

## Service Definition and Terms & Conditions: Inzite Platform

Date  
[DATE]

### Parties

1. Inzite Ltd, a company incorporated in England (registration number 09266996) having its registered office at 174 Hammersmith Road, London, W6 7JP (the "**Provider**"); and
2. [CUSTOMER], a company incorporated in [CUSTOMER DETAILS] (the "**Customer**"),  
each, a "**Party**" and together, the "**Parties**".

### Background

1. The Provider has developed an online communications platform for its customers ("**The Inzite Platform**"). The Provider has configured and hereby licences to the Customer under the terms of this Agreement a customized and standalone version of The Inzite Platform.
2. [CUSTOMER DESCRIPTION]

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### Agreement

#### 1. Definitions

- 1.1 Except to the extent expressly provided otherwise, in this Agreement:

"**Acceptance Criteria**" means:

- (a) the Platform and Hosted Services conforming in all material respects with the Hosted Services Specification; and
- (b) the Hosted Services being free from any material Hosted Services Defects;

"**Acceptance Period**" means a period of 7 Business Days following the making available of the Hosted Services to the Customer for the purposes of testing in accordance with Clause 4 or any repeated making available of the Hosted Services to the Customer for the purposes of testing in accordance with Clause 4, or such other period or periods as the parties may agree in writing;

"**Acceptance Tests**" means a set of tests designed to establish whether the Hosted Services meet the Acceptance Criteria, providing that the exact form of the tests shall be agreed and documented by the parties acting reasonably in advance of the first Acceptance Period;

"**Account**" means an account enabling a person to access and use the Hosted Services, including administrator accounts, institution administrator accounts, advisor accounts, and user accounts;

**"Advisor"** means a user on the platform with a publicly accessible profile page;

**"Affiliate"** means an entity that Controls, is Controlled by, or is under common Control with the relevant entity;

**"Agreement"** means this agreement including any Schedules, and any amendments to this Agreement from time to time;

**"Business Day"** means any weekday other than a bank or public holiday in England;

**"Business Hours"** means the hours of 09:00 to 17:00 MST on a Business Day;

**"CCN"** means a change control notice issued in accordance with Clause 16;

**"CCN Consideration Period"** means the period of 10 Business Days following the receipt by a party of the relevant CCN from the other party;

**"Change"** means any change to the scope of the Services;

**"Charges"** means the following amounts:

- (a) the amounts specified in Part 4 of Schedule 1 (Hosted Services particulars);
- (b) such amounts as may be agreed in writing by the parties from time to time; and

**"Control"** means the legal power to control (directly or indirectly) the management of an entity (and **"Controlled"** should be construed accordingly);

**"Customer Confidential Information"** means:

- (a) any information disclosed by or on behalf of the Customer to the Provider at any time before the termination of this Agreement (whether disclosed in writing, orally or otherwise) that at the time of disclosure:
  - (i) was marked or described as "confidential"; or
  - (ii) should have been reasonably understood by the Provider to be confidential; and
- (b) the Customer Data;

**"Customer Data"** means all data, works and materials: uploaded to or stored on the Platform by the Customer; transmitted by the Platform at the instigation of the Customer; supplied by the Customer to the Provider for uploading to, transmission by or storage on the Platform; or generated by the Platform as a

result of the use of the Hosted Services by the Customer or its users, including cookies, Google analytics and other analogous data. This includes transactional data directly linked to the Customer, including booking and call data. Any call recordings will be considered Customer Data and the Provider will ensure access to this data in accordance with this Agreement;

**"Customer Indemnity Event"** has the meaning given to it in Clause 27.3;

**"Customer Personal Data"** means Personal Data that is processed by the Provider on behalf of the Customer in relation to this Agreement;

**"Customer Representatives"** means the person or persons identified as such in Part 5 of Schedule 1 (Hosted Services particulars), and any additional or replacement persons that may be appointed by the Customer giving to the Provider written notice of the appointment;

**"Customer Systems"** means the hardware and software systems of the Customer that interact with, or may reasonably be expected to interact with, the Hosted Services;

**"Customisation"** means a customisation of the Hosted Services, whether made through the development, configuration or integration of software, or otherwise;

**"Documentation"** means the documentation for the Hosted Services produced by the Provider and delivered or made available by the Provider to the Customer;

**"Effective Date"** means the date of execution of this Agreement;

**"Force Majeure Event"** means an event, or a series of related events, that is outside the reasonable control of the party affected (including failures of the internet or any public telecommunications network, hacker attacks, denial of service attacks, virus or other malicious software attacks or infections, power failures, industrial disputes affecting any third party, changes to the law, disasters, explosions, fires, floods, riots, terrorist attacks and wars);

**"Hosted Services"** means the The Inzite Platform, as specified in the Hosted Services Specification, which will be made available by the Provider to the Customer as a service via the internet in accordance with this Agreement;

**"Hosted Services Defect"** means a defect, error or bug in the Platform having a material adverse effect on the appearance, operation, functionality or performance of the Hosted Services, but excluding any defect, error or bug caused by or arising as a result of:

- (a) any act or omission of the Customer or any person authorised by the Customer to use the Platform or Hosted Services;

- (b) any use of the Platform or Hosted Services contrary to the Documentation, whether by the Customer or by any person authorised by the Customer;
- (c) a failure of the Customer to perform or observe any of its obligations in this Agreement where such failure directly causes a defect, error or bug to arise; or
- (d) an incompatibility between the Platform or Hosted Services and any other system, network, application, program, hardware or software not agreed in writing between the Parties or specified as compatible in the Hosted Services Specification;

**"Hosted Services Specification"** means the specification for the Platform and Hosted Services set out in Part 2 of Schedule 1 (Hosted Services particulars) and in the Documentation;

**"Intellectual Property Rights"** means all intellectual property rights wherever in the world, whether registrable or unregistrable, registered or unregistered, including any application or right of application for such rights (and these "intellectual property rights" include copyright and related rights, database rights, confidential information, trade secrets, know-how, business names, trade names, trademarks, service marks, passing off rights, unfair competition rights, patents, petty patents, utility models, semi-conductor topography rights and rights in designs);

**"Maintenance Services"** means the general maintenance of the Platform and Hosted Services, and the application of Updates and Upgrades;

**"Minimum Term"** means, in respect of this Agreement, the period of one years beginning on the Effective Date;

**"Permitted Purpose"** means [CUSTOMER PURPOSE];

**"Personal Data"** has the meaning given to it in the Data Protection Act 2018, or such other successor legislation as may apply from time to time;

**"Pilot Period"** means a period of three calendar months starting from the Effective Date and including one calendar month of payment capability via Stripe Integration (due at the start of the third month of this period);

**"Platform"** means the platform managed by the Provider and used by the Provider to provide the Hosted Services, including the application and database software for the Hosted Services, the system and server software used to provide the Hosted Services, and the computer hardware on which that application, database, system and server software is installed;

**"Provider Confidential Information"** means:

- (a) any information disclosed by or on behalf of the Provider to the Customer at any time before the termination of this Agreement (whether disclosed in writing, orally or otherwise) that at the time of disclosure was marked or described as "confidential" or should have been understood by the Customer (acting reasonably) to be confidential; and
- (b) the terms of this Agreement;

**"Provider Indemnity Event"** has the meaning given to it in Clause 27.1;

**"Provider Representatives"** means the person or persons identified as such in Part 5 of Schedule 1 (Hosted Services particulars), and any additional or replacement persons that may be appointed by the Provider giving to the Customer written notice of the appointment;

**"Remedy Period"** means a period of 20 Business Days following the Customer giving to the Provider a notice that the Hosted Services have failed the Acceptance Tests, or such other period as the parties may agree in writing;

**"Renewal Term"** a further period of one year from the expiry of the Minimum Term or the Renewal Term then in force;

**"Schedule"** means any schedule attached to the main body of this Agreement;

**"Services"** means any services that the Provider provides to the Customer, or has an obligation to provide to the Customer, under this Agreement;

