



Dated

MASTER SERVICES AGREEMENT

between

Stallions Solutions

and

[CUSTOMER]

1. Agreement Details

AGREEMENT AND PARTIES	
This Agreement (Ref. No. [nnnnnn]) dated [dd] of [insert month and year] is made between:	
Supplier:	Stallions Solutions incorporated and registered in England and Wales with company number 09190905 whose registered office is at 33 Buchanan Road, Walsall, England, WS4 2EW
Stallions Solutions Relationship Manager:	[INSERT DETAILS].
Customer:	[FULL COMPANY NAME] incorporated and registered in England and Wales with company number [NUMBER] whose registered office is at [REGISTERED OFFICE ADDRESS] (“Customer”)
Customer Relationship Manager:	[INSERT DETAILS].
Commencement Date:	[DATE].
Initial Term:	the period of [3] years from the Commencement Date.
Variations to Standard Terms and Conditions (Schedule 1):	[include details of variations (if any) to the Standard Terms and Conditions in Schedule 1.]

2. Background

- 2.1 The Agreement governs the overall relationship of the parties in relation to the Services to be provided by Stallions Solutions to the Customer and Customer Affiliates.
- 2.2 When a customer or any of its Affiliates requests Available Services from Stallions Solutions, and Stallions Solutions is able to provide such services, the relevant parties will enter into a separate Statement of Work in accordance with the Agreement.
- 2.3 Each Statement of Work will incorporate the terms and conditions set out in the Agreement and will form a separate contract.

3. Agreement

- 3.1 The Agreement is made up of the following:
 - 3.1.1 The main body of the Agreement including the Agreement Details;
 - 3.1.2 the Standard Terms and Conditions set out in Schedule 1;
 - 3.1.3 the list of Available Services set out in Schedule 2.
- 3.2 If there is any conflict or ambiguity between the terms of the documents listed in clause 3.1 above, a term contained in a document higher in the list shall have priority over one contained in a document lower in the list.

The Agreement has been entered into on the date stated at the beginning of it.

SIGNED for and on behalf of Stallions Solutions:	SIGNED for and on behalf of THE CUSTOMER:
Authorised Signatory	Authorised Signatory
Name:	Name:
Position:	Position:
Date:	Date:

Schedule 1

Standard Terms and Conditions

1. Interpretation

The following definitions and rules of interpretation apply in these Conditions.

1.1 Definitions:

"Acceptance Criteria"	the criteria (if any) specified in a Statement of Work, which, subject to clause 10, a Deliverable is required to meet under that Statement of Work as a pre-condition of its acceptance by the Customer Party.
"Acceptance Test"	in respect of any Deliverable, a test to demonstrate whether or not that Deliverable meets any applicable Acceptance Criteria (and the term "Acceptance Testing" will be construed accordingly).
"Affiliate"	any entity that directly or indirectly controls, is controlled by, or is under common control with another entity.
"Agreement Details"	the details set out at the start of the Agreement.
"Available Services"	the services, including without limitation any Deliverables, which Stallions Solutions is willing to provide to the Customer and the Customer Affiliates as set out in Schedule 2 or as otherwise set out in a Quotation from time to time.
"Business Day"	a day other than a Saturday, Sunday or public holiday in England, when banks in London are open for business.
"Charges"	the charges specified in the Statement of Work payable by the Customer Party for the supply of the Services by Stallions Solutions.
"Commencement Date"	has the meaning set out in the Agreement Details.
"Conditions"	the standard terms and conditions set out in this Schedule 1.
"control"	shall be as defined in section 1124 of the Corporation Tax Act 2010, and the expression change of control shall be construed accordingly.
"Stallions Solutions Background IPRs"	all Intellectual Property Rights that are owned by or licensed to Stallions Solutions and which are or have been developed independently of any Statement of Work in each case either subsisting in the Deliverables or otherwise necessary or desirable to enable the Customer Party to receive and use the Services.
"Customer Affiliate"	an Affiliate of the Customer.

