

SaaS Agreement Index

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SaaS Agreement

As a result of you (“**Customer**”) and **Ciphr LIMITED** a company incorporated in England and Wales (registered no. 04616229) whose registered office is at 28-30 Chapel Street, Marlow, Bucks, SL7 1DD (“**Ciphr**”) signing or otherwise accepting an Order Form in connection with the Services, these are the terms and conditions (referred to in and amended by any Order Form) upon which Ciphr shall supply those services to you. In the absence of any other written and signed agreement expressed by the Parties to be the sole agreement with respect to the Services, 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 Ciphr in connection with Ciphr’s Services.

Preamble

The Customer and CiphR have entered into each Order Form after due consideration and in the knowledge that the liability of CiphR is to be limited in accordance with the terms of this Agreement and that the Subscription Fees and fees for other Services have been set accordingly. The Customer acknowledges that:

- (i) a higher price would have been payable but for such limitations of liability or for such additional Software or Services that may be required or for any changes to SaaS Service, Incident Priorities or Service Levels specified in <https://www.ciphR.com/terms/>
- (ii) the relevant Software and/or Services have not been developed to meet the Customer's individual requirements and it is therefore the responsibility of the Customer to ensure that the facilities and functions as described in any documentation or pre-sales discussions meets its requirements prior to agreeing any Order Form; and
- (iii) it has selected such Software and/or Services as the most suitable for its needs taking into account considerations of functionality, performance and price prior to selecting the relevant Software and/or Services

1. Definitions and interpretation

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

“Affiliate”	any entity that directly or indirectly controls, is controlled by or is under common control with, that entity within the meaning set out in section 1124 of the Corporation Tax Act 2010
“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 as prescribed on any CiphR website) in connection with this agreement
“Agreement”	has the meaning given to it in clause 1.2.1
“CiphR Intellectual Property”	all Intellectual Property arising in (a) the Services, (b) the Software, (c) any Database, (d) the Derived Data Reports and (e) CiphR work product provided, deployed, created or specifically undertaken pursuant to the Services, the Software, any Order Form or in performing its obligations under 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 issued to the Customer by CiphR 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 Ciphhr under any Order Form from time to time to create in the personal details table on the SaaS Service
“Customer Content”	any material, content or Intellectual Property including without limitation any elements of text, editorial, graphics, photos, designs, trademarks, or other artwork provided to Ciphhr by the Customer for the development of or integration into or use with or communication through the Software or Services under this Agreement
“Customer Data”	information of the Customer provided to Ciphhr or posted or submitted to the SaaS Service by the Customer or a Customer User
“Customer Obligations”	the obligations of the Customer set out in clause 3 or elsewhere in this Agreement, any Order Form or other documentation or terms designated by Ciphhr
“Customer Personal Data”	Personal Data (as defined in clause 13) contained in any Customer Data
“Customer User”	anyone appointed by the Customer to be a user 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”	the framework, structure and metadata of any database used in the provision of the SaaS Services over which Ciphhr exerts considerable time and resources collating, compiling and reformatting, and controls 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. For the avoidance of any doubt, the definition of Database does not include any Customer Data or Customer Content that is input into such a Database
“Data Protection Legislation”	has the meaning given to it in clause 13.1
“Derived Data Reports”	any data reports or information derived from any Customer Data or Customer Content that are provided or made available to the Customer by Ciphhr as part of or in connection with the Services throughout the duration of this Agreement, but excluding any Customer Data and Customer Content itself

“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 Ciphir is wholly responsible under our Agreement
“Incident Priorities”	as specified in https://www.ciphir.com/wp-content/uploads/2023/06/saas-incident-priorities-v31-v2-20230612.pdf
“Intellectual Property”	any and all copyright, database rights, patents trade marks, know-how, trade secrets, domain names and all related rights, neighbouring rights including any rights relating to unauthorised extraction or reutilisation, design rights and any other intellectual property rights, and in each case: (a) whether registered or not; (b) including any applications to protect or register such rights; (c) including all renewals and extensions of such rights or applications; (d) whether vested, contingent or future; and (e) wherever existing
“Material Breach”	a breach that has caused or, with the passage of time, will cause substantial harm to the interests of the innocent Party or if it involves knowing and unauthorised infringement of the innocent Party’s Intellectual Property, or if it involves intentional or grossly negligent unauthorised disclosure or use of the innocent Party’s Confidential Information, or if it involves a continuing failure after warning to pay any undisputed fees when due, or if it involves a breach of clause 15, or if the aggregate effect of non-material breaches by the same Party satisfies these standards for materiality
“Minimum Term”	any minimum number of Subscription Periods agreed to by Ciphir and the Customer in any Order Form
“Order Form”	the electronic or physical order form (including any schedules, annexes, appendices or other documents referred to or linked to therein) signed by or on behalf of Ciphir and the Customer, setting out the details of Service(s) to be provided by Ciphir, including any applicable Third Party Services and incorporating the terms of this SaaS Agreement (as may be varied by agreement in writing from time to time)
“Professional Service(s)”	the services agreed to be provided by Ciphir to the Customer under the Agreement 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, but excluding the SaaS Service(s) and any Third Party Services

“Professional Service Fees”	the fees and charges specified in any Order Form to be paid by the Customer to Ciphir from time to time under this Agreement for any Professional Services but excluding the Subscription Fees
“Record(s)”	a row of data in the personal details table on the SaaS Service
“Renewal Period”	the specified number of Subscription Periods stated in any Order Form that shall form the period of time for each renewal in accordance with clause 11.1
“SaaS Agreement”	the terms and conditions set out in the clauses and other provisions of this document (including any schedules, annexes, appendices or other documents referred to or linked to herein)
“SaaS Service(s)”	the provision for the Customer by Ciphir 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 SaaS Service Definition
“SaaS Service Definition”	the SaaS Service support and the service inclusions and exclusions set out in https://www.ciphir.com/wp-content/uploads/2023/06/saas-service-definition-v31-v2-20230612.pdf
“Service(s)”	the SaaS Service(s) and the Professional Services provided by Ciphir under this Agreement
“Service Levels”	the service levels for the SaaS Service set out in https://www.ciphir.com/wp-content/uploads/2023/06/saas-service-levels-v31-v2-20230612.pdf
“Software”	Ciphir software or any third party software applications and processes specified in any Order Form and installed by Ciphir on the SaaS Service for use by the Customer under this Agreement, but excluding any Third Party Software
“Subscription Fee(s)”	the fees and charges specified in any Order Form to be paid by the Customer to Ciphir from time to time under this Agreement for the SaaS Service and any other services to be provided for the term of any Subscription Period
“Subscription Period”	any period in respect of which the fees set by Ciphir 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

