
STANDARD SERVICE TERMS AND CONDITIONS

BACKGROUND:

Connectivity.CX Ltd (the "Supplier") provides IT software and Call Handling services to business Customers. The Supplier has reasonable skill, knowledge, and experience in that field. These Terms and Conditions shall form the basis of contracts for the provision of services by the Supplier to its Customers.

1. Definitions and Interpretation

1.1 In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

"Applicable Laws"	means all laws, statutes, regulations, and similar instruments from time to time in force applicable to the Parties, the Services, and to the Contract;
"Business Day"	means, any day (other than Easter Sunday and Christmas Day);
"Business Hours"	means 8am until 9pm Mon-Fri and 9am until 7pm Sat & Sun on a Business Day;
"Customer"	means the party procuring the Services from the Supplier under the Contract;
"Customer Equipment"	means any and all equipment including computer hardware, systems, CRM System provided or otherwise made accessible by the Customer to the Supplier in relation to the provision of the Services (whether directly or indirectly);
"Customer Materials"	means any and all information, documents, and other materials provided by the Customer to the Supplier in relation to the provision of the Services;
"Commencement Date"	means the date on which the Contract shall enter into effect, as set out in Clause 2 (Basis of Contract) or as set out in the Sales Order Form;
"Confidential Information"	means, in relation to either Party, information which is disclosed to that Party by the other Party pursuant to or in connection with the Contract (whether orally or in writing or any other medium, and whether or not the information is expressly stated to be confidential or marked as such);
"Contract"	means the contract entered into by the Supplier and the Customer for the provision of Services in accordance with and on the basis of these Terms and Conditions;

“Data Protection Legislation”	means all applicable legislation in force from time to time in the United Kingdom applicable to data protection and privacy including, but not limited to, the UK GDPR (as defined in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018; the Data Protection Act 2018 (and regulations made thereunder); and the Privacy and Electronic Communications Regulations 2003 as amended;
“Fees”	means any and all sums due under the Contract from the Customer to the Supplier in consideration of the Services, as set out in Clause 5 (Fees, Payment, and Records);
“Intellectual Property Rights”	means patents, rights to inventions, copyright and related rights, moral rights, trademarks, service marks, business names, domain names, rights in get-up and trade dress, goodwill and the right to passing off actions, design rights, database rights, rights subsisting in software, rights to use confidential information and the right to protect the same, and any and all other intellectual property rights, whether registered or unregistered, including applications and the right to apply for (and be granted) renewals or extensions of, and rights to claim priority from, any such rights and any and all equivalent rights or other forms of protection subsisting now or in the future anywhere in the world;
“Order”	means the Customer’s order for the Services as set out in the Customer’s Sales Order Form or Master Services Agreement;
“Services”	means the services to be provided by the Supplier to the Customer in accordance with the Contract, or as fully defined in the Sales Order Form or Master Services Agreement; and

“Specification”

means the full description and specification of the Services as agreed in writing by the Customer and the Supplier, unless such information is articulated in the Sales Order Form or Master Services Agreement;

“Supplier(s)”

Means Connectivity.CX Ltd, a company registered in England under 12123436 of Errwood House, 212 Moss Lane, Bramhall, Stockport SK7 1BD and includes all employees and agents of Hiya Inc incorporated and registered in the United States of America registration number 603596510 whose registered office is at 10 Union Street STE 500, Seattle, 98101-2163, WA and Calldrip Inc, incorporated and registered in the United States of America registration number: (unsure) 1466 N Highway 89 Suite 200 Farmington, UT, 84025

- 1.2** Any reference to “writing”, and any similar expression, includes a reference to any communication sent by email.
- 1.3** Unless expressly stated otherwise, legislation or a provision thereof is a reference to that legislation or provision as amended or re-enacted from time to time.
- 1.4** Unless expressly stated otherwise, legislation or a provision thereof, shall include all subordinate legislation made from time to time under that legislation or provision.
- 1.5** A reference to “these Terms and Conditions” is a reference to these Terms and Conditions as amended or supplemented at the relevant time.
- 1.6** A reference to “the Contract” is a reference to the contract between the Parties as defined above in sub-Clause 1.1 and further set out below in Clause 2 (Basis of Contract).
- 1.7** A reference to a "Party" or the "Parties" refer to the parties to the Contract.
- 1.8** A reference to any other agreement or document is a reference to that agreement or document as amended or supplemented at the relevant time.
- 1.9** Any obligation on either Party not to do a particular thing includes an obligation to not allow that thing to be done.
- 1.10** The headings used in these Terms and Conditions are for convenience only and shall have no effect upon the interpretation of the Contract.