"Customer Party"	means the Customer or Customer Affiliate party to the relevant Statement of Work.
"Customer Background IPRs"	all Intellectual Property Rights in the Customer Materials.
"Customer Materials"	all materials, equipment and tools, drawings, specifications and data supplied by the Customer or a Customer Affiliate to Stallions Solutions.
"Data Protection Legislation"	all legislation and regulatory requirements in force from time to time relating to the use of personal data and the privacy of electronic communications, including, without limitation (i) any data protection legislation from time to time in force in the UK including the Data Protection Act 2018 or any successor legislation, as well as (ii) the General Data Protection Regulation ((EU) 2016/679) and any other directly applicable European Union regulation relating to data protection and privacy (for so long as and to the extent that the law of the European Union has legal effect in the UK).
"Deliverables"	all documents, products and materials developed by Stallions Solutions or its agents, contractors and employees as part of or in relation to the Services in any form, including without limitation computer programs, data, reports and specifications (including drafts).
"Designated Works"	has the meaning set out in clause 13.3.
"Foreground IPRs"	all Intellectual Property Rights in the Deliverables, other than Stallions Solutions Background IPRs.
"Implementation Plan"	any plan or timetable for the provision of Services and/or Deliverables as specified in or created pursuant to a Statement of Work.
"Initial Term"	has the meaning set out in the Agreement Details.
"Intellectual Property Rights"	patents, utility models, rights to inventions, copyright and neighbouring and related rights, moral rights, trademarks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets) and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

“Quotation”	has the meaning set out in clause 4.2.
"Services"	the services, including without limitation any Deliverables, to be provided by Stallions Solutions pursuant to a Statement of Work.
“Service Levels”	the service levels (if any) specified in a Statement of Work.
“Service Specific Terms”	means the service specific terms applicable to the Available Service(s) as set out in the relevant Statement of Work.
“Statement of Work” or “SOW”	an agreement for the provision of Services by Stallions Solutions to a Customer Party based on Stallions Solutions’ standard template and agreed in between Stallions Solutions and Customer Party accordance with clause 2 (Statement of Work process).
“Supplier Materials”	all materials, equipment and tools, drawings, specifications and data supplied by Stallions Solutions to a Customer Party.
“Third Party Software”	any software, the intellectual property rights in which are owned by a third party.
“UK Data Protection Legislation”	any data protection legislation from time to time in force in the UK including the Data Protection Act 2018 or any successor legislation.

- 1.2 Clause, schedule and paragraph headings shall not affect the interpretation of the Agreement or any Statement of Work.
- 1.3 A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- 1.4 The Schedules form part of the Agreement and shall have effect as if set out in full in the body of the Agreement. Any reference to the Agreement includes the Schedules.
- 1.5 A reference to a **company** shall include any company, corporation or other body corporate, wherever and however incorporated or established.
- 1.6 A reference to a holding company or a subsidiary means a holding company or a subsidiary (as the case may be) as defined in section 1159 of the Companies Act 2006. In the case of a limited liability partnership which is a subsidiary of a company or another limited liability partnership, section 1159 of the Companies Act 2006 shall be amended so that: (a) references in sections 1159(1)(a) and (c) to voting rights are to the members' rights to vote on all or substantially all matters which are decided by a vote of the members of the limited liability partnership; and (b) the reference in section 1159(1)(b) to the right to appoint or remove a majority of its board of directors is to the right to appoint or remove members holding a majority of the voting rights.
- 1.7 Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.
- 1.8 Unless the context otherwise requires, a reference to one gender shall include a reference to the other genders.

- 1.9 A reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time to time.
- 1.10 A reference to a statute or statutory provision shall include all subordinate legislation made from time to time.
- 1.11 A reference to **writing** or **written** includes fax but not email.
- 1.12 Any obligation on a party not to do something includes an obligation not to allow that thing to be done.
- 1.13 A reference to **the Agreement** or to any other agreement or document referred to in the Agreement is a reference to the Agreement or such other agreement or document as varied or novated (in each case, other than in breach of the provisions of the Agreement) from time to time.
- 1.14 References to clauses are to clauses of the Agreement or the relevant Schedule and references to schedules are to the Schedules of the Agreement.
- 1.15 Any words following the terms **including, include, in particular, for example** or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.

