



AGREEMENT

As a result of you ("Customer") and COMPUTERS IN PERSONNEL LIMITED a company incorporated in England and Wales (registered no. 01960907) whose main office is at 28-30 Chapel Street, Marlow, Bucks, SL7 1DD ("CIP") signing or otherwise accepting an Order Form in connection with the CIP SaaS Service, these are the terms and conditions (referred to in and amended by any Order Form) upon which CIP shall supply those services to you. In the absence of any other written and signed agreement intended by the parties to be the sole agreement with respect to the CIP SaaS Service, these terms (and any applicable Order Form) shall apply to the exclusion of any other terms and conditions, including any such terms forming part of or purporting to apply by reason of any purchase order or process initiated or issued by you to CIP in connection with CIP's Services

1. DEFINITIONS

1.1 In these terms, unless the context otherwise requires, the following words and expressions mean

- "Affiliate" any person, partnership, joint venture, corporation, subsidiary, or other form of enterprise, controlling, controlled by, or under common control with, the Customer or CIP
"Agreed Form" the form and terms of a document agreed, entered into or accepted (including without limitation by any process for acceptance used by the Customer on any CIP website) for the purposes of identification in connection with this agreement
"Commencement Date" the date upon which the URL to enable the Customer to have access to its Customer account on the SaaS Service is despatched to the Customer by CIP or as otherwise specified in any Order Form
"Current Records" such number of active Records that the Customer has paid for and is approved by CIP under any Order Form from time to time to create in the personal details table on the SaaS Service
"Customer Content" any editorial content or intellectual property provided to CIP by the Customer for the development of or integration into or use with or communication through the Software or Services under these terms
"Customer Data" information of the Customer posted or submitted to the SaaS Service by the Customer or a Customer User
"Customer User" an employee or contractor of the Customer who has an individualised login identification and password and has been approved by the Customer to have access to, use of and enter data using the SaaS Services
"Database" any database that CIP has spent, or continues to spend, material time and resources on the selection and arrangement of data as an intellectual creation on any website or computer system or network it uses in connection with the SaaS Service, excluding any database created solely by operation of any Third Party Software
"Incident" the inability of the Customer to use a normally available facility or function of the Software through the SaaS Services due to a fault in the Software or the SaaS Services for which CIP is responsible under these terms
"Incident Priorities" as specified in http://www.ciphr.com/portal/portal-page/saas-incident-priorities/ from time to time
"Intellectual Property" any and all copyright and all related rights, neighbouring rights including any rights relating to unauthorised extraction or reutilisation, design rights and any other intellectual property rights whether registered or not
"Minimum Term" any minimum number of Subscription Periods agreed to by CIP and the Customer in any Order Form
"Order Form" any electronic or hard copy document in Agreed Form setting out from time to time such matters as the Software, the Commencement Date, Subscription Periods, Subscription Fees and any additional Services to be provided by CIP and in the event of any conflict or inconsistency between applicable Order Forms the latter signed by the Customer and CIP shall take precedence and be effective between the parties

# SaaS Agreement



"Record(s)"	a row of data in the personal details table on the SaaS Service
"SaaS Service(s)"	the provision for the Customer by CIP or its contractors of the System Environment to allow the Customer over the internet to access and use the Software and, if applicable Third Party Software, subject to the service support and the service inclusions and exclusions set out in <a href="http://www.ciphr.com/portal/portal-page/saas-service-definition">http://www.ciphr.com/portal/portal-page/saas-service-definition</a>
"Service(s)"	the services agreed to be provided by CIP to the Customer under these terms including without limitation the development, implementation, support and maintenance of any Software, SaaS Service, any applicable Third Party Software, training and other services or the link or access to any third party service specified in any Order Form
"Service Levels"	the service levels for the SaaS Service set out in <a href="http://www.ciphr.com/portal/portal-page/saas-service-levels/">http://www.ciphr.com/portal/portal-page/saas-service-levels/</a> from time to time
"Software"	CIP or third party software applications and processes specified in any Order Form and supplied by CIP to the Customer and installed by CIP on the SaaS Service for use by the Customer under these terms
"Software Functionality"	the facilities and functions of the Software that are set out in the applicable specification sheet published by CIP from time to time or agreed in any Order Form
"Subscription Fee(s)"	the fees and charges specified in any Order Form to be paid by the Customer to CIP from time to time under this agreement for the SaaS Service and other Services to be provided for the term of any Subscription Period
"Subscription Period"	any period in respect of which the fees set by CIP from time to time for the SaaS Services shall have been paid, or agreed unconditionally to be paid, by the Customer under these terms including any such period specified in any Order Form
"System Environment"	a system of integrated computer hardware, operating systems software, computer peripherals and facilities provided by CIP or its contractors to allow the Customer over the internet to access and use the Software and, if applicable Third Party Software
"System Administrator"	a Customer User who has satisfactorily completed all relevant training and is approved by CIP in any Order Form to exercise system administration rights as defined by CIP from time to time
"Third Party Software"	software provided or licensed by a third party to CIP as specified in any Order Form, whether owned or licensed by such third party, to be installed by CIP on the SaaS Service at the request of and for use by the Customer
"Third Party Software Functionality"	the facilities and functions of applicable Third Party Software that the Customer shall have access to and use of using the SaaS Services as specified in the applicable specification sheet published by such Third Party Software providers at the date of this agreement
"Third Party Software Support"	the support services specified in <a href="http://www.ciphr.com/portal/portal-page/third-party-software-support">http://www.ciphr.com/portal/portal-page/third-party-software-support</a> from time to time to be provided by CIP in connection with Third Party Software specified in any Order Form
"Update"	is an updated version of the Software released generally to its commercial users other than a version which includes substantial new functionality as compared to the version already in use by the Customer or which is intended for use with a different operating system or different equipment to that which the Customer is currently licensed or permitted to use the Software with under this agreement or any relevant license
1.2	Words importing the singular include the plural, words importing any gender include every gender and words importing persons include bodies corporate and un-incorporate and (in each case) vice versa
1.3	Where any provision in or appendix to these terms refers to or requires any action consent or notice to be in writing this shall be deemed to include or allow as the case may be writing created transmitted or stored in electronic form including without limitation by email

