement takes effect when the Client places an order for the services in accordance with the G-Cloud 12 processes and the Client represents to IQVIA that the Client is lawfully able to enter into contracts.

## 1. Use of the Services

### 1.1 Generally

The Client may access and use the services in accordance with this agreement. Service level agreements may apply to certain services. The Client will adhere to all IQVIA G-Cloud rules, and regulations applicable to the services, including the service terms, the acceptable use policy and the other policies.

### 1.2 Service Set Up

The Client and IQVIA shall work together so as to allow IQVIA to perform the Set Up Services. If IQVIA is delayed or precluded from starting or continuing to work due to the non-availability the Clients personnel, facilities and/or services or any specific facilities agreed with the client, IQVIA reserves the right to charge for any period of delay.

### 1.3 Service Termination

Unless otherwise indicated in this Agreement, the initial term shall be for one (1) year commencing on the date of entry into force of this Agreement. This Agreement shall renew automatically, even in the absence of orders, for subsequent twelve (12) month periods up to the maximum allowed by G-Cloud, unless notice of termination is given in writing by registered letter to the other party in accordance with paragraph CO-9.2.1 of the G-Cloud Framework Agreement and Call-Off Contract.

### 1.4 Service Support

The IQVIA support desk is available via telephone or email see Schedule A.

## 2. Changes

### 2.1 Changes to the Services

We may change any of the services (including the services as a whole) or change or remove features or functionality of the services from time to time. We will notify the Client of any material change prior to implementation of said change.

### 2.2 Changes to the Service Level Agreements

We may change, discontinue or add service level agreements from time to time.

### 3. Security and Data Privacy

#### 3.1 IQVIA G-Cloud Security

We will implement reasonable and appropriate measures designed to secure IQVIA content and where appropriate help the client secure any client content against accidental or unlawful loss, access or disclosure.

#### 3.2 Confidentiality

IQVIA agrees not to communicate or provide to any third party, any confidential information provided by Client unless otherwise mandated by judicial or regulatory requirements. This sub-paragraph does not apply to any information which:

- a. is in IQVIA possession prior to the date of this Agreement and not already covered by a confidentiality obligation; or
- b. is without obligation of confidentiality prior to its disclosure; or
- c. came to be in the public domain without breach by IQVIA of its obligations under this Agreement.

Client acknowledges and agrees that Services are confidential to IQVIA. Client shall not disclose or provide to any third party the whole or any part of the Services or other confidential information of IQVIA, except as expressly provided under this Agreement or otherwise as expressly permitted by IQVIA in writing. Client agrees to treat the Services as confidential, using at least the same degree of care as it uses to protect its own confidential information, but in any event not less than a reasonable degree of care.

The parties' respective confidentiality obligation described here above shall continue for a period of five (5) years following expiration or termination of this Agreement.

#### 3.3 Data Protection

In this clause, the terms "Personal Data", "Controller", "Processor", "Processing" and "Data Subject" are as defined by the UK Data Protection Act 1998 and GDPR.

By entering into this Agreement, Client agrees that any Personal Data relating to Client's employees, consultants and agents provided to IQVIA in connection with this Agreement may be processed by IQVIA for the following purposes:

- a. administration and provision of the Information Services, including support, maintenance and billing of the Information Services;
- b. identify and inform Client, whether by mail, telephone, facsimile, electronic mail, or by other means of communication, of additional IQVIA products and services, which may be of interest to Client.

Client shall obtain any necessary consent from its employees, consultants and agents to the processing of their Personal Data as outlined above. If Client, its employees, consultants or agents do not wish to receive marketing communications from IQVIA or that their Personal Data be transferred to other IQVIA Group Companies for marketing purposes, they should notify IQVIA, 210 Pentonville Road, London N1 9JY, UK, or e-mail [nhssolutions@iqvia.com](mailto:nhssolutions@iqvia.com). Client's employees, consultants, and agents have a right to access and correct their Personal Data processed pursuant to this Agreement.

### **3.4 Non – Solicitation**

Client undertakes that Client will not and that it will procure that none of its Affiliates will, for a period of one year from the date of completion of IQVIA engagement pursuant to this Agreement, either on its own account or on behalf of any person, firm or company, solicit or endeavour to entice away any person who during the Engagement come into contact with Client in relation to carrying out the Information Services provided for herein, whether or not such person would commit a breach of contract by reason of leaving IQVIA and whether or not such person is still employed by IQVIA.