“Supervisory Authority”	means the body in any member state of the EU with responsibility for administering the laws relating to Data Protection and shall, for the UK mean the UK Information Commissioners Office or any successor or replacement body
“System Environment”	a system of integrated computer hardware, operating systems software, computer peripherals and facilities provided by Ciphir 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 Ciphir to exercise system administration rights as defined by Ciphir from time to time
“Third Party Service”	any third party internet accessible service specified in any Order Form under Third Party Services to which Ciphir provides a Third Party Service Licence or to which Ciphir provides a link or access to, on any SaaS Service website or other communications facilities
“Third Party Service Licence”	the terms and conditions applying to the use of and access to the specified Third Party Service by the Customer and by Customer Users including such licencing terms as may apply to the use of any software that is provided by such third party to the Customer as part of the Third Party Service
“Third Party Service Support”	the support services to be provided by Ciphir in connection with Third Party Services, as specified under Third Party Services in any Order Form
“Third Party Software”	software provided or licensed by a third party to Ciphir as specified in any Order Form, whether owned or licensed by such third party, to be installed by Ciphir as part of the SaaS Service at the request of and for use by the Customer
“Third Party Software Support”	the support services specified in https://www.ciphir.com/wp-content/uploads/2023/06/third-party-software-support-v31-v2-20230612.pdf as replaced from time to time to be provided by Ciphir 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 from that with which the Customer is currently licensed or

	permitted to use the Software under this Agreement or any relevant licence
“Working Day”	Monday to Friday excluding UK bank and public holidays
“Working Hours”	9am to 5.30pm on a Working Day

1.2. In our Agreement:

- 1.2.1. each Order Form entered into by the Customer shall form a separate agreement, incorporating the terms of this SaaS Agreement (our “**Agreement**”); and
 - 1.2.2. in the event of any conflict in respect of the provisions of our Agreement and/or the documents referred to therein the following order of priority shall prevail (in descending order of priority):
 - 1.2.2.1. any Third Party Service Licence;
 - 1.2.2.2. the Order Form;
 - 1.2.2.3. the SaaS Agreement; and
 - 1.2.3. subject to the order of priority between documents in **clause 1.2.2**, later versions of documents shall prevail over earlier ones if there is any conflict or inconsistency between them.
- 1.3. Words importing the singular include the plural, words importing any gender include every gender and words importing persons include bodies corporate and unincorporate and (in each case) vice versa.
- 1.4. Any words that follow ‘include’, ‘includes’, ‘including’, ‘in particular’ or any similar words and expressions shall be construed as illustrative only and shall not limit the sense of any word, phrase, term, definition or description preceding those words.
- 1.5. A reference to specific legislation is a reference to that legislation as amended, extended, re-enacted or consolidated from time to time and a reference to legislation includes all subordinate legislation made as at the date of our Agreement under that legislation,
- 1.6. A reference to ‘writing’ or ‘written’ includes any method of reproducing words in a legible and non-transitory form (including email).
- 1.7. Ciphre and the Customer are together the **Parties** and each a **Party**, and a reference to a ‘Party’ includes that party’s successors and permitted assigns.

2. Ciph r key responsibilities

- 2.1. Subject to the payment of any Subscription Fees or other fees in connection with the Services and the Customer's compliance with Customer Obligations, Ciph r shall:
 - 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 Professional Services specified in any Order Form;
 - 2.1.3 where specified in an Order Form, with the full co-operation and assistance of the Customer, incorporate any Customer Data and/or Customer Content into the SaaS Services; and
 - 2.1.4 with the full co-operation and assistance of the Customer install and provide access to any Third Party Software which Ciph r has agreed to host on the SaaS Service.
- 2.2. Subject to the payment of any Subscription Fees or other fees in connection with the Services and the Customer's compliance with Customer Obligations, Ciph r shall:
 - 2.2.1. provide the Services with all reasonable skill and care; and
 - 2.2.2. provide suitably skilled and trained personnel to carry out the Services
- 2.3. Other than as expressly set out in this Agreement, and subject to **clause 8.5**, all warranties, conditions, terms, undertakings or obligations whether express or implied and including any implied terms relating to quality, fitness for any particular purpose or ability to achieve a particular result are excluded to the fullest extent allowed by applicable law.
- 2.4. Subject to **clause 8.5**, Ciph r does not represent, warrant or undertake that the Services, Software, Third Party Software or any applicable Third Party Service will always be available, accessible, uninterrupted, timely, secure, accurate, complete, error-free, or will operate without packet loss. The Customer acknowledges and agrees that the Services, Software, Third Party Software or any applicable Third Party Service may be subject to delays, interruptions, errors or other problems resulting from use of the internet or public electronic communications networks used by the Parties or third parties and that such risks are inherent in cloud services and that Ciph r shall have no liability for any such delays, interruptions, errors or other problems or losses that were not caused by Ciph r's breach of this Agreement.
- 2.5. Where an Order Form specifies that that a Third Party Service Licence applies in respect of a Third Party Service, then the Customer agrees that, **clause 2.2** shall not apply in respect of that Third Party Service and the terms contained in the Third Party Licence shall take precedence.