## 2. CIP KEY RESPONSIBILITIES

- 2.1 CIP shall, subject to and in accordance with these terms and any applicable Order Form
  - 2.1.1 from the Commencement Date and during any Subscription Period provide or procure the provision of the SaaS Service in accordance with and subject to the Service Levels and Incident Priorities
  - 2.1.2 provide any other Services specified in any Order Form
  - 2.1.3 with the full co-operation and assistance of the Customer ensure that any Customer Content is fairly and accurately

# SaaS Agreement



incorporated in the Software and/or SaaS Services

- 2.1.4 with the full co-operation and assistance of the Customer install and provide access to any Software, Third Party Software which CIP has agreed to host on the SaaS Service
- 2.2 If requested by the Customer, CIP shall provide training in the use and operation of Software (and, if offered by CIP, Third Party Software) on the SaaS Service at its standard fees and charges (including expenses) from time to time. CIP will use reasonable efforts to train the Customer's employees in the subject matter of the particular training course taking into account the level of skill and competence of each of the Customer's employees attending such a course but does not guarantee any resultant level of competence of any of the Customer's employees who attend such training. The Customer will ensure that its employees using the Software and any applicable Third Party Software on or in connection with the SaaS Services are trained to a sufficient level to use them competently
- 2.3 CIP shall
  - 2.3.1 provide the Services with all reasonable skill and care
  - 2.3.2 provide suitably skilled and trained and knowledgeable personnel to carry out the Services
- 2.4 Other than as expressly provided in these terms, CIP gives no other warranties and any warranties or conditions that might be implied by statute or otherwise into these terms, including but not limited to warranties and conditions of title, non-infringement, merchantability and fitness for a particular purpose, are expressly excluded to the fullest extent permitted by law

## 3. CUSTOMER KEY RESPONSIBILITIES

- 3.1 Unless otherwise agreed in writing with CIP, the Customer will be solely responsible and liable for all Subscription Fees and other Service charges
- 3.2 The Customer shall, subject to and in accordance with these terms
  - 3.2.1 obtain maintain and provide to CIP all necessary authorisations consents, licences and services required for CIP to possess, install, operate, maintain, host, use or integrate any third party software (not being Third Party Software or part of the System Environment) required by the Customer for use in conjunction with the Software on the SaaS Services
  - 3.2.2 if applicable, deliver in a timely manner any Customer Content and any required updates of Customer Content to CIP for inclusion in the Software or the Services
  - 3.2.3 provide CIP with any information which it may reasonably require from time to time to enable CIP to perform its obligations under these terms
  - 3.2.4 procure and/or supply, and if necessary, install, support and maintain all software, licences, hardware, network infrastructure, services and environmental and operational conditions required from the connection to the internet of CIP's computer system providing the SaaS Services to and at the Customer's premises for it to use the SaaS Service
  - 3.2.5 promptly notify CIP of any changes the Customer requires to System Administrators authorised by CIP to have access to the SaaS Services
  - 3.2.6 ensure that only adequately trained and authorised persons are permitted to use the SaaS Services and that Customer Users operate the SaaS Service, Software and any applicable Third Party Software in accordance with this agreement and operating procedures, guidelines, codes of conduct and processes reasonably specified from time to time by CIP
- 3.3 The Customer acknowledges and agrees that CIP's ability to deliver the Services also depends upon the Customer's timely cooperation and prompt response to issues or requirements referred to it in connection with the Services, as well as the accuracy and completeness of any information the Customer provides. CIP is not responsible for any loss suffered by the Customer if the Customer does not provide it with this cooperation and information
- 3.4 The Customer shall, for the purposes of this agreement and if required by any Order Form, afford to the authorised personnel of CIP during normal working hours or as otherwise agreed access to any agreed Customer premises and shall provide adequate free working space and such other facilities at such premises as may be reasonably requested by CIP to provide applicable Services. The Customer shall comply with its obligations under applicable health and safety regulations with respect to the provision of such access and facilities to CIP. CIP will take all practical steps to ensure that its personnel will, whenever on Customer's premises, obey all reasonable security and health and safety standards, procedures and directions notified to it by the Customer
- 3.5 The Customer acknowledges and agrees that it is solely responsible for complying with any laws or paying any taxes duties and tariffs applicable in any way to its use of the SaaS Services (other than taxes on the net income of CIP) and will hold harmless protect indemnify and defend CIP and its subcontractors from any claim action suit penalty tax fine or tariff arising from such use of the SaaS Services or exercise of internet electronic commerce and/or any failure to comply with any such laws taxes duties and tariffs. This indemnity will survive any termination of these terms