2. Commencement and Duration

- 2.1 The Agreement shall commence on the Agreement Commencement Date and shall continue for the Initial Term, unless terminated earlier in accordance with clause 16 (Termination).
- 2.2 The Agreement shall automatically extend for 12 months ("**Extended Term**") at the end of the Initial Term and at the end of each Extended Term.
- 2.3 Either party to this Agreement may give written notice to the other party, not later than 3 months before the end of the Initial Term or the relevant Extended Term, to terminate the Agreement at the end of the Initial Term or the relevant Extended Term, as the case may be.
- 2.4 In the event that no Statements of Work have been entered into in any Extended Term and no Statements of Work remain in force, the Agreement shall automatically terminate at the end of the relevant Extended Term unless the parties to the Agreement agree otherwise in writing.

3. Statement of Work Process

- 3.1 The Customer and the Customer Affiliates shall be entitled from time to time to request in writing the provision of any or all of the Available Services from Stallions Solutions.
- 3.2 Within 10 Business Days of receipt of a written request from a Customer or Customer Affiliate, Stallions Solutions shall either:
- 3.2.1 notify the Customer or Customer Affiliate that it is not able to provide the requested Available Services; or

- 3.2.2 complete and submit the draft Statement of Work for the relevant Services to the Customer or Customer Affiliate (as applicable) for its written approval.
- 3.3 A Statement of Work shall not enter into force, be legally binding or have any other effect unless:
 - 3.3.1 the Statement of Work has been signed by the authorised representatives of both parties to it; and
 - 3.3.2 as at the date the Statement of Work is signed, the Agreement has not been terminated.
- 3.4 Each Statement of Work:
 - 3.4.1 shall be entered into by the Customer or Customer Affiliate and Stallions Solutions;
 - 3.4.2 shall adopt the terms of the Agreement;
 - 3.4.3 shall specify the Service Specific Terms applicable; and
 - 3.4.4 forms a separate contract between its signatories.
- 3.5 Any amendments to the Agreement agreed by the Customer and Stallions Solutions in accordance with clause 23 (Variation) shall be deemed to apply to all future Statement of Work entered into after the date of such amendment.

4. Quotations

- 4.1 Where the Customer wishes to order services from Stallions Solutions which are not set out in in Schedule 2, the Customer or Customer Affiliate may request in writing a quotation for the relevant services from Stallions Solutions.
- 4.2 Following receipt of the written request for quotation, Stallions Solutions shall prepare and issue to the Customer or Customer Affiliate a proposal describing the services to be provided, the timeline for delivery and the price of the services ("Quotation"). Each Quotation shall be valid for a period of 30 days from its date of issue, unless otherwise specified in the Quotation.
- 4.3 If the Customer or Customer Affiliate wishes to order the services in accordance with the Quotation, it shall notify Stallions Solutions in writing and the provisions of clause 3 shall apply.

5. Relationship Manager

- 5.1 Each party shall appoint a Relationship Manager, with authority to act for the party they represent on all matters relating to the Agreement and any Statement of Work.
- 5.2 The Relationship Managers shall meet regularly to:
 - 5.2.1 monitor the provision of Services and Deliverables and progress against any applicable Implementation Plan;
 - 5.2.2 identify and implement any measures which may be appropriate in respect of any identified risk or issue;

5.2.3 monitor payment of invoices; and

- 5.2.4 discuss the performance of the Agreement and any Statement of Works, and to agree new Statement of Works.