3. Customer key responsibilities

- 3.1 The Customer shall, subject to and in accordance with this Agreement:

- 3.1.1 obtain maintain and provide to Ciphir all necessary authorisations consents, licences and services required for Ciphir 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;
 - 3.1.2 if applicable, deliver in a timely manner any Customer Content and any required updates of Customer Content to Ciphir for inclusion in the Software or the Services;
 - 3.1.3 provide Ciphir with any information and assistance which it may reasonably require from time to time to enable Ciphir to perform its obligations under these terms;
 - 3.1.4 procure and/or supply, and if necessary, install, support and maintain all software, licences, hardware, network infrastructure, services and environmental and operational conditions that may be required by the Customer to connect to and access the internet for the purpose of accessing the SaaS Services;
 - 3.1.5 be liable for all acts and omissions of its Customer Users and procure that each Customer User is aware of, and complies with, the obligations and restrictions imposed on the Customer under this Agreement;
 - 3.1.6 promptly notify Ciphir in writing of any changes the Customer requires to System Administrators authorised by Ciphir to have access to the SaaS Services (including when System Administrators cease to be employed or engaged by the Customer or an Affiliate (as the case may be) such that they are no longer entitled to be System Administrators);
 - 3.1.7 ensure that it responsibly manages access rights (including individualised login and password information) to the SaaS Services by its Customer Users and System Administrators and promptly revokes such access rights where a Customer User or System Administrator is no longer entitled to access the SaaS Services;
 - 3.1.8 ensure that its Customer Users using the Software, and any applicable Third Party Software or Third Party Services, on or in connection with the SaaS Services are trained to use them competently; and
 - 3.1.9 ensure that only Customer Users operate the SaaS Service, Software and any applicable Third Party Software and Third Party Service in accordance with this Agreement and any Third Party Service Licences as applicable and operating procedures, guidelines, codes of conduct and processes reasonably specified from time to time by Ciphir or, in the case of any Third Party Service, in accordance with the terms and conditions of the Third Party Service Licence.
- 3.2 The Customer acknowledges and agrees that Ciphir'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.

- 3.3 To the extent that the Customer provides CiphR access to Customer premises or facilities in connection with this Agreement, the Customer shall comply with its obligations under applicable health and safety regulations with respect to the provision of such access and facilities to CiphR.
- 3.4 In relation to its use of the Services, 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 Services (other than taxes on the net income of CiphR).

4. Fees and payment

- 4.1 The Subscription Fees and Professional Service Fees shall be invoiced to and paid by the Customer in advance of the period to which they relate or otherwise at the discretion of CiphR or, if applicable, in accordance with any payment profile set out in any Order Form. 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 CiphR.
- 4.2 Unless otherwise agreed in any Order Form, fees for all Professional Services shall be charged on a time and materials basis. Any estimated fee is based on the number of days estimated by CiphR as being required for the provision of the relevant agreed Professional Services. Subject to **clause 4.7**, CiphR shall be entitled to charge the Customer for any additional days required in order to complete the provision of agreed Professional Services. CiphR shall also be entitled to charge for additional days attributable to any changes agreed by the Parties to Professional Services to be delivered under these terms or any breach of these terms by the Customer.
- 4.3 Unless otherwise agreed in any Order Form, the Customer shall reimburse CiphR for any reasonable expenses necessarily incurred by CiphR in connection with the provision of the Professional Services.
- 4.4 The Subscription Fees and Professional Service Fees 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 CiphR 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 CiphR 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 CiphR's other rights and remedies) CiphR reserves the right 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 the Bank of England (or such London Clearing Bank as CiphR may nominate) from time to time in force compounded quarterly. Such interest shall be paid by the Customer on demand from CiphR. To be excluded from the late payment

charge a bona fide disputed invoice amount shall be notified in writing to CiphR within fourteen days of receipt of the relevant invoice.

- 4.6 Except where defined in Service Levels or where otherwise agreed by the Parties in writing, the Professional Services shall be provided during Working Hours. Where the Professional Services are provided outside these times at the written request of the Customer, CiphR may increase its then current per hour and per day rates by 100% or by 150% respectively in the case of Professional 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 Professional Services will need to be exceeded to enable the relevant Professional Service to be completed or delivered CiphR shall notify the Customer of the fact and the reasons therefor and provide to the Customer CiphR's reasonable estimate of the additional days required to complete the provision of the relevant Professional Service. CiphR shall not be entitled to invoice the Customer for any days in excess of those estimated with respect to any Professional 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 Professional Service not being completed or delivered.
- 4.8 Once a date for the delivery of Professional Services has been agreed by the Customer and CiphR then any cancellation by the Customer or CiphR shall be in accordance with CiphR's cancellation policy as specified in <https://www.ciphR.com/wp-content/uploads/2023/06/cancellation-policy-v31-v2-20230612.pdf>. CiphR reserves the right to cancel or postpone any Professional Services 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 those Professional Services on that date if a rescheduled date cannot be agreed.
- 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 CiphR shall be under no obligation to continue to provide the SaaS Services or Professional Services to the Customer and delivery of such services may be suspended (without prejudice to CiphR's rights under **clause 11**) unless and until the relevant invoice shall be paid in full. The Customer shall indemnify CiphR 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. Intellectual property and rights to use

- 5.1 Subject to any special terms that CiphR may agree with the Customer in any Order Form, the Customer acknowledges and agrees that CiphR Intellectual Property and all Intellectual Property in Third Party Software shall remain the exclusive property of CiphR or its relevant third party owner and the Customer shall have no rights in respect thereof save as may be granted to it by CiphR pursuant to this Agreement or in accordance with any licence or agreement which CiphR may enter into with the Customer from time to time. To the extent that the Customer or any of its Affiliates if applicable, acquires any Intellectual Property rights in CiphR Intellectual Property or Third Party Software, the Customer shall assign or procure the assignment of such Intellectual Property rights with full title guarantee (including by way of present assignment of future Intellectual Property rights) to the Supplier or such third party as the Supplier may elect. The Customer shall execute all such documents and do such things as the Supplier may consider necessary to give effect to this **clause**