## 4. FEES AND PAYMENT

- 4.1 The Subscription Fees and other fees for Services shall be invoiced to and paid by the Customer in advance of the period to which they relate or otherwise at the discretion of CIP or, if applicable, in accordance with any payment profile set out in any Order Form. In the event of any termination of this agreement during any agreed minimum term, the whole of the Subscription Fees (together with VAT thereon) payable with respect to such minimum term shall become immediately due and payable. Invoices and payments shall be in Pounds Sterling (£) unless otherwise agreed. Except for any payment due and payable as set out in any Order Form, all payments shall be made by the Customer within fourteen (14) days of the date of the appropriate tax invoice issued by CIP
- 4.2 Unless otherwise agreed in any Order Form, all Services shall be charged on a time and materials basis. Any estimated fee is based on the number of days estimated by CIP as being required for the provision of the relevant agreed Services. Subject to **clause 4.7**, CIP shall be entitled to charge the Customer for any additional days required in order to complete the provision of agreed Services. CIP shall also be entitled to charge for additional days attributable to any changes agreed by the parties to Services to be delivered under these terms or to any breach of these terms by the Customer
- 4.3 Unless otherwise agreed in any Order Form, the Customer shall reimburse CIP for any reasonable expenses necessarily incurred by CIP in connection with the provision of the Services
- 4.4 The Subscription Fees and other fees for Services are exclusive of Value Added Tax or other Government imposed excises or taxes (if any) which shall be paid by the Customer at the rate and in the manner for the time being prescribed by law. All sums payable to CIP under this agreement shall be paid free and clear of all deductions or withholdings unless the deduction or withholding is required by law. If any deduction or withholding is required by law to be made from any such sum the Customer shall pay such additional amount as shall be required to ensure that the net amount received by CIP will equal the full amount which would have been received by it had no such deduction or withholding been made
- 4.5 In accordance with the Late Payments Of Commercial Debts (Interest) Act 1998, if any sum payable under these terms is not paid within 30 days after the due date then (without prejudice to CIP's other rights and remedies) CIP reserves the right to suspend the provision of the Services and/or to charge interest on such sum on a day to day basis (as well after as before any judgment) from the date or last date for payment thereof to the date of actual payment (both dates inclusive) at the statutory interest rate set by the Secretary of State from time to time pursuant to section 6 of the said Act which shall include the base rate of Bank of England (or such other London Clearing Bank as CIP may nominate) from time to time in force compounded quarterly. Such interest shall be paid on demand by CIP. To be excluded from the late payment charge a bona fide disputed invoice amount shall be notified in writing to CIP within fourteen days of receipt of the relevant invoice
- 4.6 Except where otherwise agreed by the parties in writing, the Services shall be provided between the hours of 9.00am and 5.30pm Monday to Friday excepting United Kingdom statutory holidays. Where the Services are provided outside these times at the written request of the Customer, CIP may increase its then current per hour and per day rates by 100% or by 150% respectively in the case of Services provided on a Sunday or United Kingdom statutory holiday
- 4.7 As soon as practicable upon becoming aware that the number of days estimated for the provision of any agreed Services will need to be exceeded to enable the relevant Service to be completed or delivered CIP shall notify the Customer of the fact and the reasons therefore and provide to the Customer CIP's best estimate of the additional days required to complete the provision of the relevant Service. CIP shall not be entitled to invoice the Customer for any days in excess of those estimated with respect to any Service without the consent of the Customer provided that the Customer acknowledges and accepts that the withholding of any such consent by it may result in the relevant Service not being completed or delivered
- 4.8 Once a date for the delivery of Services has been agreed by the Customer and CIP then both parties will take all reasonable steps to prevent that date being cancelled or postponed. In the event that a date for delivery of a Service (other than the SaaS Service or training) is cancelled or postponed by the Customer for any reason and, having made all reasonable endeavours to do so CIP is unable to redeploy to alternative paid services resources it has allocated to the delivery of such Services on such date, the following charges shall apply
- 4.8.1 if cancelled or postponed within 4 working days of the agreed date there will be payable by the Customer a charge calculated at 100% of the Services fees that CIP would otherwise have been entitled to charge the Customer for the delivery of Services on that date
- 4.8.2 if cancelled or postponed between 4 and 8 working days of the agreed date there will be payable by the Customer a charge calculated at 50% of the Services fees that CIP would otherwise have been entitled to charge the Customer for the delivery of Services on that date
- In relation to the delivery of training courses
- 4.8.3 any delegate cancelling their course attendance within 2 weeks of the course date will incur a Customer charge of the full course fee for such delegate
- 4.8.4 any such cancellations outside of this period will incur the then applicable cancellation administration charge for each delegate per training day or course
- 4.8.5 delegates transferring their course booking to alternative dates within 2 weeks of the original course date will incur a charge calculated at 25% the applicable course fee

- 4.8.6 transfers outside of this period will incur the then applicable course transfer administration charge per delegate per day
- 4.8.7 if a named delegate is substituted at any course then no additional charge will be payable
- 4.8.8 cancellation fees are applicable to all training bookings and are based on the Training Course List Price as published by CIP at the relevant time

CIP reserves the right to cancel or postpone any training course in the event of circumstances beyond its control, in which case its liability will be limited to refunding any fees paid in respect of the delivery of that course on that date

- 4.9 The Customer acknowledges and agrees that if any invoice (not subject to a bona fide dispute) is not paid on the due payment date then CIP shall be under no obligation to continue to provide the SaaS Services or other Services to the Customer and delivery of such services may be suspended (without prejudice to CIP's rights under **clause 11**) unless and until the relevant invoice shall be paid in full. The Customer shall indemnify CIP against all legal and other fees and expenses incurred or charged by it in relation to the collection of any overdue accounts under this agreement or to re-activate any Service suspended under this **clause 4.9**

## 5. RIGHTS IN SERVICES, SOFTWARE AND DATA

- 5.1 Subject to any special terms that CIP may agree with the Customer in any Order Form, the Customer acknowledges and agrees that CIP work product comprising or created pursuant to the Services, the Software and any Order Form consists of original work and materials undertaken by CIP either previously or in performing its obligations under these terms (together "CIP Intellectual Property"). The Customer acknowledges and agrees that the copyright and all other intellectual property rights in such CIP Intellectual Property whenever created shall remain the exclusive property of CIP and the Customer shall have no rights in respect thereof save as may be granted to it by CIP pursuant to these terms or in accordance with any licence or agreement which CIP may enter into with the Customer from time to time. For the avoidance of doubt, CIP Intellectual Property shall include, without limitation, original work specifically undertaken by CIP for the purposes of fulfilling its obligations under these terms and in order to meet any facilities or functionality required by the Customer in any Software whether or not such original work is identified under any Order Form, specification or other documentation. The Customer agrees to use the CIP Intellectual Property only as provided in these terms and to not use it to develop software for third parties or for any other purpose without the prior written authorisation of CIP
- 5.2 The Customer acknowledges and agrees that, subject to **clauses 5.3 and 13.4**
  - 5.2.1 all intellectual property rights of any kind in any Database and all CIP Intellectual Property shall be the exclusive property of CIP
  - 5.2.2 CIP has spent, and continues to spend, considerable time and resources to collate, compile and reformat the contents of any Database and accordingly all intellectual property rights of any kind in such contents shall be the exclusive property of CIP
  - 5.2.3 CIP grants to the Customer a non transferable perpetual licence to possess and use for its own internal purposes only all data, reports and information, including without limitation Customer Data, derived from any Database by the Customer through its lawful and proper use of the SaaS Services during such Subscription Periods in respect of which the Customer shall have paid to CIP in advance all applicable Subscription Fees
- 5.3 CIP acknowledges and agrees that copyright in Customer Content and Customer Data may belong to the Customer or a third party and for the avoidance of doubt asserts no claim pursuant to these terms inconsistent with any such rights
- 5.4 If CIP provides or makes available to the Customer as part of or in connection with SaaS Services data reports or information the use of which is subject to conditions or restrictions, third party or otherwise notified to the Customer, the Customer agrees to comply with such conditions or restrictions
- 5.5 The Customer agrees that it will not make more copies of data reports or information provided to it or made available to Customer as part of or in connection with SaaS Services than is reasonably necessary for its own internal purposes and shall only publish and circulate such reports or information within its own organisation
- 5.6 The Customer agrees
  - 5.6.1 to not copy data reports or information provided or made available to Customer as part of or in connection with SaaS Services to create a complete or material reconstruction of any Database
  - 5.6.2 to not use data reports or information provided or made available to Customer as part of or in connection with SaaS Services to provide any service competing with Software based services
- 5.7 The Customer shall
  - 5.7.1 not remove or interfere with any trademarks, copyright or trade mark notices affixed or installed by CIP on any Service or copy of the Software or other CIP Intellectual Property
  - 5.7.2 without prejudice to the foregoing take all such other reasonable steps to protect the confidential information and intellectual property rights of CIP in the CIP Intellectual Property in its possession or control from access