- 1.11** Words communicating the singular number shall include the plural and vice versa.
- 1.12** References to any gender shall include any other gender.
- 1.13** References to persons shall include natural persons, corporate, or unincorporated bodies (whether or not the same have a separate legal personality).

1.14 References to a company shall include companies, corporations, or other bodies corporate, however so and wherever incorporated or established.

2. Basis of Contract

- 2.1** An Order shall constitute a contractual offer by the Customer to procure Services from the Supplier in accordance with and on the basis of these Terms and Conditions.
- 2.2** An Order shall be deemed to be accepted by the Supplier upon the Supplier's issuing its acceptance of that Order in writing.
- 2.3** Upon the Supplier's issuing of written acceptance under sub-Clause 2.2, a Contract shall come into existence between the Customer and the Supplier. The date of the Supplier's written acceptance shall be the Commencement Date of the Contract.
- 2.4** These Terms and Conditions shall form the basis of the Contract. Subject to Clause 18 (Variation) and to sub-Clause 10.7 (Data Processing), any other terms that the Customer or the Supplier seeks to impose or incorporate into the Contract, or which are implied by trade custom, practice, or course of dealing shall be excluded from the Contract.
- 2.5** No advertising, promotional literature, descriptive matter, drawings, samples, catalogues, brochures, or similar material issued or published by the Supplier in any format or medium shall form part of the Contract or have any contractual force. Such material is provided by the Supplier only for promotional purposes and for providing an approximate description of the services available from the Supplier.
- 2.6** Quotations issued by the Supplier shall not constitute a contractual offer capable of acceptance. Quotations are valid for a period of 30 Business Days only from the date of issue.

3. Provision of the Services and Supplier's Obligations

- 3.1** With effect from the Commencement Date, the Supplier shall, throughout the term of the Contract, provide the Services to the Customer.
- 3.2** The Supplier shall ensure that the Services conform at all times, with the Specification in all material respects.
- 3.3** The Supplier shall provide the Services with reasonable skill and care, commensurate with best practices in the Automotive sector (but not limited to) in the United Kingdom.
- 3.4** The Supplier shall use reasonable endeavours to meet any performance dates set out in the Order or Specification or as the Customer may notify to the Supplier from time to time. Such dates shall be estimates only, however, and time shall be of the essence in the provision of the Services and with respect to such performance dates.
- 3.5** The Supplier shall act in accordance with all reasonable instructions issued by the Customer provided that such instructions are compatible with the Specification.

- 3.6** The Supplier shall ensure that any and all of its personnel involved in the provision of the Services are suitably skilled, qualified, and experienced to perform the part(s) of the Services to which they are assigned.
- 3.7** The Supplier shall use any Customer Materials provided by the Customer from time to time only to the extent reasonably necessary for and only for the purposes of the provision of the Services and only in accordance with the Customer's written authorisation and instructions. The Supplier shall hold any and all Customer Materials in safe custody, at its own risk, and shall maintain the same in good condition. The Supplier shall return or dispose of Customer Materials in its possession at the Customer's option and on the Customer's written instruction.
- 3.8** The Supplier shall use any Customer Equipment provided (or made available) by the Customer from time to time only to the extent reasonably necessary for and only for the purposes of the provision of the Services. The Supplier shall use all such Customer Equipment with care and in accordance with best practice at all times. The Supplier shall return Customer Equipment in its possession on the Customer's written instruction.
- 3.9** In the event that the Customer provides access to the Customer's premises and any other facilities that is or are agreed upon by the Parties or as otherwise reasonably required from time to time by the Supplier to enable the Supplier to provide the Services, the Supplier shall use the same only to the extent reasonably necessary for and only for the purposes of the provision of the Services and only in accordance with any written authorisation and instructions and (as further stated in sub-Clause 8.1.(c)) all applicable health and safety rules and regulations and security requirements in place at the Customer's premises and such other facilities.

4. Customer's Obligations

- 4.1** The Customer shall ensure that all information that it provides in the Order and or the Specification shall be complete and accurate.
- 4.2** The Customer shall provide:
 - a) all co-operation that is reasonably required by the Supplier to enable the Supplier to provide the Services;
 - b) any and all Customer Materials that are agreed upon by the Parties or as otherwise reasonably required from time to time by the Supplier together with any necessary written authorisation and instructions relating to the Customer Materials, to enable the Supplier to provide the Services;
 - c) (or make available) any and all Customer Equipment (or access thereto) that is agreed upon by the Parties or as otherwise reasonably required from time to time by the Supplier together with any necessary written authorisation and instructions relating to the Customer Equipment, to enable the Supplier to provide the Services;
 - d) where required, access to and availability and use of the Customer's premises and any other facilities that is or are

agreed upon by the Parties or as otherwise reasonably requested from time to time by the Supplier to enable the Supplier to provide the Services and shall inform the Supplier of any applicable health and safety rules and regulations and security requirements.