Client undertakes to take all steps necessary to ensure that no breach of this clause 3.4 arises as a result of any action by any of Client's Affiliates or any employee or agent of Client or of any such Affiliate. Client agrees that the restriction contained in this clause 3.4 is reasonable and necessary for the protection of IQVIA legitimate interest.

## **4. Fees and Payment**

### **4.1 Service Fees**

Unless the Client has agreed other terms IQVIA will charge Client the full amount for the whole term of the contract as soon as this agreement is in force.

Client shall pay each invoice within thirty (30) days of the date of each invoice. Where different services are involved, in no event shall Client deduct or off-set any amount(s) against any amount(s) owed to IQVIA without IQVIA's prior written consent.

If Client fails to pay Fees when due, IQVIA may charge in addition to the invoiced amount, interest at a rate equal to the discount rate charged by the central bank of the billing currency plus 5% (five percent) per annum on the unpaid balance beginning thirty-five (35) days from the date of the invoice until such amounts are paid.

### **4.2 Taxes**

In addition to the Fees, Client shall have the exclusive responsibility for and agrees to pay all applicable governmental sales, use, added value, or other similar taxes, duties, fees, levies or other governmental charges now in force or enacted in the future, except for taxes based on IQVIA's income.

### **4.3 Acceptance**

If IQVIA has elected to provide Services prior to the formal signature of this Agreement, acceptance of delivery of the Service by Client shall constitute acceptance of this Agreement without any additional signature of this Agreement being necessary to prove such acceptance.

## **5. Temporary Suspension**

### **5.1 Generally**

IQVIA may suspend the Client's or any end user's right to access the service immediately upon notice to the Client if we determine:

- a. The Client or an end user's use of or registration for the services

- (i) Poses a security risk to the services or any third party,
- (ii) May adversely impact the services or the systems or content of any other IQVIA Cloud customer,
- (iii) May subject IQVIA, our affiliates, or any third party to liability,
- (iv) May be fraudulent;
- b. The Client is, or any end user is, in breach of this agreement, including where the Client is delinquent on the Client payment obligations for more than 15 days; or
- c. The Client has ceased to operate in the ordinary course, made an assignment for the benefit of creditors or similar disposition of the Client's assets, or become the subject of any bankruptcy, reorganisation, liquidation, dissolution or similar proceeding.

## 5.2 Effect of Suspension

If IQVIA suspends the Client's right to access the service:

- a. The Client remains responsible for all fees and charges the Client may have incurred through to the date of suspension;
- b. The Client remains responsible for any applicable fees and charges for any services to which the Client continues to have access;
- c. The Client will not be entitled to any service credits under the service level agreements for any period of suspension; and IQVIA's right to suspend the Client or any end user's right to access or use the service is in addition to our right to terminate this agreement.

## 6. Rights

### 6.1 Adequate Rights

IQVIA represents and warrants to the Client that:

- a. Its services will conform to the standards generally observed in the industry for similar services and will be provided with reasonable skill and care
- b. So far as IQVIA is aware, the use or possession of the Client's content by the Client, so far as they do not comprise material originating from the Client, its employees, agents or contractors, will not subject the Client to any claim for infringement of any proprietary rights of any third party;
- c. The service will be provided in a timely and professional manner and IQVIA shall use its reasonable endeavours to provide the same in accordance with the time schedules reasonably stipulated by the Client.

### 6.2 Service Rights

IQVIA hereby grants to Client a non-exclusive and non-transferable licence to use the Services selected by Client and provided by IQVIA (and exclusively at the site(s) authorised in this Agreement). For each copy of the Services ordered by Client from IQVIA, the licence will permit the following:

- a. use of Services for Client's own direct benefit and use. Reasonable quantities of the information or data may be copied or transferred by Client for Client's internal use in connection with the use of the Information Services (any information or data copied by Client or used in the creation of derivative works shall include any copyright and proprietary notices provided by IQVIA with such information or data remaining subject to these Terms and Conditions);

- b. use of the documentation in support of Client's use of the Services. Reasonable quantities of the documentation may be used by Client in developing materials for Client's internal use in connection with the use of the Information Services.

Where applicable, should the Client receive any update of software, Client shall destroy all prior original copies of, and all backup copies of such originals. This obligation does not apply where Client receives a mere add-on. IQVIA does not grant, and Client does not receive, any title or other interest in any Services, except for those rights explicitly granted within this Agreement.

In the event Client provides IQVIA with feedback or suggestions in respect of the Information Services, Client agrees that IQVIA shall retain sole and exclusive ownership in said Information Services, as currently existing or modified over time, unless otherwise agreed in writing by IQVIA in advance.