use or copying not authorised by these terms

- 5.8 Subject to **clause 13**, if, at any time that CIP is providing the SaaS Services to the Customer, the Customer requests that CIP provide it with a copy of the Customer Data held by CIP on the SaaS Services, CIP shall provide the Customer with a copy of such Customer Data as at the date of the request, or at such other date as is agreed, provided that the Customer shall have paid to CIP
- 5.8.1 any data transfer fee specified for such data transfer from time to time or as otherwise agreed (together with the cost of any medium upon which such data is transferred)
- 5.8.2 all other invoices issued by CIP with respect to the Services provided to the Customer
- 5.8.3 any fees or charges at CIP's then applicable rates raised by CIP for the provision of any assistance reasonably requested by the Customer and provided or to be provided by CIP in connection with the transfer of such Customer Data
- 5.9 **Clause 5** shall survive any termination of these terms

## 6. SERVICE USE

- 6.1 The Customer unconditionally represents warrants and undertakes that all Customer Content including without limitation any elements of text, graphics, photos, designs, trademarks, or other artwork furnished to CIP for the development of or integration into or use with or communication through the Services or the Software, any applicable Third Party Software
- 6.1.1 are owned by the Customer or that the Customer has permission from the rightful owner to use such Customer Content in the Services or Software or any applicable Third Party Software in the manner and for the purposes required or approved by the Customer from time to time
- 6.1.2 are in no way whatsoever a violation or infringement of any third party Intellectual Property, right of privacy or publicity or any other rights of any person and that they are not obscene, libellous or defamatory or in any other way unlawful and will not in any way inhibit restrict or impair the free and/or unrestricted performance by CIP of any rights or obligations it has under these terms
- 6.2 The Customer represents and warrants that
- 6.2.1 it possesses the legal right and ability to enter into and comply with these terms and any licence conditions attaching from time to time to the use of the Software or Third Party Software
- 6.2.2 it will use the Services, the Software and, if applicable, any Third Party Software for lawful purposes only and in accordance with all applicable laws, regulations and CIP policies
- 6.2.3 it will not attempt to decompile, reverse engineer or hack any website or computer network CIP uses in connection with the SaaS Services or to defeat or overcome any encryption and/or other technical protection methods implemented by CIP with respect to any such website or network and/or data transmitted, processed or stored by CIP or other users of such website or network
- 6.2.4 it will not use any automatic or manual device or process nor take any steps (including penetration testing, without the prior written authority of CIP ) to interfere with or in any manner compromise any security measures or the proper working of any website or computer network CIP uses in connection with the SaaS Services
- 6.2.5 it will ensure that Customer Users do not use any other individual's or entity's login or identity or any unauthorised or inadequately licensed computer, device or facility to access or use the SaaS Services or any website or computer network CIP uses in connection with the SaaS Services and that only System Administrators login and exercise System Administrator rights and privileges on any such website or network
- 6.2.6 it will not collect any information or communication about CIP or users of SaaS Services by monitoring, interdicting or intercepting any process of the Services, the Software or any applicable Third Party Software
- 6.2.7 it will notify CIP, as soon as practicable, if any changes to the Customer's business operations or practices may adversely affect the SaaS Service or CIP's obligations under this Agreement
- 6.2.8 it will not use any facility, device, software code or software instruction that is designed or intended to be used to provide a means of surreptitious or unauthorised access or that is designed or intended to distort, delete, damage or disassemble the Software, any applicable Third Party Software or Service or any website or computer network CIP uses in connection with the SaaS Services
- 6.2.9 it will not use the Software any applicable Third Party Software or the SaaS Services to develop, generate, transmit or store information that infringes any third party's intellectual property or other proprietary right or is defamatory, harmful, abusive, obscene or hateful or performs any unsolicited commercial communication not permitted by applicable law or is harassment or a violation of privacy or threatens others or impersonates any other person or steals or assumes any person's identity (whether a real identity or online nickname or alias) and
- 6.2.10 if requested by CIP on reasonable grounds it will provide true, accurate, current and complete information on its use of any website or computer network CIP uses in connection with the SaaS Services

- 6.3 CIP reserves the right to involve, and cooperate with, law enforcement authorities in prosecuting users who have participated in actions that may involve breaches of this **clause 6**
- 6.4 If CIP has reasonable grounds to suspect that the Customers representations, warranties or promises are inaccurate or breached, CIP may suspend (without prejudice to any right to terminate) the Customer's rights, benefits or services under or terminate these terms and any licence attaching from time to time to the use of the Software or Services
- 6.5 The Customer hereby agrees to hold harmless protect indemnify and defend CIP and its subcontractors from any liability (including legal and administrative fees and costs on a full indemnity basis) or any claim, prosecution or suit, threatened or actual, arising from any breach by the Customer of its obligations under this **clause 6** or from any use by CIP of Customer Content authorised by the Customer
- 6.6 The foregoing warranties, promises and indemnities in this **clause 6** shall survive any termination of these terms