**"Set Up Services"** means the configuration, implementation and integration of the Hosted Services in accordance with Part 1 of Schedule 1 (Hosted Services particulars);

**"Support Services"** means support in relation to the use of, and the identification and resolution of errors in, the Hosted Services, but shall not include the provision of training services;

**"Supported Web Browser"** means the current release from time to time of Microsoft Internet Explorer, Google Chrome or Apple Safari;

**"Term"** means the term of this Agreement, commencing in accordance with Clause 2.1 and ending in accordance with Clause 2.2;

**"Update"** means a hotfix, patch or minor version update to any Platform software; and

**"Upgrade"** means a major version upgrade of any Platform software.

## **2. Term**

- 2.1 This Agreement shall come into force upon the Effective Date and shall continue for the Minimum Term, and if applicable any Renewal Term, unless

terminated earlier in accordance with its provisions (the "Term")

- 2.2 On expiry of the Minimum Term or the Renewal Term then in force, this Agreement shall automatically renew for an an additional Renewal Term unless either Party gives the other Party written notice in accordance with clause 30.1

### **3. Set Up Services**

- 3.1 The Provider shall provide the Set Up Services to the Customer.
- 3.2 The Provider shall ensure that the Set Up Services are provided in accordance with the timetable set out in Part 1 of Schedule 1 (Hosted Services particulars).
- 3.3 The Customer acknowledges that a delay in the Customer performing its obligations in this Agreement may result in a delay in the performance of the Set Up Services; and subject to Clause 28.1 the Provider will not be liable to the Customer in respect of any failure to meet the Set Up Services timetable to the extent that that failure arises out of a delay in the Customer performing its obligations under this Agreement.
- 3.4 Subject to any written agreement of the parties to the contrary, any Intellectual Property Rights that may arise out of the performance of the Set Up Services by the Provider shall be the exclusive property of the Provider. The Provider hereby grants to the Customer a royalty-free, irrevocable licence to use any Intellectual Property Rights created in this manner for the Term.

### **4. Acceptance procedure**

- 4.1 During each Acceptance Period, the Customer shall carry out the Acceptance Tests.
- 4.2 The Provider shall provide to the Customer at the Provider's own cost and expense all such assistance and co-operation in relation to the carrying out of the Acceptance Tests as the Customer may reasonably request.
- 4.3 Before or at the end of each Acceptance Period, the Customer shall give to the Provider a written notice specifying whether the Hosted Services have passed or failed the Acceptance Tests.
- 4.4 If the Customer fails to give to the Provider a written notice in accordance with Clause 4.3, then the Hosted Services shall be deemed to have passed the Acceptance Tests.
- 4.5 If the Customer notifies the Provider that the Hosted Services have failed the Acceptance Tests, then the Customer must provide to the Provider, at the same time as the giving of the notice, written details of the results of the Acceptance Tests including full details of the identified failure.
- 4.6 If the Customer notifies the Provider that the Hosted Services have failed the Acceptance Tests:

- (a) if the Provider agrees with the Customer that the Hosted Services do not comply with the Acceptance Criteria, then the Provider must correct the issue and make available the corrected Hosted Services to the Customer before the end of the Remedy Period for a further round of Acceptance Tests; or
  - (b) otherwise, then the parties must meet as soon as practicable and in any case before the expiry of the Remedy Period and use their best endeavours to agree whether the Hosted Services do not comply with the Acceptance Criteria, and if appropriate a plan of action reasonably satisfactory to both parties, and they must record any agreement reached in writing.
- 4.7 Notwithstanding the other provisions of this Clause 4, but subject to any written agreement of the parties to the contrary, the maximum number of rounds of Acceptance Tests under this Clause 4 shall be 4, and if the Acceptance Criteria have not been met by the end of the final round of Acceptance Tests, the Provider shall be deemed to be in material breach of this Agreement.
- 4.8 If the Customer notifies the Provider that the Hosted Services have passed, or are deemed to have passed, the Acceptance Tests under this Clause 4, then subject to Clause 28.1 the Customer will have no right to make any claim under or otherwise rely upon any warranty given by the Provider to the Customer in this Agreement in relation to the specification and performance of the Hosted Services, unless the Customer could not reasonably have been expected to have identified the breach of that warranty during the testing process.

## **5. Hosted Services**

- 5.1 The Provider shall create an Account for the Customer and shall provide to the Customer login details for that Account upon the completion of the Set Up Services.
- 5.2 Following successful Acceptance Tests, the Provider hereby grants to the Customer a licence to use the Hosted Services by means of a Supported Web Browser in accordance with the Documentation during the Term.
- 5.3 The licence granted by the Provider to the Customer under Clause 5.2 is subject to the following limitations:
  - (a) the administrative functions of the Hosted Services may only be used by the officers, employees, agents and subcontractors of the Customer; and
  - (b) there will be no recording capability unless additional charges for this service are later agreed; and
  - (c) no safeguarding for video calls (recording is required for this feature).

- 5.4 Except to the extent expressly permitted in this Agreement or required by law on a non-excludable basis, the licence granted by the Provider to the Customer under Clause 5.2 is subject to the following prohibitions:
- (a) the Customer must not sub-licence its right to access and use the Hosted Services; and
  - (b) the Customer must not permit any unauthorised person to access or use the Hosted Services; and
  - (c) the Customer must not use the Hosted Services to provide services to third parties; and
  - (d) the Customer must not make any alteration to the Platform, except as permitted by the Documentation.
- 5.5 The Customer shall use reasonable endeavours, including reasonable security measures relating to administrator Account access details, to ensure that no unauthorised person may gain access to the Hosted Services using an administrator Account.
- 5.6 The parties acknowledge and agree that Schedule 3 (Availability SLA) shall govern the availability of the Hosted Services.
- 5.7 The Customer must comply with Schedule 2 (Acceptable Use Policy), and must ensure that all persons using the Hosted Services with the authority of the Customer or by means of an administrator Account are made aware of the contents of Schedule 2 (Acceptable Use Policy), and to the extent it is able to, it will ensure that such users comply with its terms. The Provider acknowledges that the Customer does not have direct control of users of the Platform that are not directly employed by the Customer.
- 5.8 The Customer must not use the Hosted Services in any way that causes, or may cause, damage to the Hosted Services or Platform or impairment of the availability or accessibility of the Hosted Services.
- 5.9 The Customer must not use the Hosted Services:
- (a) in any way that is unlawful, illegal, fraudulent or harmful; or
  - (b) in connection with any unlawful, illegal, fraudulent or harmful purpose or activity.
- 5.10 For the avoidance of doubt, the Customer has no right to access the software code (including object code, intermediate code and source code) of the Platform, either during or after the Term.

## **6. Customisations**



- 6.1 The Provider and the Customer may agree that the Provider shall design, develop and implement a Customisation or Customisations in accordance with a specification and project plan agreed in writing by the parties.
- 6.2 All Intellectual Property Rights in the Customisations shall, as between the parties, be the exclusive property of the Provider (unless the parties agree otherwise in writing).
- 6.3 From the time and date when a Customisation is first delivered or made available by the Provider to the Customer, the Customisation shall form part of the Platform, and accordingly from that time and date the Customer's rights to use the Customisation shall be governed by Clause 5.
- 6.4 The Customer acknowledges that the Provider may make any Customisation available to any of its other customers or any other third party, unless otherwise agreed in this agreement.

## **7. Maintenance Services**

- 7.1 The Provider shall provide the Maintenance Services to the Customer during the Term.
- 7.2 The Provider shall provide the Maintenance Services with reasonable skill and care reasonably expected from a leading service provider in the Provider's industry.
- 7.3 The Provider shall provide the Maintenance Services in accordance with Schedule 4 (Maintenance SLA).
- 7.4 The Provider may suspend the provision of the Maintenance Services if any undisputed amount due to be paid by the Customer to the Provider under this Agreement is overdue, and the Provider has given to the Customer at least 30 days' written notice, following the amount becoming overdue, of its intention to suspend the Maintenance Services on this basis.