- 5.1.** The Customer agrees to use the CiphR Intellectual Property only as provided in this Agreement and to not use it to develop software for third parties or for any other purpose.
- 5.2 In consideration of payment of the Subscription Fees, CiphR hereby grants to the Customer:
- 5.2.1 a non-exclusive, royalty-free licence to access the System Environment to use the Software and Third Party Software for the purposes of the Services provided pursuant to this Agreement and any Order Form; and
 - 5.2.2 a non-exclusive, perpetual, royalty-free, non-transferable licence to possess and use the Derived Data Reports provided always that the Customer:
 - 5.2.2.1 shall comply with any conditions or restrictions (third party or otherwise) notified to the Customer that apply to the Derived Data Reports;
 - 5.2.2.2 shall not copy or use the Derived Data Reports to create a complete or material reconstruction of any Database; and
 - 5.2.2.3 shall not use the Derived Data Reports to provide any service competing with the Services.
- 5.3 The Customer grants to CiphR a non-exclusive, royalty free, licence to use the Customer Content and Customer Data solely for the purpose of CiphR providing the Services and otherwise exercising its rights and discharging its obligations under this Agreement.
- 5.4 CiphR acknowledges and agrees that any Intellectual Property arising in Customer Content and Customer Data belongs to the Customer (or a third party licensor) and for the avoidance of doubt asserts no claim pursuant to these terms inconsistent with any such proprietary rights.
- 5.5 The Customer shall:
- 5.5.1 not remove or interfere with any trade marks, copyright or trade mark notices affixed or installed by CiphR on any Service or copy of the Software or other CiphR Intellectual Property;
 - 5.5.2 without prejudice to the foregoing take all such other reasonable steps to protect the Confidential Information (as defined below) and CiphR Intellectual Property in its possession or control from access, use or copying not authorised by these terms.
- 5.6 If, at any time that CiphR is providing the SaaS Services to the Customer, the Customer requests that CiphR provide it with a copy of the Customer Data held by CiphR on the SaaS Services, CiphR 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 CiphR:

- 5.6.1 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);
 - 5.6.2 all other invoices issued by Ciphhr with respect to the Services provided to the Customer; and
 - 5.6.3 any fees or charges at Ciphhr's then applicable rates raised by Ciphhr for the provision of any assistance reasonably requested by the Customer and provided or to be provided by Ciphhr in connection with the transfer of such Customer Data.
- 5.7 Provided that all Customer Data disclosed or made available pursuant to this **clause 5.7** to any third party shall not identify such data with the Customer nor specifically identify any individual, company or entity, Ciphhr may access, process, use and disclose to third parties data posted by or on behalf of the Customer on any website or computer network Ciphhr uses in connection with the SaaS Services (including Customer Personal Data) as reasonably necessary to operate or maintain the SaaS Services or the Software (including virus scanning), to comply with obligations of confidentiality Ciphhr 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 Ciphhr 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.
- 5.8 Ciphhr represents, warrants and undertakes that:
- 5.8.1 it has all the rights in relation to the Software, any Third Party Software and the Services that are necessary to grant all the rights it purports to grant and perform all the obligations it agrees to perform under, and in accordance with, this Agreement; and
 - 5.8.2 it possesses the legal right and ability to enter into and comply with this Agreement.
- 5.9 **Clause 5** shall survive any termination of this Agreement.

6. Service use

- 6.1 The Customer represents, warrants and undertakes that all Customer Content:
- 6.1.1 is 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; and
 - 6.1.2 is 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 offensive, abusive, defamatory, obscene, menacing or in any other way unlawful and will not in any way inhibit restrict or impair the free and/or unrestricted performance by Ciphhr of any rights or obligations it has under this Agreement.

- 6.2 The Customer represents, warrants and undertakes that:
- 6.2.1 it possesses the legal right and ability to enter into and comply with this Agreement and any licence conditions attaching from time to time to the use of the Software or Third Party Software or Third Party Service;
 - 6.2.2 it will use the Services, the Software and, if applicable, any Third Party Software or Third Party Service for lawful purposes only and in accordance with all applicable laws and regulations;
 - 6.2.3 except as may be permitted by law, it will not attempt to decompile, reverse engineer or hack any website or computer network Ciphre uses in connection with the Services, Software, Third Party Software or any Third Party Service or to defeat or overcome any encryption and/or other technical protection methods implemented by Ciphre with respect to any such website or network and/or data transmitted, processed or stored by Ciphre 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 Ciphre) to interfere with or in any manner compromise any security measures or the proper working of any website or computer network Ciphre uses in connection with the Services or any Third Party Service;
 - 6.2.5 it will take all reasonable steps to 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 Services or any website or computer network Ciphre uses in connection with the Services or any Third Party Service 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 Ciphre or other users of Services or any Third Party Service by monitoring or intercepting any process of the Services, the Software or any applicable Third Party Software or Third Party Service;
 - 6.2.7 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, Third Party Service or any website or computer network Ciphre uses in connection with the same;
 - 6.2.8 it will not use the Services, Software, any applicable Third Party Software or, if applicable, any Third Party 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 transmits any unsolicited commercial communication not permitted by applicable law or constitutes 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

- 6.2.9 if requested by Ciphre on reasonable grounds it will provide, based on its knowledge, information and belief having made all reasonable enquiries, true, accurate, current and complete information on its use of any website or computer network Ciphre uses in connection with the SaaS Services.
- 6.3 If Ciphre has reasonable grounds to suspect that the Customer's representations, warranties or undertakings are inaccurate, untrue or breached the Agreement, Ciphre 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, Services, any applicable Third Party Software or any applicable Third Party Service.
- 6.4 The Customer hereby agrees to hold harmless protect indemnify and defend Ciphre 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 Ciphre of the Customer Content authorised by the Customer.
- 6.5 This **clause 6** shall survive any termination of this Agreement.

7. Dispute resolution

Each Party shall use its reasonable 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 7** 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 Third Party 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.

8.1.1 Subject to **clause 8.5**, Ciph'r shall not in any circumstances be liable whether in contract, tort (including for negligence and breach of statutory duty howsoever arising), misrepresentation (whether innocent or negligent), restitution or otherwise, for:

- (a) any indirect, consequential or special losses;
- (b) any loss (whether indirect or direct) of profits, business opportunities, revenue, turnover, reputation or goodwill;
- (c) loss (whether indirect or direct) of anticipated savings or wasted expenditure (including management time); or
- (d) any loss or liability (whether indirect or direct) under or in relation to any other contract.