## 7. DISPUTE RESOLUTION

Each party shall use its best endeavours to resolve amicably and expeditiously any dispute which may arise between them concerning these terms, any Order Form or any documents incorporated by reference therein. If a dispute cannot be resolved amicably within 7 days of such dispute being notified in writing by one party to the other for the purposes of this clause then the dispute shall be determined as follows

- 7.1 If the dispute is of a technical nature concerning the interpretation of any Order Form or relating to the functions or capabilities of the Software, any applicable Third Party Software or the Services or any similar or related matter or that the parties agree is of a technical nature ("Technical Dispute") then such dispute shall be referred to the next scheduled meeting of the parties or a meeting of the parties expeditiously convened for this purpose
- 7.2 If such meeting cannot resolve a Technical Dispute to the satisfaction of both parties then the dispute will be referred as a matter of urgency to an appropriately qualified senior manager or director of each party
- 7.3 If such senior managers or directors cannot resolve a Technical Dispute within 21 days of the meeting referred to in **clause 7.1** or such other period that they may agree then the parties shall attempt to settle the dispute by mediation in accordance with the CEDR Model Mediation Procedure. Unless otherwise agreed between the parties, the mediator will be nominated by CEDR. To initiate the mediation a party must give notice in writing (an "ADR Notice") to the other party to the dispute requesting a mediation. A copy of the request shall be sent to CEDR Solve. The mediation will start not later than 10 working days after the date of the ADR Notice. If the matter has not been resolved by mediation within 30 days of the initiation of such procedure, or if a party will not properly participate in the mediation procedure within 5 days of a request by the other party, the dispute shall be resolved in accordance with **clause 7.4**
- 7.4 Non technical disputes shall be referred as a matter of urgency to the managing directors of each party and if they cannot resolve such dispute within 21 days of it being referred to them then the dispute shall be determined by the English Courts and the parties hereby submit to the exclusive jurisdiction of those courts for such purpose

## 8. LIABILITY AND LIMITATIONS

CUSTOMER'S ATTENTION IS EXPRESSLY DRAWN TO THE PROVISIONS OF THIS CLAUSE

### 8.1 Limitation of liability.

The obligations accepted by CIP in **clause 2.3** are in lieu of all other warranties of any kind, express or implied, regarding any software, services, data, reports or documentation including any SaaS Services provided or procured by CIP including warranties of quality, performance, non-infringement, merchantability, or fitness for a particular purpose. Nor are there any warranties created by course of dealing, course of performance, or trade usage. Further CIP does not represent or warrant that the Software, the SaaS Service or any applicable Third Party Software or third party service will always be available, accessible, uninterrupted, timely, secure, accurate, complete, error-free, or will operate without packet loss, nor does CIP warrant any connection to or transmission from the internet

The Software, SaaS Services and any applicable Third Party Software or third party service may be subject to limitations, delays and other problems inherent in the use of the internet and electronic communications. CIP is not responsible and shall have no liability of any kind for any delays, delivery failures or other damage or loss resulting in any way from such use

CIP accepts no liability of any kind whatsoever, including liability for negligence, for the continuing existence, operation, interoperability, facilities or functions or consequences direct or indirect of any Customer using the internet or any other electronic communications facility to access the SaaS Services

In no event shall CIP be liable for indirect, consequential, or incidental damages (including damages for loss of business profits, business interruption, loss of business information, and the like) however caused (including negligence) arising out of the relationship between CIP and the Customer even if it has been advised of the possibility of such damages

In any event CIP's cumulative liability under these terms or any transaction contemplated hereunder or for any software data report or information or service provided to the Customer or any defect or failure therein or arising from any court of competent jurisdiction holding any of the above warranties or disclaimers or limitations of liability invalid, including any

cause of action in contract, tort or strict liability, shall be limited to the amount of fees paid by the Customer to CIP under these terms during the 12 months prior to such event. CIP's limitation of liability is cumulative with all CIP expenditures to address liability being aggregated to determine satisfaction of the limit. The Customer releases CIP from all obligations, liabilities, claims or demands in excess of the limitation. The parties acknowledge that other parts of these terms rely upon the inclusion of this **clause 8** and the resulting allocation of risks

Nothing in these terms shall exclude or limit the liability of CIP, its service entities and personnel for fraud or death or personal injury caused by their negligence or the negligence of their employees agents or contractors