- 4.3** The Customer may from time to time issue reasonable instructions to the Supplier in relation to the Supplier's provision of the Services. Any such instructions shall be compatible with the Specification.
- 4.4** In the event that the Supplier requires the decision, approval, consent, authorisation, or any other communication from the Customer in order to continue with the provision of the Services (or any part thereof) at any time, the Customer shall provide the same in a reasonable and timely manner.
- 4.5** Any failure or delay in the provision of the Services by the Supplier which results from the Customer's failure or delay in complying with any of its obligations under the Contract or any other act or omission of the Customer shall not be the responsibility or fault of the Supplier.
- 4.6** Customers who utilise Trusted Voice technology as part of their service provision acknowledge and agree that its right to access and use the Subscription Service is subject to the following conditions: (a) Customer represents and warrants that it lawfully owns or controls all phone numbers from which it uses the Subscription Service; (b) Customer is responsible for, and assumes all risks and liability associated with, all acts and omissions of its users of the Subscription Service; and (c) Customer shall not, directly or indirectly: (i) attempt to sell, transfer, assign, sublicense or otherwise provide third parties any rights to the Subscription Service (in whole or in part), including as a service bureau or outsourced service; (ii) circumvent or disable any security or other access controls of the Subscription Service; (iii) use the Subscription Service and/or any documentation provided by Hiya hereunder for the purpose of developing a competitive product or service; or (iv) access or use the Subscription Service in any manner or for any purpose that (1) violates applicable law and regulation, including laws protecting consumer rights and individual privacy; (2) infringes or misappropriates third party intellectual property or proprietary rights, or (3) violates carrier network operator requirements, conditions, or codes of conduct.

Customer acknowledges that Hiya may monitor Customer's use of the Subscription Service and collect and compile "Aggregated Statistics" from such use. The term "Aggregated Statistics" means data, metadata, and other information related to Customer's use of the Subscription Service that are aggregated among Customers, or with similar information from other Hiya customers, and shall include data such as call labelling, call volumes, call pickup rates, caller/called party statistics, uptime, and performance information. As between Hiya and Customer, all right, title, and interest in Aggregated Statistics, including all intellectual property rights therein, belong to and are retained solely by Hiya.

5. Fees, Payment, and Records

- 5.1** The Fees shall be set out in the Order or the Specification. The Fees

shall be the full and only consideration payable to the Supplier with respect to its provision of the Services.

5.2 Unless the Parties agree otherwise in writing, the Fees shall include all costs and expenses incurred by the Supplier, whether directly or indirectly, in connection with the provision of the Services.

In acknowledgment of The Supplier's commitment to delivering quality services in compliance with the terms outlined in this agreement, The Client agrees to remit payment in the form of Charges. The Charges, as stipulated herein, shall be subject to an annual adjustment in alignment with the Consumer Price Index (CPI). This adjustment, reflecting changes in the cost of living and economic conditions, ensures a fair and equitable compensation structure for The Supplier's continued provision of services. The annual increment, calculated based on the CPI, serves as a mechanism to maintain the purchasing power of the Charges over time, thereby enabling The Supplier to sustain the high standards of service delivery expected by The Client. Both parties recognize the importance of this automatic adjustment mechanism in fostering a long-term, mutually beneficial partnership.

5.3 The Supplier shall invoice the Customer in accordance with the Supplier's charging structure at the date of acceptance of the Customer's Order or such other price as may be agreed in writing by the Supplier and the Customer.

5.4 All payments required to be made pursuant to the Contract in consideration of the Services shall be made within 30 days of receipt of the relevant invoice by the Customer, unless other terms are agreed.

5.5 All payments required to be made pursuant to the Contract in consideration of the Services shall be made in pounds in cleared funds to such bank in the United Kingdom as the Supplier may nominate in writing.

5.6 Where any payment is required to be made on a day that is not a Business Day, it may be made on the next following Business Day.

5.7 All sums payable by the Customer under the Contract shall be exclusive of VAT. In the event that any taxable supply for VAT purposes is made under the Contract by the Supplier to the Customer, the Customer shall, upon receipt of a valid VAT invoice from the Supplier, pay to the Supplier such additional sums in respect of VAT as are chargeable on the supply of the Services at the same time that payment is due for the provision of the Services.