This shall not prevent claims for direct financial loss that is not excluded under any categories set out in **sub-clauses 8.1.1(a) to 8.1.1(d)** above or tangible property or physical damage.

8.1.2 Subject to **clause 8.5**, Ciph'r's total aggregate liability in contract, tort, (including for negligence and breach of statutory duty howsoever arising), misrepresentation (whether innocent or negligent) arising in connection with the performance of this Agreement shall be limited to the total Subscription Fees paid by the Customer to Ciph'r during the twelve month period immediately before the date on which the cause of action first arose or, if the cause of action arose during any period before twelve months had elapsed from the Commencement Date, during such shorter period.

8.2 Customer acknowledges and agrees that Ciph'r has no control over the content of any Customer Data, Customer Content or Derived Data Reports hosted or provided as part of the SaaS Service and, if applicable, any Third Party Service. The Customer shall ensure (and is exclusively responsible for) the accuracy, quality, integrity, reliability, fitness for purpose and any other use it makes of the Customer Data, Customer Content and Derived Data Reports under this Agreement.

8.3 Ciph'r 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 Services, or any applicable Third Party Service, including whether such data, reports or information meet the Customer's individual needs, whether or not such needs have been communicated to Ciph'r. 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 Each Party agrees to notify the other Party within six (6) months of becoming aware of any claim under this Agreement. The Parties acknowledge and agree that notice of a claim under this clause shall entitle but not oblige a Party to bring a claim and once notified nothing in this clause shall compromise or affect either Party's limitation rights provided under applicable law.
- 8.5 Nothing in these terms shall exclude or limit the liability of either Party, for fraudulent misrepresentation, fraud or death or personal injury caused by its negligence or the negligence of their employees or any liability for any implied terms which cannot be excluded or limited by law or any liability which cannot be excluded or limited by law.
- 8.6 Subject to the provisions of **clauses 10 and 13**, in the event of any loss or corruption to Customer Data directly resulting from Ciph'r's breach of this Agreement, Ciph'r agrees to restore the lost or corrupt Customer Data from the latest back-up available of such Customer Data that is maintained by Ciph'r in accordance with the SaaS Service Definition. The foregoing obligation shall not apply to the extent that any such loss or corruption of Customer Data (or the circumstances giving rise to it) are contributed to or caused by any breach of this Agreement by the Customer. Subject to **clauses 8.5, 10 and 13**, this **clause 8.6** shall be Ciph'r's sole and exclusive liability (under any legal theory, including negligence) and the Customer's sole and exclusive remedy for any loss or corruption to any Customer Data under this Agreement.
- 8.7 If Ciph'r shall fail to provide access to or use of the Software, any applicable Third Party Software or, if applicable, any Third Party Service or any Professional Service by any applicable agreed date then, 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 Ciph'r has no control or responsibility, Ciph'r shall use all reasonable efforts to 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 Professional Services within the shortest possible time thereafter. Compliance by Ciph'r 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 delay by Ciph'r.
- 8.8 Subject to **clause 8.5**, the limitations contained in **clause 8.1.2** do not apply to Ciph'r for any of the following and the total aggregate liability arising under or in connection with this Agreement, whether arising in contract, tort (including negligence) or restitution, or for breach of statutory duty or misrepresentation, or otherwise howsoever, shall in all circumstances detailed in this **clause 8.8** be limited in aggregate to one million pounds (£1,000,000):
- 8.8.1 breach by Ciph'r of its confidentiality obligations in **clause 10**;
- 8.8.2 breach by Ciph'r of the Customer's Intellectual Property or any claim pursuant to **clause 16**.
- 8.9 The Customer and Ciph'r 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 or, if applicable, any Third Party Service, the strength of the bargaining position of each

Party, the alternative ways the Customer's needs could have been met and the potential benefits and risks for both Parties in entering into this Agreement.

9. Force majeure

- 9.1 Notwithstanding anything else contained in these terms and to the maximum extent permitted by law, neither Party shall be in breach of this Agreement nor liable for any delay in performing its obligations under this Agreement or any Order Form except in respect of payment if such delay is caused by circumstances beyond its reasonable control or 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
- 9.2 Where the circumstances beyond the reasonable control of a Party as detailed in **clause 9.1** continue for a continuous period of ninety (90) days, the unaffected Party shall have the right to terminate this Agreement and any outstanding Order Forms by written notice to the affected Party without any liability on the part of the unaffected Party.

10. Confidentiality

- 10.1 For the purposes of this **clause 10**:
- 10.1.1 "**Disclosing Party**" means a Party which discloses or makes available directly or indirectly its Confidential Information; and the term "**Receiving Party**" means a Party which receives or obtains directly or indirectly Confidential Information;
- 10.1.2 "**Confidential Information**" means:
- (a) all information in tangible or intangible form which (however it is conveyed) is provided by the Disclosing Party pursuant to this Agreement and relates to the operations, business, affairs, developments, intellectual property rights, trade secrets, know-how and/or personnel of the Disclosing Party Group and includes without limitation the Disclosing Party Group's software or hardware products and the marketing or promotion thereof, the Disclosing Party Group's business policies, plans or practices, its personnel, customers or suppliers and information received from others that the Disclosing Party is obligated to treat as confidential;

- (b) all other information in tangible or intangible form disclosed by the Disclosing Party pursuant to this Agreement that is clearly designated as being confidential or that ought reasonably to be considered to be confidential (whether or not it is so marked) which comes (or has come) to the Receiving Party's attention or into the Receiving Party's possession in connection with this Agreement;
- (c) discussions, negotiations, and correspondence between the Disclosing Party and any of its directors, officers, employees, consultants or professional advisers and the Receiving Party or any of its directors, officers, employees, consultants and professional advisers in connection with this Agreement and all matters arising therefrom;
- (d) information derived from any of the above; and
- (e) Customer Data.