- 8.2 Customer acknowledges and agrees that CIP has no liability of any nature whatsoever
- 8.2.1 to any person for the content of any third party communications publications or sources from which any data, reports or information is provided through Customer's use of the SaaS Service or other applicable Service or
- 8.2.2 for such data, reports or information including without limitation its accuracy, quality, integrity, reliability or appropriateness for any purpose and the Customer shall be solely responsible and liable for any use it makes of such data, reports or information including any breach of copyright or other right obligation or duty recognised by the laws of any jurisdiction
- 8.3 CIP does not give any opinions or advice concerning the use or non use of any data reports or information provided or available to the Customer through its use of the SaaS Services or any applicable Third Party Software or third party service. Such data reports or information may need further expert or specialist advice or interpretation to be obtained by the Customer before they can be fully or partly understood or assessed or use made of or reliance placed on them
- 8.4 CIP accepts no liability for any claim notified to it more than six months after the date of receipt by the Customer from CIP of the data report or information in respect of which the claim arises
- 8.5 Notwithstanding any other provision of these terms CIP does not warrant that use or operation of the Software, Third Party Software or the SaaS Services will be uninterrupted or error-free
- 8.6 As some jurisdictions do not allow some of the exclusions set out in this **clause 8**, some of these exclusions may not apply to you. In the event that any court of competent jurisdiction rules any other limitation of liability invalid or unenforceable, CIP's total aggregate liability shall not exceed the total sum which CIP may recover with respect to its liability for such loss or damage under either its general third party insurance or professional indemnity insurance (which at the date of this agreement is with respect to general third party £1,000,000 per occurrence or series of occurrences arising from the one event and with respect to professional indemnity £1,000,000 for any one claim or series of claims arising out of one incident or event)
- 8.7 For the avoidance of doubt, time shall not be of the essence of this contract. If CIP shall fail to provide access to or use of the Software, any applicable Third Party Software or any Service by any applicable agreed date, other than as a consequence of any act or omission of the Customer (whether or not such act or omission constitutes a breach of these terms) or a third party over which CIP has no control or responsibility, then CIP shall provide such resources as may be at its disposal and reasonably required in order to provide access to or use of the Software or such Services within the shortest possible time thereafter and compliance by CIP with this **clause 8.7** shall be in full and final settlement of any liability it may have for any loss or damage suffered by the Customer as a result of such failure by CIP
- 8.8 The limitations contained in this section do not apply to either the Customer or CIP for breach of their respective confidentiality obligations in **clause 10** or for breaches of each other's intellectual property rights
- 8.9 The Customer and CIP agree that all terms and limitations of these terms, including the warranty and liability limitations and exclusions, are fair and reasonable in light of the amounts to be paid by the Customer, the nature of the Services, the strength of the bargaining position of each party, the alternative ways the Customers needs could have been met and the potential benefits and risks for both party in entering into these terms

## 9. FORCE MAJEURE

Notwithstanding anything else contained in these terms, neither party shall be liable for any delay in performing its obligations under these terms or any Order Form if such delay is caused by circumstances beyond its reasonable control and any delay caused by any act or omission of the other party (whether or not such act or omission constitutes a breach of these terms) or a third party provided however that any delay by a sub-contractor or supplier of the party so delaying shall not relieve that party from liability for delay except where such delay is beyond the reasonable control of the sub-contractor or supplier concerned. The performance of the affected party's obligations shall be suspended during the period that the relevant circumstances persist and, if applicable to any obligation under these terms or any Order Form, the affected party shall be granted an extension of time for performance equal to the period of the delay. Except where such delay is caused by the act or omission of the other party (in which event the rights, remedies and liabilities of the parties shall be those conferred and imposed by the other terms of these terms and by law) any costs arising from such delay shall be borne by the party incurring the same. Both parties will in any event use all reasonable endeavours to mitigate the impact of any event of force majeure and to recommence performance of their obligations under these terms as soon as reasonably possible



## 10. CONFIDENTIALITY

### 10.1 Definition of Confidential Information and Exclusions.

"Confidential Information" means non public information that a party to these terms ("Disclosing Party") designates as being confidential to the party that receives such information ("Receiving Party") or which, under the circumstances surrounding disclosure ought to be treated as confidential by the Receiving Party and includes, without limitation, information in tangible or intangible form relating to and/or including released or unreleased Disclosing Party software or hardware products, the marketing or promotion of any Disclosing Party software or hardware products, the marketing or promotion of any Disclosing Party product, Disclosing Party's business policies, plans or practices, its personnel, customers or suppliers, Customer Data and information received from others that Disclosing Party is obligated to treat as confidential. If any party has any doubts about what constitutes Confidential Information then such party agrees to consult with the other party before acting in any manner that may breach its obligations under these terms

Except as otherwise indicated in these terms, the term "Disclosing Party" also includes all Affiliates of the Disclosing Party and, except as otherwise indicated, the term "Receiving Party" also includes all Affiliates of the Receiving Party

Confidential Information shall not include any information, however designated, that

- 10.1.1 is or subsequently becomes publicly available without Receiving Party's breach of any obligation owed to Disclosing Party
- 10.1.2 became known to Receiving Party prior to Disclosing Party's disclosure of such information to Receiving Party pursuant to or prior to or in contemplation of these terms
- 10.1.3 became known to Receiving Party from a source other than Disclosing Party other than by the breach of an obligation of confidentiality owed to Disclosing Party
- 10.1.4 is independently developed by Receiving Party without use of Disclosing Party's Confidential Information or
- 10.1.5 constitutes Suggestions (as defined in **clause 10.4** of these terms)

### 10.2 Obligations Regarding Confidential Information.

Receiving Party shall

- 10.2.1 refrain from disclosing any Confidential Information of the Disclosing Party to third parties for ten (10) years following the date that Disclosing Party first discloses such Confidential Information to Receiving Party
- 10.2.2 take reasonable security precautions, at least as great as the precautions it takes to protect its own confidential information, but no less than reasonable care, to keep confidential the Confidential Information of the Disclosing Party and shall procure that all of its directors, employees, professional advisers and sub-contractors who have access to any information of the disclosing party to which the obligations of **clause 10** apply shall be made aware of those obligations
- 10.2.3 not disclose any Confidential Information to its sub-contractors without first obtaining their written agreement to confidentiality obligations no less onerous than those set out in this **clause 10**

Receiving Party may disclose Confidential Information of Disclosing Party in accordance with a judicial or other governmental order, provided that Receiving Party either

- 10.2.4 gives the Disclosing Party reasonable notice prior to such disclosure to allow Disclosing Party a reasonable opportunity to seek a protective order or equivalent, or
- 10.2.5 obtains written assurance from the applicable judicial or governmental entity that it will afford the Confidential Information the highest level of protection afforded under applicable law or regulation. Notwithstanding the foregoing, the Receiving Party shall not disclose any computer source code that contains Confidential Information of the Disclosing Party in accordance with a judicial or other governmental order unless it complies with the requirement set forth in **clause 10.2.4**

Receiving Party shall notify the Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Confidential Information or any other breach of this **clause 10** by Receiving Party and its employees and consultants, and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and prevent its further unauthorized use or disclosure

Upon termination of these terms for any reason, Receiving Party shall, at Disclosing Party's request, return all originals, copies, reproductions and summaries of Confidential Information and all other tangible materials and devices provided to the Receiving Party as Confidential Information, or at Disclosing Party's option, certify destruction of the same