5.8 If the Customer receives an invoice and reasonably believes that it is incorrect, it may dispute that invoice in good faith as follows:

- a) the Customer shall notify the Supplier in writing as soon as reasonably possible and practicable;
- b) the Customer shall not be deemed to be in breach of the Contract for failure to pay the disputed sums while such a dispute is ongoing;
- c) the Customer shall pay any sum which is not in dispute by the due date for payment;
- d) following the resolution of the dispute, the Customer shall pay the sum agreed between the Parties including any interest

charged on that sum by the Supplier, as calculated in accordance with sub-Clause 5.9 (from the original due date for payment);

- e) in the event that the Supplier is required to refund any sums to the Customer, interest shall be added to such sums, as calculated in accordance with sub-Clause 5.9; and
- f) following the resolution of the dispute, in the event that either Party is required to make a balancing payment, that Party shall make such payment within 7 days and, in the event that the Supplier is required to issue a credit note, it shall issue the same within 7 days.

5.9 Without prejudice to sub-Clause 14(a) (termination for late payment), any sums which remain unpaid by the due date for payment under the Contract shall incur interest on a daily basis at a rate of 3% per annum above the base rate of the Bank of England from time to time, or at 3% per annum for any period during which that base rate is below 0%, from the due date for payment until payment is made in full of any such outstanding sums, whether before or after judgment.

5.10 All sums due under the Contract shall be paid in full without any set-off, withholding, deduction, or counterclaim except any withholding or deduction (if any) of tax that is required by law.

5.11 The Supplier shall:

- keep or procure that are kept, such records and books of account as are necessary to enable the amount of any sums payable pursuant to the Contract to be accurately calculated; and
- at the reasonable request of the Customer, allow the Customer or its agent to inspect those records and books of account.

6. Intellectual Property Rights

6.1 The Customer (and, where applicable, its licensors) shall retain ownership of the Intellectual Property Rights subsisting in any and all Customer Materials.

6.2 The Customer shall grant to the Supplier a non-exclusive, fully paid-up, royalty-free, non-transferrable, non-sublicensable licence to use, copy, and modify the Customer Materials for the term of the Contract only to the extent reasonably necessary for and only for the purposes of the provision of the Services.

7. Confidentiality

7.1 Each Party undertakes that, except as provided by sub-Clause 7.2 or as authorised in writing by the other Party (such authorisation not to be unreasonably withheld), it shall, at all times during the term of the Contract and for 12 months after its termination or expiry:

- keep confidential all Confidential Information;
- not disclose any Confidential Information to any other party;
- not use any Confidential Information for any purpose other than as contemplated by the Contract; and
- ensure that (as applicable) none of its employees, directors, officers, agents, or sub-contractors does any act which, if done by that Party, would be a breach of the provisions of this Clause 7.

7.2 Subject to sub-Clause 7.3, either Party may disclose any Confidential Information to:

- any sub-contractors, substitutes, or suppliers;
- any governmental or other authority or regulatory body; or

- c) any employee or officer of that Party or of any of the aforementioned persons, parties, or bodies.

7.3 Disclosure under sub-Clause 7.2 may be made only to the extent that it is necessary for the purposes contemplated by the Contract, or as required by law. In each case, the disclosing Party must first inform the recipient that the Confidential Information is confidential. Unless the recipient is a body described in sub-Clause 7.2(b) or is an authorised employee or officer of such a body, the Party disclosing the Confidential Information under sub-Clause 7.2 must obtain and submit to the other Party a written undertaking from the recipient to keep the Confidential Information confidential and to use it only for the purposes for which the disclosure is made.

7.4 Either Party may use any Confidential Information for any purpose, or disclose it to any other party, where that Confidential Information is or becomes public knowledge through no fault of that Party.

7.5 When using or disclosing Confidential Information under sub-Clause 7.4, the Party using or disclosing that Confidential Information must ensure that it does not use or disclose any part of that Confidential Information which is not public knowledge.

7.6 The provisions of this Clause 7 shall continue in force in accordance with their terms, notwithstanding the termination or expiry of the Contract for any reason.

7.7 These obligations apply to all processing activities, whether performed by the Data Processor or any sub-processor appointed in accordance with Clause 11.

8. Law

8.1 The Supplier shall, at all times, and at its own expense when performing its obligations under the Contract:

- a) comply with the Applicable Laws; and
- b) comply with all applicable health and safety rules and regulations and security requirements in place at the Customer's premises and any other facilities to which the Supplier has access that is or are agreed upon by the Parties or as otherwise reasonably required from time to time by the Supplier.

8.2 Each Party shall inform the other Party as soon as reasonably possible and practicable when it becomes aware of any changes to the Applicable Laws.

9. Data Protection

The Supplier shall only use the Customer's personal data as set out in the Supplier's privacy notice, available on the Connectivity.CX website. We are committed to protecting your personal data and ensuring compliance with data protection laws. However, there may be instances where your personal data is transferred to service providers or partners located outside of the United Kingdom, including regions where GDPR protections may not apply.

By accepting these Terms and Conditions, you acknowledge and agree that such transfers may occur. Please rest assured that we will take all reasonable steps to safeguard your personal data and ensure that it is handled securely, in line with our Data Protection Policy.