10.1.3 **"Disclosing Party Group"** means (a) where the Disclosing Party is Ciphre, Ciphre and any Affiliates of Ciphre; and (b) where the Disclosing Party is the Customer, the Customer and any Affiliates of the Customer.

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

- 10.1.4.1 is or subsequently becomes publicly available without Receiving Party's breach of any obligation owed to Disclosing Party;
- 10.1.4.2 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 this Agreement;
- 10.1.4.3 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;
- 10.1.4.4 is independently developed by Receiving Party without use of Disclosing Party's Confidential Information; or
- 10.1.4.5 constitutes Suggestions (as defined in **clause 10.10**).

10.1.5 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 this Agreement.

10.2 Receiving Party shall:

- 10.2.1 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;

- 10.2.2 disclose the Confidential Information of the Disclosing Party only to those of its, and its Affiliates', directors, employees, professional advisers and sub-contractors who reasonably require access to it for the purposes contemplated by this Agreement or as otherwise reasonably necessary for the provision or receipt of the Services, or any Third Party Service where applicable;
 - 10.2.3 ensure that any person to whom it discloses Confidential Information as permitted by this Agreement is made aware of the obligations of confidence set out in this **clause 10**; and
 - 10.2.4 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**.
- 10.3 Receiving Party may disclose Confidential Information of Disclosing Party in accordance with a judicial or other governmental order, provided that Receiving Party either:
- 10.3.1 where permitted by applicable law, 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
 - 10.3.2 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 10.3.1**
- 10.4 Receiving Party shall notify the Disclosing Party as soon as reasonably possible and without undue delay upon discovery of any unauthorised 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 unauthorised use or disclosure.
- 10.5 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 (save in respect of Customer Data which shall be dealt with in accordance with **clause 13.3.4**) and all other tangible materials and devices provided to the Receiving Party as Confidential Information, or at Disclosing Party's option, destroy and then certify destruction of the same.
- 10.6 The Customer is responsible for maintaining the confidentiality of any passwords which are required to access the Software and the Services and is solely responsible for any damage caused by any unauthorised access from failure to comply with this obligation.
- 10.7 The Parties acknowledge that monetary damages may not be a sufficient remedy for unauthorised 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.

- 10.8 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.
- 10.9 This **clause 10** shall survive for a period of 10 years after termination of this Agreement.
- 10.10 The Customer may from time to time provide suggestions, comments or other feedback ("**Suggestions**") to Ciphre 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 Ciphre. Furthermore, except as otherwise provided herein or in a separate subsequent written agreement between the Parties, Ciphre 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 or otherwise.

11. Term and termination

- 11.1 The 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 Ciphre unless and until terminated under **clause 11.2**. Unless the Parties otherwise agree in writing, at the end of any Renewal Period (or Minimum Term if applicable) this Agreement, the SaaS Services and other applicable Services, will automatically be extended for a subsequent Renewal Period unless the Customer or Ciphre gives not less than six calendar months' notice of termination with effect at the expiry of the then current Renewal Period (or Minimum Term if applicable).
- 11.2 Either Party may terminate these terms by written notice to the other if:
- 11.2.1 the other Party commits a Material Breach of this Agreement which is capable of remedy 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 a Material Breach of this Agreement which is incapable of remedy;
 - 11.2.3 the other Party has failed to pay any amount due under this Agreement on the due date and such amount is not subject to a bona fide dispute and remains unpaid 14 days after the due date;
 - 11.2.4 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; or

11.2.5 there are no outstanding Services agreed to be provided under this Agreement.

11.3 Upon termination of this Agreement:

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;

11.3.3 by CiphR pursuant to **clauses 11.2.1, 11.2.2, 11.2.3 or 11.2.4** during any Renewal Period or Minimum Term as applicable, the whole of the Subscription Fees and Professional Service Fees (together with VAT thereon) payable with respect to such Renewal Period or applicable Minimum Term shall become immediately due and payable.

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 CiphR 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 and the Customer agrees that, in entering into this Agreement, either it did not rely on any representations (whether written or oral) of any kind or by any person other than those expressly set out in this Agreement or (if it did rely on any representations, whether written or oral, not expressly set out in this Agreement) that it shall have no remedy in respect of such representations and (in either case) CiphR shall have no liability otherwise than pursuant to the express terms of this Agreement. 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 any of its rights or obligations hereunder, whether by operation of law or otherwise, without the other Party's prior written consent (not to be unreasonably withheld); provided, however, CiphR may assign this Agreement in its entirety (together with all Order Forms), without the other Party's consent to its Affiliate or in connection with a merger, acquisition, corporate reorganisation, or sale of all or substantially all of its assets. Notwithstanding the foregoing, if a Party is acquired by, sells substantially all of its assets to, or undergoes a change of control in favour of, a direct competitor of the other Party, then such other Party may

terminate this Agreement upon providing fourteen (14) days' written notice. In the event of such a termination by Ciph, Ciph will refund to the Customer any prepaid Subscription Fees relating to the Subscription Period after the effective date of such termination. Subject to the foregoing, this Agreement will bind and inure to the benefit of the Parties, their respective successors and permitted assigns.

- 12.3 This Agreement and any dispute or claim arising out of, or in connection with, it, its subject matter or formation (including non-contractual disputes or claims) 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 Ciph 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 Ciph 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 this Agreement 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 Ciph may refer to the Customer as a customer of Ciph and as a user of its Software in Ciph 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.
- 12.10 Ciph r in its sole discretion may accept, by notice in writing to the Customer to that effect, that a facsimile or scanned copy of an original signature transmitted or emailed to it by the Customer is effective to create a binding agreement as if the document bearing the original signature had been sent to it.