6. Project Manager

- 6.1 Stallions Solutions shall appoint the Stallions Solutions Project Manager in respect of the Services, who shall have authority under the relevant Statement of Work contractually to bind Stallions Solutions on all matters relating to the Services to be provided thereunder.
- 6.2 The Customer Party shall appoint the Customer Project Manager in respect of the Services, who shall have authority under the relevant Statement of Work contractually to bind the Customer Party on all matters relating to the Services to be provided thereunder.
- 6.3 Each party's Project Manager shall be responsible for:
 - 6.3.1 discharging that party's obligations under the Statement of Work;
 - 6.3.2 liaising with the other party's Project Manager; and
 - 6.3.3 acting as that party's prime point of contact with the other party, in respect of the Statement of Work.
- 6.4 The Project Managers appointed in respect of each Statement of Work shall meet regularly to:
 - 6.4.1 monitor the provision of Services and Deliverables and progress against the Implementation Plan;
 - 6.4.2 identify and implement any measures which may be appropriate in respect of any identified risk or issue affecting the Statement of Work; and
 - 6.4.3 monitor payment of invoices.
- 6.5 Each party shall use reasonable endeavours to avoid changing its Project Manager during the performance of a Statement of Work. Should any such change prove necessary, the parties shall use reasonable endeavours to minimise any impact upon the timely performance of the Statement of Work which may arise from such change.

7. Supply of Services

- 7.1 Stallions Solutions shall supply the Services in accordance with the terms of the Agreement and the relevant Statement of Work, including the applicable Service Specific Terms.
- 7.2 Stallions Solutions shall use reasonable endeavours to meet any performance dates specified in each Statement of Work, always provided that if no performance dates are so specified Stallions Solutions shall perform the Services within a reasonable time.
- 7.3 In supplying the Services, Stallions Solutions shall:
 - 7.3.1 perform the Services with the level of care, skill and diligence in accordance with good practice in Stallions Solutions' industry, profession or trade;

- 7.3.2 co-operate with the Customer Party in all matters relating to the Services, and comply with all reasonable instructions of the Customer Party;
- 7.3.3 use personnel who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that it fulfils its obligations under the Statement of Work;
- 7.3.4 ensure that it obtains, and maintains all consents, licences and permissions (statutory, regulatory, contractual or otherwise) it may require and which are necessary to enable it to comply with its obligations in the Statement of Work;
- 7.3.5 ensure that the Services and Deliverables will conform in all material respects with all descriptions and specifications set out in the Statement of Work and that the Deliverables shall be fit for any purpose expressly made known to Stallions Solutions by the Customer Party;
- 7.3.6 carry out any appropriate testing and quality assurance in respect of any Deliverable prior to its delivery to the Customer Party;
- 7.3.7 provide all equipment, tools, vehicles and other items required to provide the Services;
- 7.3.8 ensure that the Deliverables, and all goods, materials, standards and techniques used in providing the Services are free from defects in workmanship, installation and design;
- 7.3.9 comply with all applicable laws, statutes and regulations; and
- 7.3.10 observe all health and safety rules and regulations and any other reasonable security requirements that apply at any of the Customer Party's premises.
- 7.4 Stallions Solutions will ensure that copies of all software programs and related documentation either comprising or included within any Deliverable are deposited and kept in safe storage at a suitable location until delivery to and acceptance by the Customer Party. Such copies shall be updated as often as may be necessary to ensure their accuracy and currency.
- 7.5 Each party shall use reasonable endeavours (including, by way of example, the use of appropriate security procedures and reputable and up-to-date security software) to prevent contamination by viruses, worms, trojan horses, and other malicious software programs of data or computer systems owned or operated by the other party, or their exposure to denial of service attacks, via systems used or accessed in the performance of the Agreement or a Statement of Work.
- 7.6 Unless expressly agreed to the contrary in a Statement of Work:
 - 7.6.1 Customer Party shall be responsible for obtaining any relevant licences in respect of Third Party Software;
 - 7.6.2 any such licence shall be between the licensor of the Third Party Software and the Customer Party; and
 - 7.6.3 the Customer Party shall execute the form of licence required by that licensor in respect of the Third Party Software.
- 7.7 If Stallions Solutions fails to provide the Services in accordance with clause 7.3, the Customer

Party's sole and exclusive remedy shall be the re-performance of the Services in question by

Stallions Solutions (at no cost to the Customer Party) within a reasonable time after written notice from the Customer Party specifying the nature of such failure.