If you have any concerns or questions about how your data is handled, please contact us at Connectivity.CX Ltd, Errwood House, 212 Moss Lane, Bramhall, Stockport, SK7 1BD or email enquiries@connectivity.cx.

10. Data Processing

- 10.1** In this Clause 10, the terms “personal data”, “processing”, “data subject”, “controller”, “processor”, and “personal data breach” shall have the meanings defined in Article 4 of the UK GDPR, and the terms “Data Processor” and “Data Controller” shall have the same meanings as “processor” and “controller” respectively. The term “domestic law” means the law of the United Kingdom or a part thereof.
- 10.2** The Parties shall both comply with all applicable data protection requirements set out in the Data Protection Legislation. This Clause 10 shall not relieve either Party of any obligations set out in the Data Protection Legislation and does not remove or replace any of those obligations.
- 10.3** For the purposes of the Data Protection Legislation and for this Clause 10, the Customer shall be the “Data Controller”, and the Supplier shall be the “Data Processor”.
- 10.4** The scope, nature, and purpose of the processing; the duration of the processing; the type(s) of personal data; and the category or categories of data subject shall be set out in the Order and or the Specification.
- 10.5** The Data Controller shall (without prejudice to the generality of sub-Clause 10.2) ensure that it has in place all necessary consents and notices required to enable the lawful transfer of personal data and or the lawful collection of personal data by the Data Processor for the purposes described in the Order or the Specification for the duration of the Contract.
- 10.6** The Data Processor shall (without prejudice to the generality of sub-Clause 10.2), with respect to any personal data processed by it in relation to its performance of any of its obligations under the Contract:
 - a)** Process the personal data only according to the written documented instructions of the Data Controller unless the Data Processor is otherwise required to process such personal data by domestic law. The Data Processor shall promptly notify the Data Controller before carrying out such processing unless it is prohibited from doing so by that law;
 - b)** ensure that it has in place appropriate technical and organisational measures (as approved by the Data Controller) to protect the personal data from unauthorised or unlawful processing, accidental loss, damage, or destruction. Such measures shall be appropriate and proportionate to the potential harm resulting from such events and to the nature, scope, and context of the personal data and processing involved, taking into account the current state of the art in

technology and the cost of implementing those measures. Measures to be taken shall be set out in any security documentation that accompanies the Order and or Specification;

- c) ensure that any and all persons with access to the personal data (whether for processing purposes or otherwise) are contractually obliged to keep that personal data confidential;
- d) not transfer any personal data outside of the UK unless the following conditions are satisfied:
 - I. the Data Controller and/or the Data Processor has/have provided appropriate safeguards for the transfer of personal data;
 - II. affected data subjects have enforceable rights and effective legal remedies;
 - III. the Data Processor complies with its obligations under the Data Protection Legislation, providing an adequate level of protection to any and all personal data so transferred; and
 - IV. the Data Processor complies with all reasonable instructions given in advance by the Data Controller with respect to the processing of the personal data;
- e) assist the Data Controller, at the Data Controller's cost, in responding to any and all requests from data subjects and in ensuring its compliance with the Data Protection Legislation with respect to impact assessments, security, breach notifications, and consultations with supervisory authorities or other applicable regulatory authorities (including, but not limited to, the Information Commissioner's Office);
- f) notify the Data Controller without undue delay of any personal data breach of which it becomes aware;
- g) on the Data Controller's written instruction, delete (or otherwise dispose of) or return all personal data and any and all copies thereof to the Data Controller on termination or expiry of the Contract unless it is required to retain any of the personal data by domestic law.

10.7 The Data Processor shall not sub-contract any of its obligations unless the following points a), b) and c) are adhered to concerning the processing of personal data under this Clause 10 to another processor. In the event that the Data Processor appoints another processor, the Data Processor shall:

- a) enter into a written contract with the other processor, which shall impose upon that other processor substantially the same obligations as are imposed upon the Data Processor by this Clause 10, which the Data Processor shall ensure shall reflect the requirements of the Data Protection Legislation at all times;
- b) ensure that the other processor complies fully with its obligations under that agreement and the Data Protection Legislation; and

- c) remain fully liable to the Data Controller for the performance of that other processor's obligations and the acts or omissions thereof.

11. Insurance

The Supplier shall, for the term of the Contract and for a period of 6 years after its termination or expiry:

- 11.1** take out and maintain professional indemnity and public liability insurance with a reputable insurance company to cover the liabilities that may arise under or in relation to the Contract to a level approved by the Customer in advance; and
- 11.2** on the Customer's request, supply the Customer with copies of current certificates of insurance.