13. Data protection

13.1 In this **clause 13** and for the purposes of this Agreement:

13.1.1 the Data Protection Legislation ("**DPL**") means the Data Protection Act 2018 as this Act is for the time being in force and includes any subordinate legislation made under such Act and includes any provision amending, superseding or re-enacting it including Regulation 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the Processing of Personal Data and on the free movement of such data, and repealing Directive 95/46/EC ("**General Data Protection Regulation**");

13.1.2 "**Processing**", "**Personal Data**", "**Data Controller**", "**Data Processor**", bear the meanings set out in the DPL;

13.1.3 for the purposes of the DPL, the:

- (a) Duration of Processing shall be for the duration of this Agreement;
- (b) Subject Matter, Nature and Purpose of processing shall be as defined in **clause 13.3**; and
- (c) types and categories of data subjects shall be determined by the Customer through their use of the Service and may include all types of Personal Data including special categories of data as determined by the Customer through their use of the Service.

13.2 The Customer acknowledges that in connection with the performance of its obligations under these terms Ciph r is a Data Processor and it and any third party processor, including without limitation any outsource hosting entity that Ciph r may use in connection with the SaaS Services as set out in <https://www.ciph r.com/wp-content/uploads/2023/06/saas-service-definition-v31-v2-20230612.pdf> or in any Third Party Service Licence ("**Sub-Processors**") may carry out Processing on Personal Data contained in any Customer Data ("**Customer Personal Data**").

13.3 The Customer hereby instructs Ciph r and any Sub-Processors to carry out such Processing of Customer Personal Data as is reasonably required by Ciph r to perform its obligations under these terms and Ciph r agrees to Processing Customer Personal Data solely in accordance with such instruction (the "**Permitted Purpose**"). The Customer may vary the instruction given by this **clause 13.3** with respect to the Processing of Customer Personal Data at any time by written notice to Ciph r provided that Ciph r 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 Ciph r complying with such notice, as long as such notice

does not infringe Article 28(3) of the GDPR (in which case CiphR will inform the Customer that, in its opinion, such instruction infringes the DPL (and may refuse to Process under the purported infringing instruction until the matter is resolved between the Parties). CiphR shall carry out such operations in compliance with the DPL and all applicable laws and regulations relating to processing of personal data and privacy and shall, without limitation to the foregoing:

- 13.3.1 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;
- 13.3.2 ensure that any person that it authorises to process the Customer Personal Data (including its staff, agents and subcontractors) (an "**Authorised Person**") shall be subject to a strict duty of confidentiality (whether a contractual duty or a statutory duty), and shall not permit any person to process the Customer Personal Data who is not under such a duty of confidentiality. CiphR shall ensure that all Authorised Persons process the Customer Personal Data only as necessary for the Permitted Purpose;
- 13.3.3 not transfer the Customer Personal Data (nor permit the Customer Personal Data to be transferred) outside of the United Kingdom, other than to the European Economic Area ("**EEA**") unless:
 - (i) it has first obtained the Customer's prior written consent, such consent to not be unreasonably delayed or withheld; and
 - (ii) it takes such measures as are necessary to ensure the transfer is in compliance with applicable DPL, for example putting in place an appropriate safeguard for such transfer in accordance with Article 46 of the GDPR.
- 13.3.4 on termination of this Agreement and if requested by the Customer in writing, ensure the prompt return in a standard back-up form of the Customer Data in its power, possession or control to the Customer; or, in the absence of any such written request, ensure the prompt, secure destruction of the Customer Data in its power, possession or control and shall certify the same. If the Customer requires the return of its Customer Data in a specific format then the requirements of **clause 5.6** shall apply;
- 13.3.5 inform the Customer of any intended changes concerning the addition or replacement of Sub-Processors, thereby giving the Customer the opportunity to object to such changes.
- 13.4 CiphR shall only disclose Customer Personal Data with the prior written approval of the Customer, subject to the non-disclosure exemptions set out within the DPL. In the event that CiphR receives a request for subject access from an individual about whom CiphR holds Customer Personal Data for the purposes of fulfilling its obligations under these terms, or a request for such information from the Supervisory Authority, then, subject to complying with its obligations under the DPL,

Ciphr shall promptly notify such employee of the Customer as is nominated for this purpose of such request and respond promptly (at the Customer's expense) to any request for information made by the Customer in respect of such subject access request or request for information from the Information Commissioner. Unless otherwise prevented from doing so under the DPL or otherwise required by law, Ciphr will allow the Customer to respond directly to any subject access request or any request for such information from the Supervisory Authority.

- 13.5 Ciphr shall, so far as technically practicable and subject to complying with its obligations under the DPL, provide all reasonable and timely assistance to the Customer (at the Customer's expense) to enable the Customer to respond to:
 - 13.5.1 any request from a data subject to exercise any of its rights under the DPL (including its rights of access, correction, objection, erasure and data portability, as applicable); and
 - 13.5.2 any other correspondence, enquiry or complaint received from a data subject, regulator or other third party in connection with the processing of the Customer Personal Data.
- 13.6 The Customer acknowledges that it is solely responsible for the creation of all Customer Personal Data upon which Ciphr and any Sub-Processors carries out Processing under these terms.
- 13.7 Ciphr acknowledges that Customer Personal Data in the possession of Ciphr and any Sub-Processors shall at all times remain the property of the Customer. Except as expressly stated herein, this Agreement does not grant Ciphr any rights to, or in, any Intellectual Property Rights or any other rights or licences in respect of the Customer Personal Data.
- 13.8 Ciphr shall notify the Customer without undue delay if it becomes aware of any unauthorised or unlawful processing, loss of, damage to or destruction of Customer Personal Data and shall, in accordance with Article 28 of the General Data Protection Regulation, assist the Customer in ensuring compliance with their obligations (pursuant to Articles 32 to 36 of the General Data Protection Regulation) taking into account the nature of processing and the information available to Ciphr.
- 13.9 In acting as the Data Controller, the Customer shall:
 - 13.9.1 make due notification to the Supervisory Authority as required and shall comply at all times with the DPL;
 - 13.9.2 ensure it is not subject to any prohibition or restriction which would:
 - 13.9.2.1 prevent or restrict it from disclosing or transferring the Personal Data to Ciphr, as required under this Agreement;
 - 13.9.2.2 prevent or restrict it from granting Ciphr access to the Personal Data, as required under this Agreement; or
 - 13.9.2.3 prevent or restrict Ciphr from Processing the Customer Data as envisaged under this Agreement;