## **8. Support Services**

- 8.1 The Provider shall provide the Support Services to the Customer during the Term.
- 8.2 The Provider shall provide the Support Services in accordance with the standards of skill and care reasonably expected from a leading service provider in the Provider's industry.
- 8.3 The Provider shall provide the Support Services in accordance with Schedule 5 (Support SLA).
- 8.4 The Provider may suspend the provision of the Support Services if any undisputed amount due to be paid by the Customer to the Provider under this Agreement is overdue, and the Provider has given to the Customer at least 30

days' written notice, following the amount becoming overdue, of its intention to suspend the Support Services on this basis.

## **9. Customer obligations**

9.1 Save to the extent that the parties have agreed otherwise in writing, the Customer must provide to the Provider, or procure for the Provider, such:

- (a) co-operation, support and advice;
- (b) information and documentation; and
- (c) governmental, legal and regulatory licences, consents and permits (if applicable)

as are reasonably necessary to enable the Provider to perform its obligations under this Agreement.

## **10. Customer Systems**

10.1 The Customer shall ensure that the Customer Systems comply, and continue to comply during the Term, with the requirements of Part 3 of Schedule 1 (Hosted Services particulars), subject to any changes agreed in writing by the Parties.

## **11. Customer Data**

11.1 The Customer hereby grants to the Provider a non-exclusive licence to copy, reproduce, store, distribute, publish, export, adapt, edit and translate the Customer Data to the extent reasonably required for the performance of the Provider's obligations and the exercise of the Provider's rights under this Agreement, together with the right to sub-licence these rights to its hosting, connectivity and telecommunications service providers to the extent reasonably required for the performance of the Provider's obligations and the exercise of the Provider's rights under this Agreement.

11.2 The Customer, as much as can reasonably be expected, warrants to the Provider that the Customer Data will not infringe the Intellectual Property Rights or other legal rights of any person, and will not breach the provisions of any law, statute or regulation, in any jurisdiction and under any applicable law.

11.3 The Provider shall create a back-up copy of the Customer Data at least daily, shall ensure that each such copy is sufficient to enable the Provider to restore the Hosted Services to the state they were in at the time the back-up was taken, and shall retain and securely store each such copy for a minimum period of 30 days. The recovery from a back-up shall be available within 24, from the best of the Providers ability. In urgent situations, the Provider will make every effort to perform a recovery out of business hours.

11.4 The Provider shall create weekly back-ups of the server instance(s) which can be restored from in less than 24 hours, in the result of a major server or

technology related issue.

11.5 Within the period of 1 Business Day following receipt of a written request from the Customer, the Provider shall use all reasonable endeavours to restore to the Platform the Customer Data stored in any back-up copy created and stored by the Provider in accordance with Clause 11.3. The Customer acknowledges that this process will overwrite the Customer Data stored on the Platform prior to the restoration.

11.6 The Provider shall, within 3 Business Days of a request from the Customer, provide to the Customer a copy of all Customer Data or a means of access to the Customer Data that allow the Customer to make a copy of all Customer Data.

11.7 Passwords for all customer accounts will be fully encrypted to at least 256 bits.

## **12. Mobile App**

12.1 Not applicable.

## **13. No assignment of Intellectual Property Rights**

13.1 Nothing in this Agreement shall operate to assign or transfer any Intellectual Property Rights from the Provider to the Customer, or from the Customer to the Provider.

## **14. Representatives**

14.1 The Provider shall ensure that all instructions given by the Provider in relation to the matters contemplated in this Agreement will be given by a Provider Representative to a Customer Representative, and the Customer:

- (a) may treat all such instructions as the fully authorised instructions of the Provider; and
- (b) may decline to comply with any other instructions in relation to that subject matter.

14.2 The Customer shall ensure that all instructions given by the Customer in relation to the matters contemplated in this Agreement will be given by a Customer Representative to a Provider Representative, and the Provider:

- (a) may treat all such instructions as the fully authorised instructions of the Customer; and
- (b) may decline to comply with any other instructions in relation to that subject matter.

## **15. Management**

15.1 The parties shall hold management meetings:

- (a) at the reasonable request of either party.

15.2 A party requesting a management meeting shall give to the other party at least 5 Business Days' written notice of the meeting.

15.3 Wherever necessary to enable the efficient conduct of business, the Provider shall be represented at management meetings by at least 1 Provider Representative and the Customer shall be represented at management meetings by at least 1 Customer Representative.

## **16. Change control**

16.1 The provisions of this Clause 16 apply to each Change requested by a party.

16.2 The Customer may request a Change at any time.

16.3 A party requesting a Change shall provide to the other party a completed CCN in the form specified in Schedule 6 (Form of CCN).

16.4 A party in receipt of a CCN may:

- (a) accept the CCN, in which case that party must countersign the CCN and return it to the other party before the end of the CCN Consideration Period;
- (b) reject the CCN, in which case that party must inform the other party of this rejection before the end of the CCN Consideration Period; or
- (c) issue an amended CCN to the other party before the end of the CCN Consideration Period, in which case this Clause 16 will re-apply with respect to the amended CCN.

16.5 A proposed Change will not take effect until such time as a CCN recording the Change has been signed by or on behalf of each party.

## **17. Charges**

17.1 The Customer shall pay the Charges to the Provider in accordance with this Agreement.

17.2 If the Charges are based in whole or part upon the time spent by the Provider performing the Services, the Provider must obtain the Customer's written consent before performing Services that result in any estimate of time-based Charges given to the Customer being exceeded or any budget for time-based Charges agreed by the parties being exceeded; and unless the Customer agrees otherwise in writing, the Customer shall not be liable to pay to the Provider any Charges in respect of Services performed in breach of this Clause 17.2.

17.3 All amounts stated in or in relation to this Agreement are, unless the context requires otherwise, stated exclusive of any applicable value added taxes, which will be added to those amounts and payable by the Customer to the

Provider.

- 17.4 The Provider may elect to vary any element of the Charges by giving to the Customer not less than 60 days' written notice of the variation expiring on any anniversary of the date of execution of this Agreement, providing that no such variation shall result in an aggregate percentage increase in the relevant element of the Charges during the Term that exceeds 10% over the percentage increase, during the same period, in the Retail Prices Index (all items) published by the UK Office for National Statistics.

## **18. Expenses**

- 18.1 Not applicable

## **19. Timesheets**

- 19.1 Not applicable.

## **20. Payments**

- 20.1 The Provider shall issue invoices for the Charges for Hosted Services to the Customer quarterly in advance during the Term with any other Charges invoiced separately.

- 20.2 The Customer must pay the Charges to the Provider within the period of 14 days following the receipt of an invoice in accordance with this Clause 20.

- 20.3 The Customer must pay the Charges by bank transfer or direct debit in pounds sterling GBP unless otherwise specified (using such payment details as are notified by the Provider to the Customer from time to time).

## **21. Provider's confidentiality obligations**

- 21.1 The Provider must:

- (a) keep the Customer Confidential Information strictly confidential;
- (b) not disclose the Customer Confidential Information to any person without the Customer's prior written consent;
- (c) use the same degree of care to protect the confidentiality of the Customer Confidential Information as the Provider uses to protect the Provider's own confidential information of a similar nature, being at least a reasonable degree of care;
- (d) act in good faith at all times in relation to the Customer Confidential Information; and
- (e) not use any of the Customer Confidential Information for any purpose other than the Permitted Purpose.