12. Liability

- 12.1** As set out in Clause 11 (Insurance), the Supplier shall obtain insurance cover with respect to its own liability for individual claims that do not exceed the greater of (a) £5 million and (b) the total Charges paid or payable under this agreement. The limits to, and exclusions of, liability in this Clause 12 shall reflect the insurance cover that the Supplier has been able to obtain. The Customer shall be responsible for making its own arrangements for the insurance of any excess loss.
- 12.2** References in this Clause 12 to "liability" shall include every liability arising under or in relation to the Contract including, but not limited to, liability in contract, tort (including negligence), breach of statutory duty, misrepresentation, restitution, or otherwise.
- 12.3** Nothing in the Contract shall limit or exclude either Party's liability under or in relation to the Contract for any form of liability which cannot be limited or excluded by law including, but not limited to:
 - a) death or personal injury caused by negligence;
 - b) fraud or fraudulent misrepresentation;
 - c) for the wilful misconduct of either that Party or that of its employees or agents; or

12.4 any breach of the terms implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982 (relating to title and quiet possession).

12.5 Neither Party shall have the right to benefit from any of the limitations or exclusions of liability set out in this Clause 12 in respect of any liability under or in relation to the Contract which arises out of the deliberate default of either that Party or of that Party's employees or agents.

12.6 Nothing in this Clause 12 shall limit or exclude either Party's payment obligations under the Contract.

12.7 Subject to sub-Clause 12.3 (liabilities which cannot be limited or excluded by law) and sub-Clause 12.4 (no limitations or exclusions of liability in respect of deliberate default), the total liability of the Customer to the Supplier under or in relation to the Contract for any and all related or unrelated acts or omissions, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to £5 million pounds.

12.8 The limit on the Supplier's liability set out in sub-Clause 12.1 shall not be reduced by any sums agreed to be paid or awarded in accordance with sub-Clause 10.6(i) (Data processing indemnity) or by any sums awarded by any court or arbitrator using their statutory or procedural powers in relation to the costs of proceedings or interest for late payment.

12.9 The limit on the Customer's liability set out in sub-Clause 12.6 shall not be reduced by any sums awarded by any court or arbitrator using their statutory or procedural powers in relation to the costs of proceedings or interest for late payment.

Subject to sub-Clause 12.3 (liabilities which cannot be limited or excluded by law), sub-Clause 12.4 (no limitations or exclusions of liability in respect of deliberate default), and sub-Clause 12.5 (no limitations or exclusions of either Party's payment obligations), and sub-Clause 12.6 (liabilities under specific clauses), the following categories of loss shall be wholly excluded by the Parties and neither Party shall be liable under or in relation to the Contract for any such losses suffered by the other, whether directly or indirectly, or whether immediate or consequential:

- a) loss of profits;
- b) loss of sales or business;
- c) loss of business opportunity;
- d) loss of agreements or contracts;
- e) loss of anticipated savings;
- f) loss or corruption of data or information;
- g) loss or corruption of software;
- h) loss of, or damage to, goodwill; or
- i) indirect or consequential loss.

12.10 Notwithstanding sub-Clause 12.11 (categories of loss which are excluded), but subject to sub-Clause 12.7 (limit on the Supplier's liability) and sub-Clause 12.8 (limit on the Customer's liability), the following categories of loss are not excluded:

- a) sums paid by the Customer to the Supplier under the Contract in respect of any part of the Services which is or are not provided in accordance with the terms of the Contract;
- b) wasted expenditure;
- c) additional costs incurred by the Customer in procuring and implementing replacements or alternatives for or to services not provided in accordance with the terms of the Contract including, but not limited to, costs of management and personnel time, consultancy costs, materials costs, and equipment costs; and
- d) losses incurred by the Customer which arise out of or in connection with any claim, demand, penalty, fine, action, investigation, or other proceeding by any third party against the Customer resulting from any act or omission of the Supplier.

Subject to the above provisions of this Clause 12, the Customer's rights under the Contract shall be in addition to, and not exclusive of, any common law rights or remedies.

13. Force Majeure

13.1 For the purposes of the Contract, "Force Majeure Event" means, in relation to either Party, any circumstances beyond that Party's reasonable control including, but not limited to, any strike, lockout, or other form of industrial action; lack of, interruption to, or failure of any utility service, or lack of available facilities; non-performance by suppliers or sub-contractors; collapse of buildings, fire, explosion, accident, acts of God, storm, flood, drought, earthquake, epidemic, pandemic, or other natural disaster; terrorist attack, civil commotion or riots, war, civil war, threat of preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off diplomatic relations; nuclear, chemical, or biological contamination, or sonic boom; or any law or action taken by a government or public authority including, but not limited to, imposing an export or import restriction, quota, or prohibition, or failing to grant a necessary licence or consent, or any similar or dissimilar circumstances.