### 10.3 Miscellaneous.

The parties acknowledge that monetary damages may not be a sufficient remedy for unauthorized disclosure of Confidential Information and that Disclosing Party shall be entitled, without waiving any other rights or remedies, to such injunctive or equitable relief as may be deemed proper by a court of competent jurisdiction

All Confidential Information is and shall remain the property of Disclosing Party. By disclosing Confidential Information to Receiving Party, Disclosing Party does not grant any express or implied right to Receiving Party to or under any patents, copyrights, trademarks, or trade secret information except as otherwise provided herein. Disclosing Party reserves without prejudice the ability to protect its rights under any such patents, copyrights, trademarks, or trade secrets except as otherwise provided herein

## 10.4 Suggestions.

The Customer may from time to time provide suggestions, comments or other feedback ("Suggestions") to CIP with respect to Confidential Information concerning the Services or the Software. Both parties agree that all Suggestions are and shall be given entirely voluntarily. Suggestions, even if designated as confidential by the Customer, shall not, absent a separate written agreement, create any confidentiality obligation for CIP. Furthermore, except as otherwise provided herein or in a separate subsequent written agreement between the parties, CIP shall be free to use, disclose, reproduce, license or otherwise distribute, and exploit the Suggestions provided to it as it sees fit, entirely without obligation or restriction of any kind on account of intellectual property rights or otherwise

## 10.5 Use of Data.

Provided that all Customer Data disclosed or made available pursuant to this **clause 10.5** to any third party shall not identify such data with the Customer nor specifically identify any individual, company or entity, CIP may access, process, use and disclose to third parties data posted by or on behalf of the Customer on any website or computer network CIP uses in connection with the SaaS Services (including Customer personnel data) as reasonably necessary to operate or maintain the SaaS Services or the Software (including virus scanning), to comply with obligations of confidentiality CIP has to the Customer or other customers, to evaluate or improve the performance and implementation of and to promote and market SaaS Services or the Software, to perform statistical analyses and other data mining activities and to present such data in whatever format CIP requires to measure, amongst other things, interest in and use of SaaS Services or the Software and to develop and design new products and services

## 11. TERMINATION

11.1 Unless otherwise agreed, any SaaS Service shall commence on the relevant Commencement Date and shall continue thereafter only during such periods in respect of which the applicable Subscription Fee shall have been paid in full to CIP unless and until terminated under **clause 11.2**. Unless the parties otherwise agree in writing, at the end of any Subscription Period, or Minimum Term if applicable, this agreement and the Services will automatically be extended for a subsequent minimum Subscription Period unless the Customer or CIP gives not less than three calendar months notice of termination with effect at the expiry of the then current Subscription Period

11.2 Either party may terminate these terms by written notice to the other if

11.2.1 the other party commits any breach of any provision of these terms or any effective Order Form which is capable of remedy (including for the avoidance of doubt any breach referred to in **clause 11.2.2**) and that other party fails to remedy the breach within 14 days after receipt of a written notice giving full particulars of the breach and requiring it to be remedied

11.2.2 the other party commits any breach of any provision of these terms which constitutes a material breach (material breach for this purpose meaning a breach that has caused or, with the passage of time, will cause substantial harm to the interests of the aggrieved party or if it involves knowing and unauthorised infringement of the aggrieved party's intellectual property, or if it involves knowing or grossly negligent unauthorised disclosure or use of the aggrieved party's confidential information, or if it involves a continuing failure after warning to pay any undisputed fees when due, or if the aggregate effect of non-material breaches by the same party satisfies these standards for materiality)

11.2.3 the other party shall have a receiver or administrative receiver appointed or shall pass a resolution for winding-up (otherwise than for the purpose of a bona fide scheme of solvent amalgamation or reconstruction) or a court of competent jurisdiction shall make an order to that effect or if the other party shall become subject to an administration order (or have an administrator appointed) or shall enter into any voluntary arrangement with its creditors or shall cease or threaten to cease to carry on business

11.2.4 there are no outstanding Services agreed to be provided under these terms

11.3 Upon any termination of these terms

11.3.1 provisions regarding fees and expenses, rights arising from Services, confidentiality and protection of intellectual property, limitations of liability, obligations on termination and any provisions specified as surviving in any Order Form will remain in effect

11.3.2 subject as otherwise provided in these terms and to any rights or obligations which have accrued prior to termination, neither party shall have any further obligation to the other under these terms

## 12. GENERAL

- 12.1 Neither party has been induced to enter into these terms by a statement or promise which it does not contain. These terms and any applicable Order Form constitute the entire agreement between CIP and the Customer with respect to the supply of Services and supersedes all previous communications, representations and agreements either written or oral (save for fraudulent misrepresentation) with respect thereto. This shall not exclude any liability which a party would otherwise have to the other party in respect of any statement made fraudulently by that party prior to the date of these terms. The application of any general terms and conditions upon which the Customer trades or which it seeks to impose by inclusion in any purchase order or by way of course of trading or otherwise are excluded and shall be of no effect
- 12.2 Neither party may assign, transfer or otherwise dispose of any of its rights or obligations under these terms without the prior written consent of the other such consent not to be unreasonably withheld or delayed. Subject to the foregoing, these terms will bind and inure to the benefit of any successors and assigns
- 12.3 This agreement shall be governed by and construed in accordance with English law and the parties submit to the exclusive jurisdiction of the English courts
- 12.4 Each provision of these terms shall be construed separately and notwithstanding that the whole or any part of any such provision may be held by any body of competent jurisdiction to be illegal invalid or unenforceable the other provisions of these terms and the remainder of the provision in question shall continue in full force and effect. The parties hereby agree to attempt to substitute for any invalid or unenforceable provision a valid or enforceable provision which achieves to the greatest extent possible the economic legal and commercial objectives of the invalid or unenforceable provision
- 12.5 During the period during which CIP is providing the Services and for a period of 9 months thereafter neither party shall (whether personally or by its agent and whether for itself or on behalf of any other person, firm or company) recruit, solicit, induce or seek to induce any employee or contractor of the other party involved in the performance of the Services or obligations under these terms to leave its employment or terminate or breach its contract with such other party, provided however, that neither party will be precluded from engaging in general recruiting techniques that do not target the employees of the other party and from employing any person responding to such general solicitation. In the event that a party is in breach of this **clause 12.5** it shall pay to the party which has suffered loss as a result of such breach (the "innocent party"), by way of a genuine pre-estimate of the innocent party's damages, a sum calculated at the total aggregate value of fees, salary and other benefits paid to the employee or contractor concerned by the innocent party during the last 6 months of such employee's employment or contractor's engagement with the innocent party
- 12.6 The relationship of CIP to the Customer is solely that of independent contractor, and nothing contained herein is intended or will be construed as establishing an employment, joint venture, partnership, commission agent or other business relationship between the parties
- 12.7 Any variation of these terms must be in writing, expressly state that it forms part of the contractual arrangements between the parties and be signed by an authorised representative of each of the parties. No term or provision hereof will be deemed waived and no breach excused unless such waiver or consent is in writing and signed by the party claimed to have waived or consented
- 12.8 The Customer agrees that CIP may refer to the Customer as a customer of CIP and as a user of its Software in CIP marketing and public relations material. For the avoidance of doubt, this **clause 12.8** does not give either party the right to disclose Confidential Information
- 12.9 The parties confirm their intent not to confer any rights on any third parties by virtue of this agreement and accordingly the Contracts (Rights of Third Parties) Act 1999 shall not apply to this agreement