### **6.3 Restrictions and Intellectual Property Rights**

Each Party shall be and remain the owner of all inventions, intellectual property rights, know-how, formulae, designs, trade secrets, data, databases, samples, software, methodologies and any ideas which are owned or controlled by that Party and which are not generated in respect of the Proposal attached hereto.

If the services contain any consultancy services, these will contemplate issuance by IQVIA to the Client of one or more deliverables or reports ("Reports"). Subject to the Client having complied in full of its obligations set out herein, such Report will become the sole and exclusive property of Client, with the exception of any IQVIA Data or software, which is deemed to be and remain the sole and exclusive property of IQVIA. IQVIA hereby grants to Client a non-transferable licence to the IQVIA Data contained in such Reports for its direct benefit and use. Any publication or provision of the Reports to third parties shall subject to IQVIA's prior written consent.

"IQVIA Data" shall mean any and all data, databases, data models, software, methodologies, know-how, ideas, concepts and discoveries and other materials compiled, obtained and/or generated by IQVIA in performance of the Services and preparation of the Reports. IQVIA Data shall remain the sole and exclusive property of IQVIA.

"Client Data" shall mean data (other than IQVIA Data) collected by IQVIA expressly on behalf of, or for the sole use of, the Client in the performance of the Services and analyses, compilations, conclusions and/or recommendations made by IQVIA to the Client with respect to the Client Data. Client Data shall be the sole and exclusive property of Client.

The Client may not:

- a. assign or transfer, in whole or in part, this Agreement or the Information Services to any other legal or natural person or for any use at a site other than the site(s) authorised in this Agreement;
- b. allow the use of a copy of the software, login details or computerised Information by more than one user unless the Client has purchased a multiple user licence, where applicable. Each user must be an employee of Client unless IQVIA agrees otherwise in writing;



- c. reverse engineer, decompile, or disassemble the Information Services, or attempt to do so, unless authorised in writing by IQVIA;
- d. make the Information Services available outside the licenced site;
- e. sub-contract, sub-license, distribute, disclose or transfer the Information Service, in whole or in part, to any third party, without the express written consent of IQVIA or the signature by Client of the IQVIA Third Party Access Agreement, where applicable. Any attempt to assign, transfer, sub-contract or sub-license by Client without such consent shall be void;
- f. use the Information Services after any termination by IQVIA of any licence granted under this Agreement, due to a non-compliance of Client with these STCs; or
- g. disclose any Information Services to any third party without IQVIA's prior written consent. Subject to the foregoing, and in accordance with IQVIA's then current guidelines, Client shall
  - (i) ensure that any publication of the Information Services or any part thereof shall be accurate and not misleading,
  - (ii) cite all appropriate universes, measures, caveats and assumptions upon which the information is based, and
  - (iii) cite IQVIA as the source of such information.

## 7. Limited Warranty

IQVIA warrants that it shall supply the Information Services with all reasonable skill and care. The Information Services are provided on an “as is” basis without any further warranties of any kind. IQVIA does not warrant that the Information Services shall meet the present or future needs or objectives of Client and Client assumes sole responsibility for the use, selection, and suitability of the Information Services to its needs and objectives. In addition, IQVIA shall not be liable for any expressions of opinion, evaluations or forecasts contained within the Information Services.

Where the Information Services are based on information provided by Client or a third party, IQVIA shall be entitled to assume that such information is accurate. Furthermore, Client warrants that it has full rights to supply to IQVIA any electronic file, database, data and/or other information transferred to IQVIA in connection with the performance of the Information Services.

IQVIA shall be liable for the inaccuracy, incompleteness or late delivery of any Information Services, only when such inaccuracy, incompleteness or late delivery is the direct result of IQVIA's wrongful act. To the fullest extent permitted by law, IQVIA does not accept or assume responsibility to any person other than Client for any matter contained in or referred to in the Information Services or for any reliance placed on the information contained in the Information Services by any person other than Client.