13.2 If any Force Majeure Event occurs in relation to either Party which affects or may affect that Party's performance of its obligations under the Contract, the affected Party shall notify the other Party as soon as reasonably possible and practicable of the nature and extent of the circumstances in question. The affected Party shall use reasonable endeavours to mitigate the effect of the Force Majeure Event on the performance of its obligations.

Subject to compliance with sub-Clause 13.2, neither Party shall be deemed to be in breach of the Contract or shall otherwise be liable to the other by reason of any delay in performance or non-performance of any of its obligations under the Contract to the extent that performance of that obligation is prevented, hindered, or delayed by a Force Majeure Event of which it has notified the other Party, and the

time for that performance shall be extended accordingly.

If the performance by either Party of any of its obligations under the Contract is prevented, hindered, or delayed by a Force Majeure Event for a continuous period in excess of 10 days, the Parties shall enter into bona fide discussions with a view to alleviating its effects, or to agreeing upon such alternative arrangements as may be fair and reasonable.

14. Termination

Without prejudice to any other right or remedy available to it, either Party may terminate the Contract after the initial 12-month term by giving the other Party 90 days written notice and where notice is not given this agreement shall automatically extend for a period equal to the Initial Term (**Extended Term**) at the end of the Initial Term and at the end of each Extended Term (**Term**).

Without prejudice to any other right or remedy available to it, either Party may terminate the Contract immediately by giving written notice to the other Party in the event that:

- a) the other Party does not pay any sum due under the Contract when it is due to be paid and such sum remains outstanding for at least 90 days after receiving written notification to pay that sum;
- b) the other Party commits a material breach of any term of the Contract and (if that breach is capable of remedy) does not remedy that breach within 30 days after receiving written notification to do so;
- c) the other Party threatens to, or does, suspend, payment of its debts as they fall due, admits that it is unable to pay its debts, or (being a company or limited liability partnership) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 (as if the meaning of the words "it is proved to the satisfaction of the courts" contained in sections 123(1)(e) or 123(2) of the Insolvency Act 1986 did not appear in those sections), or (being an individual) is deemed either to be unable to pay its debts or as having no reasonable prospect of paying its debts, in either case, within the meaning of section 268 of the Insolvency act 1986, or (being a partnership) has any partner to whom any of the foregoing applies;
- d) the other Party begins negotiations with any class or all of its creditors about the rescheduling of any of its debts, or proposes any compromise or arrangements with any of its creditors or enters into the same, other than (being a company) solely for the purpose of a scheme for the solvent amalgamation of that other Party with one or more other companies or for the solvent reconstruction of that other Party;
- e) the other Party applies to the court for, or obtains, a moratorium under Part A1 of the Insolvency Act 1986;
- f) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or otherwise in connection with the winding up of the other Party (being a company, limited liability partnership, or a partnership) other than solely for the purpose

of a scheme for the solvent amalgamation of that other Party with one or more other companies or for the solvent reconstruction of that Party;

- g) an application is made to the court, or an order is made, for the appointment of an administrator, or a notice of intention to appoint an administrator is given, or an administrator is appointed, over the other Party (being a company, limited liability partnership, or a partnership);
- h) the holder of a qualifying floating charge over the assets of that other Party (being a company or limited liability partnership) has become entitled to appoint, or has appointed, an administrative receiver;
- i) a person becomes entitled to appoint a receiver over any or all of the assets of the other Party, or a receiver is appointed over all or any of the assets of the other Party;
- j) the other Party (being an individual) is the subject of a bankruptcy petition, application, or order;
- k) a creditor or encumbrancer of the other Party attaches or takes possession of, or a distress, execution, sequestration, or other such process is levied or enforced on or sued against, the whole or part of the other Party's assets and such attachment or process is not discharged within 30 days;
- l) any event occurs, or proceeding is taken, with respect to the other Party in any jurisdiction to which it is subject, that has a similar effect to any of the events set out above in sub-Clauses 14.2(c) to (k) (inclusive);
- m) the other Party ceases or suspends, or threatens to cease or suspend, carrying on all or a substantial part of its business;
- n) the other Party (being an individual) dies, or due to illness or incapacity (whether mental or physical), becomes incapable of managing their own affairs or becomes a patient under any mental health legislation; or
- o) there is a change of control of the other Party (within the meaning of section 1124 of the Corporation Tax Act 2010).

For the purposes of sub-Clause 14.2(b), a breach shall be considered capable of remedy if the Party in breach can comply with the provision in question in all respects.