- 21.2 Notwithstanding Clause 21.1, the Provider may disclose the Customer Confidential Information to the Provider's officers, employees, professional advisers, insurers, agents and subcontractors provided they are bound to similar obligations of confidentiality by a written agreement or professional obligation to protect the confidentiality of the Customer Confidential Information.
- 21.3 This Clause 21 imposes no obligations upon the Provider with respect to Customer Confidential Information that:
- (a) is known to the Provider before disclosure under this Agreement and is not subject to any other obligation of confidentiality;
  - (b) is or becomes publicly known through no act or default of the Provider; or
  - (c) is obtained by the Provider from a third party in circumstances where the Provider has no reason to believe that there has been a breach of an obligation of confidentiality.
- 21.4 The restrictions in this Clause 21 do not apply to the extent that any Customer Confidential Information is required to be disclosed by any law or regulation, by any judicial, regulatory or governmental order or request, or pursuant to disclosure requirements relating to the listing of the stock of the Provider on any recognised stock exchange.
- 21.5 Upon the termination of this Agreement, the Provider must immediately cease to use the Customer Confidential Information. Following the termination of this Agreement, and within 5 Business Days following the date of receipt of a written request from the Customer, the Provider must destroy or return to the Customer (at the Customer's option) all media containing Customer Confidential Information, and must irrevocably delete the Customer Confidential Information from its computer systems.
- 21.6 The provisions of this Clause 21 shall continue in force for a period of 3 years following the termination of this Agreement, at the end of which period they will cease to have effect.

## **22. Customer's confidentiality obligations**

22.1 The Customer must:

- (a) keep the Provider Confidential Information strictly confidential;
- (b) not disclose the Provider Confidential Information to any person without the Provider's prior written consent;
- (c) use the same degree of care to protect the confidentiality of the Provider Confidential Information as the Customer uses to protect the Customer's own confidential information of a similar nature, being at least a

reasonable degree of care;

- (d) act in good faith at all times in relation to the Provider Confidential Information; and
- (e) not use any of the Provider Confidential Information for any purpose other than the Permitted Purpose.

22.2 Notwithstanding Clause 22.1, the Customer may disclose the Provider Confidential Information to the Customer's officers, employees, professional advisers, insurers, agents and subcontractors who have a need to access the Provider Confidential Information for the performance of their work with respect to the Permitted Purpose and who are bound by a written agreement or professional obligation to protect the confidentiality of the Provider Confidential Information.

22.3 This Clause 22 imposes no obligations upon the Customer with respect to Provider Confidential Information that:

- (a) is known to the Customer before disclosure under this Agreement and is not subject to any other obligation of confidentiality;
- (b) is or becomes publicly known through no act or default of the Customer; or
- (c) is obtained by the Customer from a third party in circumstances where the Customer has no reason to believe that there has been a breach of an obligation of confidentiality.

22.4 The restrictions in this Clause 22 do not apply to the extent that any Provider Confidential Information is required to be disclosed by any law or regulation, by any judicial, regulatory or governmental order or request, or pursuant to disclosure requirements relating to the listing of the stock of the Customer on any recognised stock exchange.

22.5 Upon the termination of this Agreement, the Customer must immediately cease to use the Provider Confidential Information.

22.6 Following the termination of this Agreement, and within 5 Business Days following the date of receipt of a written request from the Provider, the Customer must destroy or return to the Provider (at the Provider's option) all media containing Provider Confidential Information, and must irrevocably delete the Provider Confidential Information from its computer systems.

22.7 The provisions of this Clause 22 shall continue in force for a period of 3 years following the termination of this Agreement, at the end of which period they will cease to have effect.





## **23. Publicity**

23.1 Neither party may make any public disclosures relating to this Agreement or the subject matter of this Agreement (including disclosures in press releases, public announcements and marketing materials) without the prior written consent of the other party.

23.2 The Customer agrees that the Customer may be listed as a client on the Provider's business website and publicly available pages of the Customer's website (as provided by the Provider) may be shown as screen-shots on the site. A 'Powered by Inzite' link will be shown in the footer of the Platform instance.

23.3 The Customer agrees that a small 'Powered by Inzite' (or similar) link will be shown on the footer of the Platform instance and may be included on external widgets at any time.

## **24. Data protection**

24.1 The Customer warrants to the Provider that it has the legal right to disclose all Personal Data that it does in fact disclose to the Provider under or in connection with this Agreement, and that the processing of that Personal Data by the Provider for the Permitted Purpose in accordance with this Agreement will not breach any applicable data protection or data privacy laws (including the Data Protection Act 2018 and GDPR).

24.2 The Provider warrants to the Customer that:

- (a) it will act only on instructions from the Customer in relation to the processing of Customer Personal Data;
- (b) it has in place appropriate security measures (both technical and organisational) against unlawful or unauthorised processing of Customer Personal Data and against loss or corruption of Customer Personal Data;
- (c) it will only process the Customer Personal Data for the purposes of performing its obligations and exercising its rights under this Agreement;
- (d) it will process the Customer Personal Data in compliance with all applicable laws;
- (e) it will not transfer or permit the transfer of Customer Personal Data to any place outside the EEA without the prior written consent of the Customer; and
- (f) it will disclose to the Customer the general locations where Customer Personal Data is stored whenever legally possible under all applicable laws.

24.3 The Provider shall notify the Customer as soon as practically possible and in

any event within 48 hours, if:

- (a) any of the Customer Personal Data is lost or destroyed, or becomes damaged, corrupted or unusable, or is accessed or shared without permission;
- (b) the Provider receives any complaint or regulatory notice which relates to the processing of any of the Customer Personal Data; or
- (c) the Provider receives a request from a data subject for access to any of the Customer Personal Data.

24.4 The Provider shall co-operate with the Customer in relation to:

- (a) any request from the Customer to amend or delete any of the Customer Personal Data (where the Customer is unable to do so via the provided administration tools) will be performed by the Provider within 5 business days;
- (b) any complaint or regulatory notification relating to the processing of any of the Customer Personal Data; and
- (c) any request from a data subject for access to any of the Customer Personal Data to be made available within 12 hours,

at the Provider's own cost and expense.

24.5 The Provider shall ensure that access to the Customer Personal Data is limited to those Provider personnel who have a reasonable need to access the Customer Personal Data to enable the Provider to perform its duties under this Agreement; any access to the Customer Personal Data must be limited to such part or parts of the Customer Personal Data as are strictly necessary.

24.6 The Provider shall take reasonable steps to ensure the reliability of any Provider personnel who have access to the Customer Personal Data. Without prejudice to this general obligation, the Provider shall ensure that all relevant Provider personnel are informed of the confidential nature of the Customer Personal Data, have undertaken training in the laws relating to handling Personal Data, and are aware of the Provider's duties in respect of that Personal Data.

## **25. Warranties**

25.1 The Provider warrants to the Customer that:

- (a) the Provider has the legal right and authority to enter into this Agreement and to perform its obligations under this Agreement;
- (b) the Provider will comply with all applicable legal and regulatory

requirements applying to the exercise of the Provider's rights and the fulfilment of the Provider's obligations under this Agreement;

- (c) the Provider has or has access to all necessary know-how, expertise and experience to perform its obligations under this Agreement; and
- (d) the Provider will ensure that its employees or contractors with direct server or data access will have passed suitable background checks.

25.2 The Provider warrants to the Customer that:

- (a) the Platform and Hosted Services will conform in all material respects with the Hosted Services Specification;
- (b) the Hosted Services will be free from Hosted Services Defects;
- (c) the application of Updates and Upgrades to the Platform by the Provider will not introduce any Hosted Services Defects into the Hosted Services;
- (d) the Platform will be free from viruses, worms, Trojan horses, ransomware, spyware, adware and other malicious software programs;
- (e) the Platform will incorporate security features reflecting the requirements of best industry practice; and
- (f) the Platform servers will only be accessible via SSH and databases will only be accessible locally.

25.3 The Provider warrants to the Customer that the Hosted Services, when used by the Customer in accordance with this Agreement, will not breach any laws, statutes or regulations applicable under English law.

25.4 The Provider warrants to the Customer that the Hosted Services, when used by the Customer in accordance with this Agreement, will not infringe the Intellectual Property Rights of any person.