7.8 Stallions Solutions will not be liable for any delay, cost increase or other consequences to the extent that the same arises from any failure by the Customer Party to perform any of its obligations under the Agreement or a Statement of Work or should any agreed assumption prove to be inaccurate. Stallions Solutions will be given a reasonable extension of time to meet Stallions Solutions's obligations under any affected Statement of Work to take account of the impact caused by such delay and the Customer Party shall reimburse Stallions Solutions for any costs actually and reasonably incurred as a result of the delay. Any extension of time granted under this clause 7.8 shall not operate (unless otherwise stipulated in the relevant Statement of Work) so as to require Stallions Solutions to deliver services beyond any limit on the number of days effort specified in a Statement of Work where the Charges are calculated on a time and materials basis and subject to a time limit.

7.9 If Stallions Solutions's performance of its obligations under a Statement of Work is prevented or delayed by any act or omission of the Customer, a Customer Affiliate, their agents, subcontractors, consultants or employees, Stallions Solutions shall not be liable for any costs, charges or losses sustained or incurred by the Customer Party that arise directly or indirectly from such prevention or delay.

8. Customer Obligations

8.1 The Customer Party shall:

8.1.1 co-operate with Stallions Solutions in all matters relating to the Services;

8.1.2 provide such access to its premises and data, and such office accommodation and other facilities as may reasonably be requested by Stallions Solutions and agreed in writing in advance, for the purposes of the Services;

8.1.3 provide such information as Stallions Solutions may reasonably request and the Customer Party considers reasonably necessary, in order to carry out the Services in a timely manner;

8.1.4 inform Stallions Solutions of all health and safety rules and regulations and any other reasonable security requirements that apply at the Customer Party's premises; and

8.1.5 maintain and be responsible for its own data and software back up and associated restoration measures (with the Customer Party acknowledging that it is the Customer Party's responsibility to ensure that at least a daily back-up is made of its data and software); and

8.1.6 implement reasonable business continuity and disaster recovery measures to reasonably mitigate against any risk associated with any issues arising from the Services.

8.2 The Customer will indemnify and keep indemnified Stallions Solutions against all claims loss damages costs including legal costs, on an indemnity basis incurred, awarded against or agreed to be paid by Stallions Solutions arising from any breach by the Customer or any Customer Affiliate of the obligations in this clause 8.

9. Charges and Payment Terms

- 9.1 In consideration for the provision of the Services, the Customer Party shall pay Stallions Solutions the Charges in accordance with this clause 9 and the relevant Statement of Work. The Charges shall be paid in pounds sterling.
- 9.2 Stallions Solutions shall invoice the Charges to the Customer Party at the intervals specified in the relevant Statement of Work. Each invoice shall include all supporting information reasonably required by the Customer Party to verify the accuracy of the invoice.
- 9.3 Stallions Solutions may increase the Charges no more than once in any 12 month period, always provided that the first such increase shall fall after the first anniversary of the commencement of the relevant Statement of Work. Stallions Solutions shall give the Customer Party not less than 3 months' notice of any increase. Any increase in the Charges shall apply with effect from expiry of Stallions Solutions's notice. This clause 9.3 shall not apply where the relevant Statement of Work is for a fixed price project.
- 9.4 Unless otherwise agreed in the relevant Statement of Work, the Customer Party shall reimburse to Stallions Solutions, in addition to the Charges, the cost of hotel, subsistence, travelling and any other ancillary expenses reasonably and properly incurred by Stallions Solutions's employees, subcontractors and agents in the provision of the Services. Stallions Solutions shall submit its invoices for expenses to the Customer Party monthly in arrears.
- 9.5 Unless otherwise agreed in the relevant Statement of Work, the Customer Party shall pay each invoice which is properly due and submitted to it by Stallions Solutions, within 30 days of receipt, to a bank account nominated in writing by Stallions Solutions.
- 9.6 All amounts payable by each Customer Party are exclusive of amounts in respect of value added tax chargeable for the time being ("**VAT**"). Where any taxable supply for VAT purposes is made under this Statement of Work by Stallions Solutions to the Customer Party, the Customer Party shall, on receipt of a valid VAT invoice from Stallions Solutions, pay to Stallions Solutions such additional amounts in respect of VAT as are chargeable on the supply of the Services at the same time as payment is due for the supply of the Services.
- 9.7 If a Customer Party fails to make any payment due to Stallions Solutions under a Statement of Work by the due date, then, without limiting Stallions Solutions's remedies under this Agreement or otherwise, the Customer Party shall pay interest on the overdue sum from the due date until payment of the overdue sum, whether before or after judgment. Interest under this clause will accrue each day at 4% a year above the Bank of England's base rate from time to time.
- 9.8 Where Services are provided on a time and materials basis, Stallions Solutions shall maintain appropriate records of the Services provided under each Statement of Work, sufficient to enable the Customer Party to verify the accuracy of any invoices submitted pursuant to each Statement of Work. Stallions Solutions shall allow the Customer Party or its representatives to inspect and take copies of such records at all reasonable times and with reasonable notice on request.
- 9.9 All amounts due under the Agreement and each Statement of Work shall be paid in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law).