- 13.9.3 make, obtain and maintain all fair processing notices (and/or consents or authorisations as applicable) as required to have for the Processing of Customer Personal Data in accordance with the DPL and that such notices are sufficient in scope to enable both Parties to Process the Personal Data in order to obtain the benefit of its rights and to fulfil its obligations under this Agreement.
- 13.10 The Customer hereby provides Ciphir with a general authorisation to allow Ciphir to appoint Sub-Processors under a binding written contract, with enforceable data protection obligations at least equivalent to those that apply to Ciphir under this **clause 13** and shall ensure that the Sub-Processor:
- 13.10.1 provides sufficient guarantees to implement appropriate technical and organisational measures in such a manner that the processing will meet the requirements of Data Protection Laws; and
- 13.10.2 is obliged to comply with the conditions referred to in this **clause 13** for engaging another Data Processor.
- 13.11 Ciphir will (at the customers reasonable expense) make available to the Customer all information necessary and will allow for and contribute to audits, including inspections, conducted by the Customer (and/ or its duly appointed representatives as agreed by Ciphir , including its appointed auditors), no more than once in any twelve (12) month period (other than where any such audit reveals a material non-compliance with this **clause 13**, in which case additional audits maybe undertaken until Ciphir has no material non-compliance with this **clause 13**), within twenty (20) Working Days of such a request from the Customer, and shall provide reasonable information, assistance and co-operation to the Customer, including access to relevant Ciphir personnel and/or, on the request of the Customer, provide the Customer with such evidence as may be reasonably requested in order to ascertain compliance with the terms of this **clause 13**.
- 13.12 Nothing in this Agreement shall relieve Ciphir of its own direct responsibilities and liabilities under the DPL. This **clause 13** shall survive until such time as the Customer Data is deleted or returned in accordance with this **clause 13.3.4** notwithstanding any prior termination or expiry of this Agreement.

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, 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 email, 1 hour after completion of transmission assuming that no notice of failed transmission has been received in the interim.
- 14.3 Each Party accepts the use of electronic signatures, contracts, orders and other records and agrees to electronic delivery of notices, contractual terms, records of transactions and other data initiated or completed through electronic means with the other Party.
- 14.4 This clause does not apply to notices given in legal proceedings or arbitration.

15. Compliance

- 15.1 Ciphre and the Customer each warrants, represents and undertakes to the other that:
- 15.1.1 in the negotiation of this Agreement it has complied, and in the performance of this Agreement it will comply, with all applicable laws and regulations relating to anti-bribery, anti-tax evasion facilitation and anti-corruption including, but not limited to, the Bribery Act 2010, the Modern Slavery Act 2015 and the Criminal Finances Act 2017 (the “**Relevant Requirements**”);
 - 15.1.2 it has, and will maintain in place throughout the Subscription Period, policies and adequate procedures under the Bribery Act 2010, the Modern Slavery Act 2015 and the Criminal Finances Act 2017, to ensure compliance with the Relevant Requirements and will enforce those policies and procedures where appropriate; and
 - 15.1.3 it will promptly report to the other any request or demand for, or offer of, any undue financial or other advantage of any kind received by it in connection with the performance of this Agreement.
- 15.2 Breach of this **clause 15** shall be deemed a material breach of this Agreement for the purposes of **clause 11.2.2** above.
- 15.3 For the purpose of this **clause 15**, the meaning of ‘adequate procedures’ in respect of the Bribery Act 2010 shall be determined in accordance with section 7(2) of the Bribery Act 2010 (and any guidance issued under section 9 of that Act).

16. Intellectual property indemnity

- 16.1 Ciphre will indemnify and hold the Customer harmless against all losses, liabilities, costs (including legal costs on an indemnity basis) and expenses arising out of or in connection with any claim made by a third party under English law that the use by the Customer or a Customer User of the Software infringes, any third party Intellectual Property provided that the Customer:
- 16.1.1 shall notify Ciphre in writing without undue delay and providing reasonable details of such action or claim, as soon as they become aware of it;

- 16.1.2 allows Ciphir to have exclusive conduct (at Ciphir's expense) of the defence of such action or claim and/or negotiations for a settlement or compromise; and
- 16.1.3 shall give Ciphir (at the reasonable expense of Ciphir) all reasonably necessary assistance as and when requested by Ciphir in the defence settlement or compromise of such action or claim.
- 16.2 Ciphir shall have no liability to defend any action or claim or indemnify the Customer in connection with any IPR Infringement to the extent the same arises from:
- 16.2.1 the combination, connection, operation or use of the Software with any other software hardware or materials not supplied or approved for such combination connection operation or use by Ciphir;
- 16.2.2 any breach of the Customer's obligations under this Agreement.
- 16.3 Where a court grants a final injunction in connection with an IPR Infringement which prevents the Customer's use of the Software Ciphir shall be entitled at its own expense and option to:
- 16.3.1 procure for the Customer the right to continue using the Software;
- 16.3.2 modify the Software so that the same is no longer an IPR Infringement without material diminution in software functionality;
- 16.3.3 replace the Software with software which is not an IPR Infringement provided that such replacement does not entail a material diminution in software functionality.
- 16.4 In the event that Ciphir is unable to exercise one of the options set out in **clause 16.3** within a reasonable time from the date it receives notice of the said injunction duly served on the Customer then Ciphir shall at its own expense and in full and final settlement of any claim the Customer may have against Ciphir in addition to the Indemnity provided by this clause, terminate the SaaS Service in connection with the Software and refund any Subscription Fee or other fees and charges pre-paid by the Customer in connection with such SaaS service with the Subscription Fee to be refunded on a pro-rata basis from the date the said injunction is effective and final to the end of the Subscription Period in respect of which such fee has been paid and received by Ciphir.

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Ciphir Limited - Registered in England No: 04616229 | VAT Registration No: 242 6611 24
Registered Office: Abbey House, 28-30 Chapel St, Marlow, Bucks, SL7 1DD

Tel: +44 (0)1628 814000 | ciphir.com