## 13. DATA PROTECTION

- 13.1 For the purposes of this agreement "DPA" means the Data Protection Act 1998 as this Act is for the time being in force and includes any subordinate legislation made under such Act and any provision amending, superseding or re-enacting it and "Data", "Processing", "Personal Data", "Data Controller", "Data Processor", "Seventh Principle" and "Information Commissioner" bear the meanings set out in the DPA
- 13.2 The Customer acknowledges that in connection with the performance of its obligations under these terms CIP is a Data Processor and it and any outsource web site hosting entity that CIP may use in connection with the SaaS Services may carry out Processing on personal data relating to employees of the Customer ("Customer Personal Data"). CIP shall carry out such operations in compliance with any applicable data protection legislation in force from time to time, and shall, without limitation to the foregoing
- 13.2.1 taking into account the state of technological development at any time and the cost of implementing any measures take at all relevant times appropriate technical and organisational measures against unauthorised or unlawful processing of Customer Personal Data and against accidental loss or destruction of, or damage to, Customer Personal Data, such measures to ensure a level of security appropriate to the risks represented by the Processing, the harm that may result from a breach of security and the nature of the data to be protected
- 13.2.2 take reasonable steps to ensure the reliability of CIP's staff who have access to Customer Personal Data
- 13.2.3 comply with obligations with respect to Customer Personal Data equivalent to those imposed on a Data

Controller by the Seventh Principle of the DPA

- 13.3 CIP shall only disclose Customer Personal Data with the prior written approval of the Customer, subject to the non-disclosure exemptions set out within the DPA. In the event that CIP receives a request for subject access from an individual about whom CIP holds Customer Personal Data for the purposes of fulfilling its obligations under these terms, or a request for such information from the Information Commissioner, then, subject to complying with its obligations under the DPA, CIP shall promptly notify such employee of the Customer as is nominated for this purpose of such request and respond promptly to any request for information made by the Customer in respect of such subject access request or request for information from the Information Commissioner
- 13.4 The Customer acknowledges that it is solely responsible for the creation of all Customer Personal Data upon which CIP and any outsource web site hosting entity that CIP may use in connection with the SaaS Services carries out Processing under these terms. The Customer shall make obtain and maintain all necessary notifications authorisations and consents the Customer is required to have for the Processing of Customer Personal Data to be carried out by CIP and any such outsource web site hosting entity under these terms. CIP acknowledges that Customer Personal Data in the possession of CIP and any such outsource web site hosting entity shall at all times remain the property of Customer
- 13.5 The Customer hereby instructs CIP and any outsource web site hosting entity that CIP may use in connection with the SaaS Services to carry out such Processing on Customer Personal Data as is reasonably required by CIP to perform its obligations under these terms and CIP agrees to Processing Customer Personal Data solely in accordance with such instruction. The Customer may vary the instruction given by this **clause 13.5** with respect to the Processing of Customer Personal Data at any time by written notice to CIP provided that CIP shall have no liability of any kind to the Customer for any loss or damage suffered by or claim made by any person against the Customer arising directly or indirectly from CIP complying with such notice

## 14. NOTICES

- 14.1 Any document notice claim or demand to be given served or made by either party to the other in connection with these terms shall be sufficiently given served or made by delivering or sending the same by hand or courier, recorded delivery or registered air mail post, facsimile or email to the registered office or any notified address of the party to whom it is addressed
- 14.2 Any such document notice claim or demand shall be deemed to be given served or made
- 14.2.1 if delivered, at the time of delivery
  - 14.2.2 if sent by courier, at the expiration of 12 hours of the same having been despatched
  - 14.2.3 if posted, at the expiration of 2 days after the envelope containing the same shall have been posted
  - 14.2.4 if sent by facsimile or email, upon completion of transmission

## 15. ELECTRONIC AGREEMENTS

The Customer acknowledges and agrees that

- 15.1 by accessing, using, receiving or downloading any Software and by making electronic transmissions to CIP in connection therewith this agreement and any other licence, usage or other conditions attaching from time to time to the use of Software or Services are legally binding upon it whether or not an authorised employee agent or contractor of the Customer clicked on any electronic button or such similar links as may be designated by CIP to accept this agreement or gain access to and use any Software or Service using the internet or other electronic forms of communication
- 15.2 pursuant to any applicable statutes, regulations, rules, ordinances or other laws, it accepts the use of electronic signatures, contracts, orders and other records and to electronic delivery of notices, contractual terms, records of transactions and other data initiated or completed through electronic means with CIP and
- 15.3 it hereby waives any rights or requirements under any statutes, regulations, rules, ordinances or other laws in any jurisdiction which require an original signature or delivery or retention or filing of electronic or non-electronic records