10. Acceptance Testing

- 10.1 Where Stallions Solutions and the Customer Party have agreed in a Statement of Work that a Deliverable is to be subject to Acceptance Testing, Stallions Solutions shall provide the

Customer Party with a certificate when satisfied that that Deliverable is ready to undergo those Acceptance Tests.

- 10.2 The Customer Party shall carry out the Acceptance Tests in accordance with the relevant Implementation Plan. Stallions Solutions shall:
 - 10.2.1 ensure that the Acceptance Tests are attended by such Stallions Solutions representatives as may be appropriate;
 - 10.2.2 lend the Customer Party reasonable assistance in the conduct of the Acceptance Tests; and
 - 10.2.3 be entitled to see the results of the Acceptance Tests.
- 10.3 If the Acceptance Tests are completed successfully, the Customer Party shall signify acceptance of the Deliverable (subject to any regression testing that may be required in accordance with clause 10.7) by signing an acceptance certificate and delivering it to Stallions Solutions.
- 10.4 The Customer Party shall notify Stallions Solutions promptly in writing and in reasonable detail of any failure of the Acceptance Tests.
- 10.5 In the event of any failure of Acceptance Tests by a Deliverable, Stallions Solutions shall remedy such failure so as to minimise any impact to the Implementation Plan, by whatever means are reasonably necessary including:
 - 10.5.1 re-performance of any relevant Services; and/or
 - 10.5.2 provision of corrections, fixes, updates or new releases.
- 10.6 Stallions Solutions will maintain up-to-date records of all failure reports notified by the Customer Party in relation to the Acceptance Tests, the action taken by Stallions Solutions to resolve them and the status of each problem report. Stallions Solutions will make a copy of any such record available to the Customer Party on request.
- 10.7 The Customer Party shall repeat the Acceptance Tests as necessary by working through the tests that have previously failed, and by carrying out regression testing where appropriate.
- 10.8 If by the date specified in the Implementation Plan for the completion of Acceptance Testing, any Deliverable is unable to pass any applicable Acceptance Test, the Customer Party may by written notice to Stallions Solutions:
 - 10.8.1 elect to fix a new date for carrying out further tests on that Deliverable or any relevant modifications; or
 - 10.8.2 provided that Stallions Solutions has been afforded the opportunity to remedy such failure pursuant to clause 10.5 and has failed to do so within thirty (30) days or such longer period as maybe agreed in writing between the parties of being notified of the new date pursuant to clause 10.8.1, to treat that failure as a material breach of the Agreement which is incapable of remedy.

In the event that the Customer Party elects to fix a new date for carrying out further tests in accordance with clause 10.8.1, the provisions of this clause 10 shall also apply in respect of such further tests.

- 10.9 A Deliverable shall be deemed to be accepted by a Customer Party on the first to occur of the following:
- 10.9.1 the Customer Party's signature and delivery of an acceptance certificate in accordance with clause 10.3; or
 - 10.9.2 successful completion of relevant Acceptance Tests including correction of any failures notified in writing to Stallions Solutions; or
 - 10.9.3 the expiration of the period specified in the Implementation Plan for the conduct and completion of the Acceptance Tests without Acceptance Tests having been run, or without the Customer Party having reported to Stallions Solutions any failure of Acceptance Tests in respect of that Deliverable; or
 - 10.9.4 the Customer Party modifying the Deliverable or using it in a live environment (other than for the purposes of carrying out the Acceptance Tests or training) where such use has been expressly agreed in writing by Stallions Solutions.
- 10.10 A Customer Party shall not unreasonably withhold, delay or condition acceptance or the issue of an acceptance certificate.
- 10.11 In the event that Customer Party fails to complete any Acceptance Tests in accordance with this clause 10, Customer Party shall reimburse Stallions Solutions for any reasonable costs incurred as a result of such failure.