25.5 If the Provider reasonably determines, or any third party alleges, that the use of the Hosted Services by the Customer in accordance with this Agreement infringes any person's Intellectual Property Rights, the Provider may at its own cost and expense:

- (a) modify the Hosted Services in such a way that they no longer infringe the relevant Intellectual Property Rights; or
- (b) procure for the Customer the right to use the Hosted Services in accordance with this Agreement.

25.6 The Customer warrants to the Provider that it has the legal right and authority to enter into this Agreement and to perform its obligations under this

Agreement.

- 25.7 All of the parties' warranties and representations in respect of the subject matter of this Agreement are expressly set out in this Agreement. To the maximum extent permitted by applicable law, no other warranties or representations concerning the subject matter of this Agreement will be implied into this Agreement or any related contract.

**26. Acknowledgements and warranty limitations**

- 26.1 The Customer acknowledges that complex software is never wholly free from defects, errors and bugs; and subject to the other provisions of this Agreement, the Provider gives no warranty or representation that the Hosted Services will be wholly free from defects, errors and bugs.
- 26.2 The Customer acknowledges that complex software is never entirely free from security vulnerabilities; and subject to the other provisions of this Agreement, the Provider gives no warranty or representation that the Hosted Services will be entirely secure.
- 26.3 The Customer acknowledges that the Hosted Services are designed to be compatible only with that software and those systems specified as compatible in the Hosted Services Specification; and the Provider does not warrant or represent that the Hosted Services will be compatible with any other software or systems.
- 26.4 The Customer acknowledges that the Provider will not provide any legal, financial, accountancy or taxation advice under this Agreement or in relation to the Hosted Services; and, except to the extent expressly provided otherwise in this Agreement, the Provider does not warrant or represent that the Hosted Services or the use of the Hosted Services by the Customer will not give rise to any legal liability on the part of the Customer or any other person.

**27. Indemnities**

- 27.1 The Provider shall indemnify and shall keep indemnified the Customer against any and all liabilities, damages, losses, costs and expenses (including legal expenses and amounts reasonably paid in settlement of legal claims) suffered or incurred by the Customer and arising directly or indirectly as a result of any breach by the Provider of its obligations if a third party brings a claim against the Customer alleging that the Customer's use of the Hosted Services or Platform infringes the Intellectual Property Rights of that third party (a "**Provider Indemnity Event**").
- 27.2 The Customer must:
- (a) upon becoming aware of an actual or potential Provider Indemnity Event, notify the Provider;

- (b) provide to the Provider all such assistance as may be reasonably requested by the Provider in relation to the Provider Indemnity Event;
- (c) where applicable, allow the Provider, at the Provider's expense, the exclusive conduct of all disputes, proceedings, negotiations and settlements with third parties relating to the Provider Indemnity Event; and
- (d) not admit liability to any third party in connection with the Provider Indemnity Event or settle any disputes or proceedings involving a third party and relating to the Provider Indemnity Event without the prior written consent of the Provider,

without prejudice to the Provider's obligations under Clause 27.1.

27.3 The Customer shall be liable to the Provider for any and all liabilities, damages, losses, costs and expenses (including legal expenses and amounts reasonably paid in settlement of legal claims) suffered or incurred by the Provider and arising directly as a result of any breach by the Customer if a third party brings a claim against the Provider alleging that the Provider's hosting of the Customer Data on the Hosted Services or Platform infringes the Intellectual Property Rights of that third party (a "**Customer Indemnity Event**") .

27.4 The Provider must:

- (a) upon becoming aware of an actual or potential Customer Indemnity Event, notify the Customer;
- (b) provide to the Customer all such assistance as may be reasonably requested by the Customer in relation to the Customer Indemnity Event;
- (c) where applicable, allow the Customer, at the Customer's expense, the exclusive conduct of all disputes, proceedings, negotiations and settlements with third parties relating to the Customer Indemnity Event; and
- (d) not admit liability to any third party in connection with the Customer Indemnity Event or settle any disputes or proceedings involving a third party and relating to the Customer Indemnity Event without the prior written consent of the Customer,

without prejudice to the Customer's obligations under Clause 27.3.

27.5 The indemnity protections set out in this Clause 27 shall be unlimited and shall not be subject to the limitations and exclusions of liability set out in this Agreement.

## **28. Limitations and exclusions of liability**

28.1 Nothing in this Agreement will:

- (a) limit or exclude any liability for death or personal injury resulting from negligence;
- (b) limit or exclude any liability for fraud or fraudulent misrepresentation;
- (c) limit any liabilities in any way that is not permitted under applicable law; or
- (d) exclude any liabilities that may not be excluded under applicable law.

28.2 The limitations and exclusions of liability set out in this Clause 28 and elsewhere in this Agreement:

- (a) are subject to Clause 28.1; and
- (b) govern all liabilities arising under this Agreement or relating to the subject matter of this Agreement, including liabilities arising in contract, in tort (including negligence) and for breach of statutory duty, except to the extent expressly provided otherwise in this Agreement.

28.3 Neither party shall be liable to the other party in respect of any losses arising out of a Force Majeure Event.

28.4 Neither party shall be liable to the other party in respect of any loss of profits or anticipated savings.

28.5 Neither party shall be liable to the other party in respect of any loss of revenue or income.

28.6 Neither party shall be liable to the other party in respect of any loss of use or production.

28.7 Neither party shall be liable to the other party in respect of any loss of business, contracts or opportunities.

28.8 Neither party shall be liable to the other party in respect of any loss or corruption of any data, database or software; providing that this Clause 28.8 shall not protect the Provider unless the Provider has fully complied with its obligations under Clause 11.3 and Clause 11.4.

28.9 Neither party shall be liable to the other party in respect of any special, indirect or consequential loss or damage.

28.10 Subject to clause 28.11, the liability of each party to the other party under this Agreement in respect of any event or series of related events shall not exceed GBP 50,000 in total during the Term.

28.11 The total liability of each Party to the other under this Agreement in respect of any breach or breaches of clause 24 shall not exceed GBP 500,000 in total during the Term.

## **29. Force Majeure Event**

29.1 If a Force Majeure Event gives rise to a failure or delay in either party performing any obligation under this Agreement (other than any obligation to make a payment), that obligation will be suspended for the duration of the Force Majeure Event.

29.2 A party that becomes aware of a Force Majeure Event which gives rise to, or which is likely to give rise to, any failure or delay in that party performing any obligation under this Agreement, must:

- (a) promptly notify the other; and
- (b) inform the other of the period for which it is estimated that such failure or delay will continue.

29.3 A party whose performance of its obligations under this Agreement is affected by a Force Majeure Event must take reasonable steps to mitigate the effects of the Force Majeure Event.

## **30. Termination**

30.1 Either party may terminate this Agreement by giving to the other party not less than 60 days' written notice, with termination coming into effect at the expiry of the Minimum Term at the earliest or an anniversary of the Effective Date during any Renewal Term.

30.2 Either party may terminate this Agreement immediately by giving written notice of termination to the other party if:

- (a) the other party commits any material breach of this Agreement, and the breach is not remediable;
- (b) the other party commits a material breach of this Agreement, and the breach is remediable but the other party fails to remedy the breach within the period of 30 days following the giving of a written notice to the other party requiring the breach to be remedied; or
- (c) the other party persistently breaches this Agreement (irrespective of whether such breaches collectively constitute a material breach).

30.3 Either party may terminate this Agreement immediately by giving written notice of termination to the other party if:

- (a) the other party:
  - (i) is dissolved;

- (ii) ceases to conduct all (or substantially all) of its business;
  - (iii) is or becomes unable to pay its debts as they fall due;
  - (iv) is or becomes insolvent or is declared insolvent; or
  - (v) convenes a meeting or makes or proposes to make any arrangement or composition with its creditors;
- (b) an administrator, administrative receiver, liquidator, receiver, trustee, manager or similar is appointed over any of the assets of the other party; or
- (c) an order is made for the winding up of the other party, or the other party passes a resolution for its winding up (other than for the purpose of a solvent company reorganisation where the resulting entity will assume all the obligations of the other party under this Agreement);

30.4 The Provider may terminate this Agreement immediately by giving written notice to the Customer if:

- (a) any undisputed amount due to be paid by the Customer to the Provider under this Agreement is unpaid by the due date and remains unpaid upon the date that that written notice of termination is given; and
- (b) the Provider has given to the Customer at least 30 days' written notice, following the failure to pay, of its intention to terminate this Agreement in accordance with this Clause 30.4.