15. Effects of Termination

Upon the termination or expiry of the Contract for any reason:

- 15.1** any sum owing by either Party to the other Party under the Contract shall become immediately due and payable;
- 15.2** the Supplier shall immediately return any and all Customer Materials and (where applicable) Customer Equipment in its possession. The Supplier shall be fully and solely responsible for Customer Materials and Customer Equipment in its possession until they are returned to the Customer and shall not use the same for any purpose which is not connected with the Contract. In the event that the Supplier fails to return any Customer Materials or Customer Equipment within 10 days of the termination or expiry of the Contract, the Customer shall have the right to enter the Supplier's premises to take possession of them;
- 15.3** each Party shall (except to the extent referred to in Clause 7 (Confidentiality)) immediately cease to use, either directly or indirectly, any Confidential Information belonging to the other Party, and shall immediately return to the other Party any documents in its possession or control which contain or record any Confidential Information;
- 15.4** termination or expiry shall not affect or prejudice any rights, remedies, obligations, or liabilities of the Parties that have accrued up to the date of termination or expiry including, but not limited to, the right to claim damages or any other remedy in respect of any breach of the Contract which existed at or before the date of termination or expiry; and
- 15.5** any provision of the Contract which either expressly or by implication is intended to continue in force or come into force after or upon the termination or expiry of the Contract shall remain in full force and effect.

16. No Waiver

No failure or delay by either Party in exercising any of its rights under the Contract shall be deemed to be a waiver of that right, and no waiver by either Party of a breach of any provision of the Contract shall be deemed to be a waiver of any subsequent breach of the same or any other provision.

17. Further Assurance

Each Party shall execute and do all such further deeds, documents and things as may be necessary to carry the provisions of the Contract into full force and effect.

18. Variation

Other than as set out in these Terms and Conditions, no variation of the Contract including, but not limited to, the introduction of any additional terms and conditions, shall be effective unless it is made in writing and signed by the Parties (or their authorised representatives).

19. Severance

In the event that one or more of the provisions of the Contract is found to be unlawful, invalid or otherwise unenforceable, that / those provision(s) shall be deemed severed from the remainder of the Contract. The remainder of the

Contract shall be valid and enforceable.

20. Assignment and Sub-Contracting

20.1 Subject to sub-Clause 20.2, the Contract shall be personal to the Parties. Neither Party may assign, mortgage, charge (otherwise than by floating charge) or sub-lodge or otherwise delegate any of its rights thereunder, or sub-contract or otherwise delegate any of its obligations thereunder without the written consent of the other Party, such consent not to be unreasonably withheld.

20.2 Subject to the provisions of Clause 10 (Data Processing), the Supplier shall be entitled to perform any of the obligations undertaken by it through any other member of its group or through suitably qualified and skilled sub-contractors. Any act or omission of such other member or sub-contractor shall, for the purposes of the Contract, be deemed to be an act or omission of the Party in question.

21. Third Party Rights

No part of the Contract shall be intended to confer rights on any third parties and accordingly the Contracts (Rights of Third Parties) Act 1999 shall not apply to the Contract.

Subject to this Clause 21, the Contract shall continue and be binding on the transferee, successors and assigns of either Party as required.

22. Relationship of the Parties

Nothing in the Contract shall constitute or be deemed to constitute a partnership, joint venture, agency, or other fiduciary relationship between the Parties other than the contractual relationship expressly provided for in the Contract.

23. Notices

All notices under the Contract shall be in writing and deemed duly given if signed by, or on behalf of, a duly authorised officer of the Party giving the notice.

All notices under the Contract shall be addressed to the most recent postal address or email address given in the Order or as otherwise notified in writing by either Party to the other from time to time.

Notices shall be deemed to have been duly given:

- a) when delivered, if delivered by courier or other messenger during the normal business hours of the recipient, on signature of a delivery receipt; or
- b) when sent, if sent by email and acknowledged during the normal business hours of the recipient or, if sent outside the recipient's normal business hours, when such business hours resume; or
- c) at 9am on the second Business Day following mailing or at the delivery time recorded by the relevant delivery service, if

mailed by first-class mail, postage prepaid or by any other next working day delivery service.

For the purposes of this Clause 23, "normal business hours" shall mean 9am to 5pm Monday to Friday on a day that is not a public or bank holiday.

24. Entire Agreement

Subject to the provisions of Clause 10 (Data Processing), the Contract constitutes the entire agreement between the Parties with respect to its subject matter.

Each Party acknowledges that, in entering into the Contract, it shall not rely on any representation, warranty, assurance or other provision (made innocently or negligently) except as expressly provided in the Contract.

25. Law and Jurisdiction

The Contract (including any non-contractual matters and obligations arising therefrom or associated therewith) shall be governed by, and construed in accordance with, the laws of England and Wales.

Any dispute, controversy, proceedings or claim between the Parties relating to the Contract (including any non-contractual matters and obligations arising therefrom or associated therewith) shall fall within the jurisdiction of the courts of England and Wales.