## 8. Limitations of Liability

We and our affiliates or licensors will not be liable to the Client for any direct, indirect, incidental, special, consequential or exemplary damages (including damages for loss of profits, goodwill, use, or data), even if a party has been advised of the possibility of such damages. Further, neither we nor any of our affiliates or licensors will be responsible for any compensation, reimbursement, or damages arising in connection with:

- a. The Client's inability to use the services, including as a result of any



- (ii) termination or suspension of this agreement or the Client use of or access to the services,
  - (iii) our discontinuation of any or all the services, or,
  - (iv) without limiting any obligations under the SLA's, any unanticipated or unscheduled downtime of all or a portion of the services for any reason, including as a result of power outages, system failures or other interruptions;
- b. The cost of procurement of substitute goods or services;
- c. Any investments, expenditures, or commitments by the Client in connection with this agreement or the Client's use of or access to the services

In any case, IQVIA's total liability, if any, shall not exceed the total Fees (excluding VAT) paid by Client under this Agreement over the last twelve (12) months for the specific Information Service alleged to have caused the damage.

## 9. Modifications to the Agreement.

We may modify this agreement (including any policies) at any time by posting a revised version on the IQVIA G-Cloud site or by otherwise notifying the Client. The modified terms will become effective upon posting or, if we notify the Client by email, as stated in the email message. By continuing to use the services after the effective date of any modifications to this agreement, the Client agrees to be bound by the modified terms. It is the Client's responsibility to check the IQVIA G-Cloud site regularly for modifications to this agreement.

## 10. Miscellaneous

### 10.1 Confidentiality and Publicity

The Client may use IQVIA G-Cloud confidential information only in connection with the Client's use of the services as permitted under this agreement. The Client will not disclose IQVIA G-Cloud confidential information during the term or at any time during the 5-year period following the end of the term. The Client will take all reasonable measures to avoid disclosure, dissemination or unauthorised use of IQVIA G-Cloud confidential information, including, at a minimum, those measures the Client takes to protect the Client's own confidential information of a similar nature. The Client will not issue any press release or make any other public communication with respect to this agreement or the Client's use of the services without written agreement. The Client will not misrepresent or embellish the relationship between IQVIA and the Client (including by expressing or implying that we support, sponsor, endorse, or contribute to the Client or the Client's business endeavours), or express or imply any relationship or affiliation between IQVIA and the Client or any other person or entity except as expressly permitted by this Agreement.

### 10.2 Force Majeure

Except for the obligation to pay money, either party shall be excused from any delay or failure in performance under this Agreement caused by reason of any occurrence or contingency beyond its reasonable control, including but not limited to, failure of performance by the other party, earthquake, labour disputes, riots, governmental requirements, inability to secure materials on a timely basis, failure of computer equipment, failures or delays of sources from which information or data is obtained and transportation difficulties. If IQVIA is prevented from providing the Information Services by a Force Majeure

event, IQVIA shall give written notice to Client of the occurrence of such an event, and Client shall then be entitled to suspend its payments for the duration of the Force Majeure event.

### **10.3 Independent Contractors; Non-Exclusive Rights**

IQVIA and the Client are independent contractors, and neither party, nor any of their respective affiliates, is an agent of the other for any purpose or has the authority to bind the other. Both parties reserve the right:

- a. To develop or have developed for it products, services, concepts, systems, or techniques that are similar to or compete with the products, services, concepts, systems, or techniques developed or contemplated by the other party,
- b. To assist third party developers or systems integrators who may offer products or services which compete with the other party's products or services.

### **10.4 No Third Party Beneficiaries**

This Agreement is not intended to benefit any third party. Client shall not without the prior written consent of IQVIA assign, transfer or otherwise delegate in whole or in part the benefit of or the rights under this Agreement. IQVIA shall be entitled to transfer, assign or sub-contract any or all of its rights/and or obligations under this Agreement to an affiliate or subsidiary company or to any purchaser of its business.

No amendments or waiver of any of the provisions of this Agreement shall be binding upon the parties unless made in writing by authorised representatives of IQVIA and Client. The failure to enforce, at any time, the provisions of this Agreement or to require, at any time, performance by the other party of any of the provisions of this Agreement shall in no way be construed to be a waiver of such provisions or to affect either the validity of this Agreement (or any part), or the right of either party thereafter to enforce each provision in accordance with the terms of this Agreement.

If any provision of this Agreement is held to be invalid or unenforceable by a judicial or regulatory authority, the remainder shall not be affected, and this Agreement shall be carried out as nearly as possible according to its original terms and intent.

### **10.5 Notice**

- a. To the Client. We may provide any notice to the Client under this agreement by:
  - (i) Posting a notice on the IQVIA G-Cloud site; or
  - (ii) Sending a message to the email address as expressly provided by the client. Notices we provide by posting on the IQVIA G-Cloud site will be effective upon posting and notices we provide by email will be effective when we send the email. It is the Client's responsibility to inform the IQVIA support desk of any changes to the email address.
- b. To IQVIA. To give IQVIA notice under this agreement, the Client must contact IQVIA by personal delivery, courier or registered or certified mail to IQVIA, 210 Pentonville Road, London, N1 9JY, UK. We may update the postal address for notices to IQVIA by posting a notice on the IQVIA G-Cloud site. Notices provided by personal delivery will be effective immediately. Notices provided registered or certified mail will be effective three business days after they are sent.