30.5 The Customer may terminate this Agreement by giving written notice to the Provider at any time within the Pilot Period. There will be no refunds and this Agreement will terminate at the end of the Pilot Period.

### **31. Effects of termination**

31.1 Upon the termination of this Agreement, all of the provisions of this Agreement shall cease to have effect, save that the following provisions of this Agreement shall survive and continue to have effect (in accordance with their express terms or otherwise indefinitely): Clauses 1, 4.8, 5.10, 12, 18.2, 18.3, 19, 20.2, 20.4, 21, 22, 23, 27, 28, 31, 32, 35, 36, 37, 38, 39, 40, 41 and 42.

31.2 Except to the extent that this Agreement expressly provides otherwise, the termination of this Agreement shall not affect the accrued rights of either party.

31.3 Within 30 days following the termination of this Agreement for any reason:

- (a) the Customer must pay to the Provider any Charges in respect of Services provided to the Customer before the termination of this Agreement; and



- (b) the Provider must refund to the Customer any Charges paid by the Customer to the Provider in respect of Services that were to be provided to the Customer after the termination of this Agreement, without prejudice to the parties' other legal rights.

### **32. Non-solicitation of personnel and non-competition**

- 32.1 The Customer must not, without the prior written consent of the Provider, either during the Term or within the period of 12 months following the end of the Term, engage, employ or solicit for engagement or employment any employee or subcontractor of the Provider who has been involved in any way in the negotiation or performance of this Agreement.
- 32.2 The Provider must not, without the prior written consent of the Customer, either during the Term or within the period of 12 months following the end of the Term, engage, employ or solicit for engagement or employment any employee or subcontractor of the Customer who has been involved in any way in the negotiation or performance of this Agreement.
- 32.3 The Company agrees that during the Term of this Agreement that they will not attempt to build or contract with any other third party any software that would compete with the Inzite Platform.

### **33. Notices**

- 33.1 Any notice given under this Agreement must be in writing, whether or not described as "written notice" in this Agreement.
- 33.2 Any notice given by the Customer to the Provider under this Agreement must be:
  - (a) sent by recorded signed-for post; or
  - (b) sent by delivered email,using the relevant contact details set out in Part 6 of Schedule 1 (Hosted Services particulars).
- 33.3 Any notice given by the Provider to the Customer under this Agreement must be:
  - (a) sent by recorded signed-for post; or
  - (b) sent by delivered email,using the relevant contact details set out in Part 6 of Schedule 1 (Hosted Services particulars).
- 33.4 The addressee and contact details set out in Part 6 of Schedule 1 (Hosted Services particulars) may be updated from time to time by a party giving written notice of the update to the other party in accordance with this Clause 33.

- 33.5 A party receiving from the other party a notice by email must acknowledge receipt by email promptly, and in any event within 2 Business Days following receipt of the notice.
- 33.6 A notice will be deemed to have been received at the relevant time set out below or, where such time is not within Business Hours, when Business Hours next begin after the relevant time set out below:
- (a) in the case of notices sent by post, 48 hours after delivery receipt; or
  - (b) in the case of notices sent by email, at the time of the received email (providing that the sending party retains written evidence that the email has been sent)

#### **34. Subcontracting**

- 34.1 The Provider may subcontract any of its obligations under this Agreement.
- 34.2 The Provider shall remain responsible to the Customer for the performance of any subcontracted obligations.
- 34.3 Notwithstanding any other provision of this Agreement, the Customer acknowledges and agrees that the Provider may subcontract to any reputable third party hosting business the hosting of the Platform and the provision of services in relation to the support and maintenance of elements of the Platform.

#### **35. Assignment**

- 35.1 Neither Party may assign, transfer or otherwise deal with any of its contractual rights and obligations under this Agreement without the prior written consent of the other Party.

#### **36. No waivers**

- 36.1 No breach of any provision of this Agreement will be waived except with the express written consent of the party not in breach.
- 36.2 No waiver of any breach of any provision of this Agreement shall be construed as a further or continuing waiver of any other breach of that provision or any breach of any other provision of this Agreement.

#### **37. Severability**

- 37.1 If a provision of this Agreement is determined by any court or other competent authority to be unlawful and/or unenforceable, the other provisions will continue in effect.
- 37.2 If any unlawful and/or unenforceable provision of this Agreement would be lawful or enforceable if part of it were deleted, that part will be deemed to be deleted, and the rest of the provision will continue in effect.

### **38. Third party rights**

- 38.1 This Agreement is for the benefit of the parties, and is not intended to benefit or be enforceable by any third party.
- 38.2 The exercise of the parties' rights under this Agreement is not subject to the consent of any third party.

### **39. Variation**

- 39.1 This Agreement may not be varied except by means of a written document signed by or on behalf of each party, without prejudice to the requirements of Clause 16.

### **40. Entire agreement**

- 40.1 The main body of this Agreement and the Schedules shall constitute the entire agreement between the parties in relation to the subject matter of this Agreement, and shall supersede all previous agreements, arrangements and understandings between the parties in respect of that subject matter.
- 40.2 Neither party will have any remedy in respect of any misrepresentation (whether written or oral) made to it upon which it relied in entering into this Agreement.
- 40.3 The provisions of this Clause 40 are subject to Clause 28.1.

### **41. Law and jurisdiction**

- 41.1 This Agreement shall be governed by and construed in accordance with English law.
- 41.2 Any disputes will first be mediated between both parties. Mediation shall mean that the disputed issue is escalated to a senior member of the Customer and Provider organisations empowered to make final decisions on the matters under consideration. Issues shall be escalated within seven (7) days of it becoming clear that mediation is required to resolve the issue. The parties shall be required to mediate for a minimum period of two (2) calendar weeks. If either party wishes to initiate litigation proceedings after this period it shall be entitled to do so.
- 41.3 If mediation fails to reach an agreed outcome, any disputes relating to this Agreement shall be subject to the exclusive jurisdiction of the courts of England.

### **42. Interpretation**

- 42.1 In this Agreement, a reference to a statute or statutory provision includes a reference to:
- (a) that statute or statutory provision as modified, consolidated, re-enacted and/or replaced from time to time; and

(b) any subordinate legislation made under that statute or statutory provision.

42.2 The Clause headings do not affect the interpretation of this Agreement.

#### 43. General

43.1 Each Party shall comply with all applicable laws, statutes and regulations relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010.

43.2 Each Party shall comply with all applicable anti-slavery and human trafficking laws, statutes and regulations from time to time in force including the Modern Slavery Act 2015.

43.3 Each Party shall:

(a) not engage in any activity, practice or conduct which would constitute either:

(i) a UK tax evasion facilitation offence under section 45(5) of the Criminal Finances Act 2017; or

(ii) a foreign tax evasion facilitation offence under section 46(6) of the Criminal Finances Act 2017;

(b) have and shall maintain in place throughout the Term such policies and procedures as are both reasonable to prevent the facilitation of tax evasion by another person (including without limitation their employees) and to ensure compliance with Clause 43.3(a).

In this Agreement, general words shall not be given a restrictive interpretation by reason of being preceded or followed by words indicating a particular class of acts, matters or things.

#### **Execution**

The parties have indicated their acceptance of this Agreement by executing it below.

SIGNED BY Darren Hill on [.....], the Provider, duly authorised for and on behalf of the Provider:

.....

SIGNED BY [CUSTOMER NAME] on [.....], the Customer, duly  
authorised for and on behalf of the Customer:

.....

## **Schedule 1 (Hosted Services particulars)**

### **1. Set Up Services**

[SPECIFIC TO REQUIREMENTS]

### **2. Specification of Hosted Services**

The customer will be provided with a standalone installation of the Inzite Platform on a dedicated US-based server, following the first payment. The installation will benefit from all the features of the Inzite Platform, with the exception of those explicitly listed in Section 5.3.

Following the completion of the initial setup (as detailed above), there will be a 7-day User Acceptance period. The purpose of this period is to ensure the Customer is familiar with the Platform and that any final configurations or customisations have been fully implemented as required.

The Customer is responsible for setting up (or assisting with) Advisor profile pages, email & sms notifications and Feedback forms via the admin dashboard. The Provider will assist the Customer and provide documentation where necessary.

The Customer is responsible to setting up a production merchant account with Stripe. This Customer will own this relationship and any charges or fees due. The Provider will require administration access for support and development purposes.

Prices in this section are quoted exclusive of any taxes that may be added, subject to country laws of either party.

### **3. Customer Systems**

A compatible web browser is required to access the Hosted Service. For video calls, Chrome, Safari and Firefox are supported on desktop devices. On Apple devices, iOS12+ using the Safari browser is supported. On Android, Chrome is supported on most modern devices.

### **4. Financial provisions**

[SPECIFIC TO REQUIREMENTS]

### **5. Representatives**

Provider:

Customer:

### **6. Contractual notices**

Provider:

Customer:

## **Schedule 2 (Acceptable Use Policy)**

### **1. Introduction**

- 1.1 This acceptable use policy (the "**Policy**") sets out the rules governing:
- (a) the use of the website [WEBSITE URL], any successor website (for the same service and agreed limits of this agreement), and the services available on that website or any successor website (the "**Services**"); and
  - (b) the transmission, storage and processing of content by you, or by any person on your behalf, using the Services ("**Content**").
- 1.2 References in this Policy to "you" are to any customer for the Services and any individual user of the Services (and "your" should be construed accordingly); and references in this Policy to "us" are to Inzite Ltd (and "we" and "our" should be construed accordingly).
- 1.3 By using the Services, you agree to the rules set out in this Policy.
- 1.4 Profile Owners and administrators must be at least 18 years of age to use the Services; and by using the Services, you warrant and represent to us that you are at least 18 years of age.

### **2. General usage rules**

- 2.1 You must not use the Services in any way that causes, or may cause, damage to the Services or impairment of the availability or accessibility of the Services.
- 2.2 You must not use the Services:
- (a) in any way that is unlawful, illegal, fraudulent or harmful; or
  - (b) in connection with any unlawful, illegal, fraudulent or harmful purpose or activity.
- 2.3 You must ensure that all Content complies with the provisions of this Policy.

### **3. Unlawful Content**

- 3.1 Content must not be illegal or unlawful, must not infringe any person's legal rights, and must not be capable of giving rise to legal action against any person (in each case in any jurisdiction and under any applicable law).
- 3.2 Content, and the use of Content by us in any manner licenced or otherwise authorised by you, must not:
- (a) be libellous or maliciously false;
  - (b) be obscene or indecent;
  - (c) infringe any copyright, moral right, database right, trade mark right, design right, right in passing off, or other intellectual property right;

- (d) infringe any right of confidence, right of privacy or right under data protection legislation;
  - (e) constitute negligent advice or contain any negligent statement;
  - (f) constitute an incitement to commit a crime, instructions for the commission of a crime or the promotion of criminal activity;
  - (g) be in contempt of any court, or in breach of any court order;
  - (h) constitute a breach of racial or religious hatred or discrimination legislation;
  - (i) be blasphemous;
  - (j) constitute a breach of official secrets legislation; or
  - (k) constitute a breach of any contractual obligation owed to any person.
- 3.3 You must ensure that Content is not and has never been the subject of any threatened or actual legal proceedings or other similar complaint.
- 4. Graphic material**
- 4.1 Content must be appropriate for all persons who have access to or are likely to access the Content in question, and in particular for children over 16 years of age.
- 4.2 Content must not depict violence.
- 4.3 Content must not be pornographic or sexually explicit.
- 5. Factual accuracy**
- 5.1 Content must not be knowingly untrue, false, inaccurate or misleading.
- 5.2 Statements of fact contained in Content and relating to persons (legal or natural) must be true; and statements of opinion contained in Content and relating to persons (legal or natural) must be reasonable, be honestly held and indicate the basis of the opinion.
- 6. Negligent advice**
- 6.1 Content must not consist of or contain any legal, financial, investment, taxation, accountancy or medical advice, and you must not use the Services to provide any legal, financial, investment, taxation, accountancy or medical advisory services.
- 6.2 Content must not consist of or contain any advice, instructions or other information that may be acted upon and could, if acted upon, cause death, illness or personal injury, damage to property, or any other loss or damage.
- 7. Etiquette**



- 7.1 Content must be appropriate, civil and tasteful, and accord with generally accepted standards of etiquette and behaviour on the internet.
- 7.2 Content must not be offensive, deceptive, threatening, abusive, harassing, menacing, hateful, discriminatory or inflammatory.
- 7.3 Content must not be liable to cause annoyance, inconvenience or needless anxiety.
- 7.4 You must not use the Services to send any hostile communication or any communication intended to insult, including such communications directed at a particular person or group of people.
- 7.5 You must not use the Services for the purpose of deliberately upsetting or offending others.
- 7.6 You must not unnecessarily flood the Services with material relating to a particular subject or subject area, whether alone or in conjunction with others.
- 7.7 You must ensure that Content does not duplicate other content available through the Services.
- 7.8 You must ensure that Content is appropriately categorised.
- 7.9 You should use appropriate and informative titles for all Content.
- 7.10 You must at all times be courteous and polite to other users of the Services.

## **8. Marketing and spam**

- 8.1 You must not without our written permission (either email or postal) use the Services for any purpose relating to the marketing, advertising, promotion, sale or supply of any non-advice related product, service or commercial offering unless to explicitly related to the specific purposes of use, as specified in this agreement.
- 8.2 Content must not constitute or contain spam, and you must not use the Services to store or transmit spam - which for these purposes shall include all unlawful marketing communications and unsolicited commercial communications.
- 8.3 You must not send any spam to any person using any email address or other contact details made available through the Services or that you find using the Services.
- 8.4 You must not use the Services to promote or operate any chain letters, Ponzi schemes, pyramid schemes, matrix programs, "get rich quick" schemes or similar letters, schemes or programs.

## **9. Gambling**

- 9.1 You must not use the Services for any purpose relating to gambling, gaming, betting, lotteries, sweepstakes, prize competitions or any gambling-related activity.

## **10. Monitoring**

- 10.1 You acknowledge that we may monitor the Content and the use of the Services for the purpose of providing or improving the service only. We will not actively monitor Customer Content.

## **11. Data mining**

- 11.1 You must not conduct any systematic or automated data scraping, data mining, data extraction or data harvesting, or other systematic or automated data collection activity, by means of or in relation to the Services. Data will be provided to the Customer by the Provider either on request or via admin tools provided as part of the Hosted Service. The Customer may use this data in accordance with the terms of this agreement, which may include anonymising this data. The Provider will allow the Customer full usage of this data in accordance with any appropriate laws and regulations.

## **12. Hyperlinks**

- 12.1 You must not link to any material using or by means of the Services that would, if it were made available through the Services, breach the provisions of this Policy.

## **13. Harmful software**

- 13.1 The Content must not contain or consist of, and you must not promote or distribute by means of the Services, any viruses, worms, spyware, adware or other harmful or malicious software, programs, routines, applications or technologies.
- 13.2 The Content must not contain or consist of, and you must not promote or distribute by means of the Services, any software, programs, routines, applications or technologies that will or may have a material negative effect upon the performance of a computer or introduce material security risks to a computer.