- c. Language. All communications and notices to be made or given pursuant to this agreement must be in the English language.

## **10.6 Governing law**

The Agreement shall be governed by and interpreted in accordance with English law and the parties hereto agree to submit to the non-exclusive jurisdiction of the English courts.

## **10.7 Language**

This Agreement includes the policies and is the entire Agreement between The Client and IQVIA regarding the subject matter of this Agreement.

This Agreement supersedes all prior or contemporaneous representations, understandings, agreements, or communications between the Client and IQVIA, whether written or verbal, regarding the subject matter of this Agreement. Notwithstanding any other agreement between the Client and IQVIA, the security and data privacy provisions of this Agreement contain our and our affiliates' entire obligation regarding the security, privacy and confidentiality of the Client's content.

We will not be bound by, and specifically object to, any term, condition or other provision which is different from or in addition to the provisions of this agreement (whether it would materially alter this agreement) and which is submitted by the Client in any order, receipt, acceptance, confirmation, correspondence or other document. If the terms of this document are inconsistent with the terms contained in any policy, the terms contained in this document will control, except that the service terms will control over this document. If we provide a translation of the English language version of this agreement, the English language version of the agreement will control if there is any conflict.

## **Schedule A - Support Services**

The IQVIA Service Team is led by an ITIL and ISO 27001 certified Service Operations Manager and comprises of a Service Desk and Technical Support team. It is the mission of the Service Team to provide IQVIA clients with a great service experience and to resolve any issues or requests in an effective and efficient manner within agreed service levels, and to the satisfaction of the client.

The IQVIA Service Desk can be contacted by email or telephone and is the initial point of contact for incident reporting and service requests. The standard service desk hours (excluding Bank & Public holidays) are Monday to Friday - 9:00am to 5:00pm.

Additional support outside of the standard hours can be accommodated. A rate card is available in conjunction with the contract to provide the costs of additional support on an ad-hoc basis, for example to cover important processing times. If more permanent arrangements are required then this can be negotiated in order to provide the required services at the required times, and in the most cost effective manner for the customer.

All issues, including Service Requests, are reported to the Service Desk who will assign the priority of the call-in agreement with the Customer. Issues and requests can be reported either by phone call or Email to a dedicated and monitored Support inbox. When logging an incident the customer is requested to pre-complete a standard form which asks specific questions of the problem and this enables a more

rapid assessment and allocation of issues. Each Customer agrees with the IQVIA on how to report incidents and what information will be provided when making a call to the Help Desk. The Customer documents and distributes guidelines to the users.

## Incident and Request Management

All Service Desk calls are logged on the IQVIA Service Management recording tool and allocated a unique reference number which is given to the customer at the time of call logging. This reference number is used to identify the Service Request or Incident through all stages of the call lifecycle to completion. The call number is quoted in subsequent reporting and on all verbal and written communication relating to a Service Request or Incident.

Following the logging and triaging of a call, IQVIA named consultant will own and manage each Service Request or Incident through to resolution. The status of incident calls is monitored by the Service Management Team.

Service Requests (such as password reset or administrative tasks) will be managed by the Service Desk and referred to specialist resource as necessary. The customer will be consulted prior to a service request call being closed.

The IQVIA consultant will resolve the issue in the quickest time possible and when a fix can not immediately be identified or applied, a workaround will be agreed and used where appropriate to restore normal service operation. Where the incident is due to a bug in the current product release the problem will be referred to the IQVIA Product and Delivery specialists for resolution. The problem will be fixed in the next product release unless it is a priority 1 with no workaround when it will be progressed as a matter of urgency. When problem is identified a Problem Record is opened, and this is managed and reported on within the Problem Management process.

IQVIA will ensure that the Customer is informed when a call is resolved, and the record is to be closed. Where a fix is provided, the incident will be closed only after the fix has been tested and approved by the Customer.

## Contact IQVIA

For further information about this service please contact us at:

**email:** [nhssolutions@iqvia.com](mailto:nhssolutions@iqvia.com)

**visit:** [www.iqvia.com/uk-nhs-solutions](http://www.iqvia.com/uk-nhs-solutions)