### **Schedule 3 (Availability SLA)**

#### **1. Introduction to availability SLA**

- 1.1 This Schedule 3 sets out the Provider's availability commitments relating to the Hosted Services.
- 1.2 In this Schedule 3, "uptime" means the percentage of time during a given period when the Hosted Services are available at the gateway between public internet and the network of the hosting services provider for the Hosted Services.

#### **2. Availability**

- 2.1 The Provider shall ensure that the uptime for the Hosted Services is at least 99.9% (per instance) during each calendar month.
- 2.2 The Provider shall be responsible for measuring uptime, and shall do so using any reasonable methodology, which it shall share with the Customer in advance, and notify the Customer if this methodology changes.
- 2.3 The Provider shall report uptime measurements to the Customer in writing in respect of each calendar month, within 10 Business Days following the end of the relevant calendar month.
- 2.4 Uptime is calculated for the agreed business hours of the service, as specified in this Agreement.

#### **3. Service credits**

- 3.1 In respect of each calendar month during which the Hosted Services uptime is less than the commitment specified in Paragraph 2.1, the Customer shall earn service credits in accordance with the provisions of this Part 3. Measurements and credits are calculated for each independent instance.
- 3.2 The service credits earned by the Customer shall be as follows:
  - For downtime <99.9%: 5% credit for the period (licensing fee pro-rated)
  - For downtime <99.5%: 10% credit for the period (licensing fee pro-rated)
- 3.3 Within 10 Business Days of the end of every month, the Provider shall notify the Customer as part of its uptime report in paragraph 2.3 above of any Service Credits that are due to the Customer, and such Service Credits shall automatically be applied to the next invoice issued by Provider to Customer (or the following month, if the Customer pays annually).
- 3.4 **Maximum Service Credit.** The aggregate maximum number of Service Credits you can claim for any and all Downtime Periods that occur in a single calendar month shall not exceed thirty days of Services added to the end of your billing cycle. Service Credits may not be exchanged for, or converted to,

monetary compensation.

3.5 Credit is against relevant licencing fees only.

3.6 Credit is calculated for impacted instances only.

3.7 Upon the termination of this Agreement, the Customer's entitlement to service credits shall immediately cease, save that service credits earned by the Customer shall be offset against any amounts invoiced by the Provider in respect of Hosted Services following such termination.

#### **4. Exceptions**

4.1 Downtime caused directly or indirectly by any of the following shall not be considered when calculating whether the Provider has met the uptime guarantee given in Paragraph 2.1:

- (a) a Force Majeure Event;
- (b) a fault or failure of the internet or any public telecommunications network;
- (c) a fault or failure of the Customer's computer systems or networks;
- (d) any breach by the Customer of this Agreement; or
- (e) scheduled maintenance or updates carried out in accordance with this Agreement.

## **Schedule 4 (Maintenance SLA)**

### **1. Introduction**

- 1.1 This Schedule 4 sets out the service levels applicable to the Maintenance Services.

### **2. Scheduled Maintenance Services**

- 2.1 The Provider shall where practicable give to the Customer at least 10 Business Days' prior written notice of scheduled Maintenance Services that are likely to affect the availability of the Hosted Services or are likely to have a material negative impact upon the Hosted Services, without prejudice to the Provider's other notice obligations under this Schedule 4.
- 2.2 The Provider shall provide all scheduled Maintenance Services outside Business Hours.
- 2.3 Where possible, downtime for scheduled maintenance will not exceed 1 Business Hour.

### **3. Updates**

- 3.1 The Provider shall apply Updates to the Platform as follows:
- (a) third party security Updates shall be applied to the Platform;
  - (b) the Provider's security Updates shall be applied to the Platform promptly following the identification of the relevant security risk and the completion of the testing of the relevant Update; and
  - (c) other Updates shall be applied to the Platform in accordance with any timetable notified by the Provider to the Customer or agreed by the parties from time to time.

### **4. Upgrades**

- 4.1 The Provider shall produce Upgrades from time to time during the Term.
- 4.2 The Provider shall give to the Customer at least 10 Business Days' prior written notice of the application of an Upgrade to the Platform that are likely to affect the availability of the Hosted Services or are likely to have a material negative impact upon the Hosted Services, without prejudice to the Provider's other notice obligations under this Schedule 4.
- 4.3 The Provider shall apply each Upgrade to the Platform within any period notified by the Provider to the Customer or agreed by the parties in writing.
- 4.4 Where possible, downtime for scheduled Upgrades will not exceed 1 Business Hours.

## **Schedule 5 (Support SLA)**

### **1. Introduction**

- 1.1 This Schedule 5 sets out the service levels applicable to the Support Services.

### **2. Helpdesk**

- 2.1 The Provider shall make available to the Customer a helpdesk in accordance with the provisions of this Schedule 5.
- 2.2 The Customer may use the helpdesk for the purposes of requesting and, where applicable, receiving the Support Services; and the Customer must not use the helpdesk for any other purpose.
- 2.3 The Provider shall ensure that the helpdesk is accessible by telephone, email and using the Provider's web-based ticketing system.
- 2.4 The Provider shall ensure that the helpdesk is operational and adequately staffed during Business Hours during the Term.
- 2.5 The Customer shall ensure that all requests for Support Services that it may make from time to time shall be made through the helpdesk.

### **3. Response and resolution**

- 3.1 Issues raised through the Support Services shall be categorised as follows:
- (a) critical: the Hosted Services are inoperable or a core function of the Hosted Services is unavailable;
  - (b) serious: a core function of the Hosted Services is significantly impaired;
  - (c) moderate: a core function of the Hosted Services is impaired, where the impairment does not constitute a serious issue; or a non-core function of the Hosted Services is significantly impaired; and
  - (d) minor: any impairment of the Hosted Services not falling into the above categories; and any cosmetic issue affecting the Hosted Services.
- 3.2 The Customer shall determine, acting reasonably, into which severity category an issue falls.
- 3.3 The Provider shall use all reasonable endeavours to respond to requests for Support Services promptly, and in any case in accordance with the following time periods:
- (a) critical: 2 Business Hours;
  - (b) serious: 4 Business Hours;
  - (c) moderate: 1 Business Day; and
  - (d) minor: 5 Business Days.

- 3.4 The Provider shall ensure that its response to a request for Support Services shall include the following information (to the extent such information is relevant to the request): an acknowledgement of receipt of the request, where practicable an initial diagnosis in relation to any reported error, and an anticipated timetable for action in relation to the request.
- 3.5 The Provider shall use reasonable endeavours to resolve issues raised through the Support Services promptly, and in any case in accordance with the following time periods:
- (a) critical: 2 Business Hours;
  - (b) serious: 1 Business Day;
  - (c) moderate: 5 Business Days; and
  - (d) minor: 20 Business Days.

#### **4. Provision of Support Services**

- 4.1 The Support Services shall be provided remotely, save to the extent that the parties agree otherwise in writing.

#### **5. Limitations on Support Services**

- 5.1 The Provider shall have no obligation to provide Support Services in respect of any issue caused by:
- (a) the improper use of the Hosted Services by the Customer; or
  - (b) any alteration to the Hosted Services made without the prior consent of the Provider.

## **Schedule 6 (Form of CCN)**

### **1. Introduction**

Title of Change: *[insert title]*

CCN number: *[insert number]*

Change proposed by: *[insert individual name(s)]*

Date of issue of CCN: *[insert date]*

Summary details of proposed Change: *[insert details]*

### **2. Change details**

*[Insert full details of proposed Change]*

### **3. Impact of Change**

Impact upon resources: *[insert details]*

Impact upon timetable: *[insert details]*

Impact upon Charges: *[insert details]*

Other effects of Change: *[insert details]*

### **4. Agreement to Change**

The parties have indicated their acceptance of the Change described in this CCN by signing below.

SIGNED BY *[[individual name]* on *[.....]*, the Provider / *[individual name]* on

*[.....]*, duly authorised for and on behalf of the Provider]:.....

SIGNED BY *[[individual name]* on *[.....]*, the Customer / *[individual name]* on

*[.....]*, duly authorised for and on behalf of the Customer]:.....