11. Change Control

- 11.1 Subject to clause 11.2, if at any time either party wishes to request or propose:
- 11.1.1 any change to an Implementation Plan, or any significant change or addition to any Deliverable or any of the Services; or
 - 11.1.2 anything which causes or is likely to cause Stallions Solutions to incur any significant costs or expenses in addition to the Charges,
- (a "**Change**"), the parties will comply with the change control procedure as set out in this clause 11 ("**Change Control Procedure**").
- 11.2 Stallions Solutions may at any time without notifying the Customer make any changes to any Deliverable or Services which:
- 11.2.1 are necessary to take account of any manufacturer's change in specification;
 - 11.2.2 are necessary to comply with any applicable laws; or
 - 11.2.3 do not materially affect the overall nature, quality or performance of the Services or any Deliverable.
- 11.3 Either party may submit a written request for a Change to the other party in accordance with this clause 11, but no Change will come into effect until a written record of any Change or proposed Change ("**Change Control Note**") has been signed by the authorised representatives of both parties.
- 11.4 If the Customer requests a Change:

- 11.4.1 the Customer will submit a written request to the Supplier containing as much information as is necessary to enable the Supplier to prepare a Change Control Note; and
- 11.4.2 within 10 Business Days of receipt of a request, Stallions Solutions will, unless otherwise agreed, send to the Customer a Change Control Note.
- 11.5 If Stallions Solutions requests a Change, it will send to the Customer a Change Control Note.
- 11.6 A Change Control Note must contain sufficient information to enable the Customer to assess the Change, including as a minimum:
 - 11.6.1 the title of the Change;
 - 11.6.2 the originator of the Change and date of request;
 - 11.6.3 description of the Change;
 - 11.6.4 details of the effect of the proposed Change on the Services, the Charges and the relevant Statement of Work;
 - 11.6.5 the date of expiry of validity of the Change Control Note; and
 - 11.6.6 provision for signature by the Customer and Stallions Solutions.
- 11.7 If, following the Customer's receipt of a Change Control Note pursuant to this clause 11:
 - 11.7.1 the parties agree the terms of the relevant Change Control Note, they will sign it and that Change Control Note will amend this Agreement; and
 - 11.7.2 either party does not agree to any term of the Change Control Note, then the other party may refer the disagreement to be dealt with in accordance with the dispute resolution procedure set out in clause 22.
- 11.8 Each party will bear its own costs in relation to compliance with the Change Control Note.

12. Title To and Risk in Deliverables and Ownership of Customer Party Materials

- 12.1 Title to any Deliverables that are goods or in any physical media on which Deliverables are stored shall pass to the Customer Party on the earlier of their delivery to the Customer Party or payment of the Charges for them. Stallions Solutions warrants that it has full, clear and unencumbered title to all such items, and that at the date of the transfer of title, it will have full and unrestricted rights to transfer all such items to the Customer Party.
- 12.2 Risk in any Deliverables that are goods or in any physical media on which Deliverables are stored shall pass to the Customer Party on completion of delivery.
- 12.3 All Customer Materials remain the exclusive property of the Customer Party.
- 12.4 All Stallions Solutions Materials remain the exclusive property of Stallions Solutions.

13. Intellectual Property

- 13.1 Stallions Solutions and its licensors shall retain ownership of all Stallions Solutions Background IPRs. The Customer Party and its licensors shall retain ownership of all Customer Background IPRs.
- 13.2 Subject to Clause 13.3, all Intellectual Property Rights in any Deliverables, commercial software and Third Party Software shall remain vested in Stallions Solutions or the third party licensors.
- 13.3 Where the parties agree that the Foreground IPRs in any specific Deliverables are to be the property of the Customer Party, those works will be specified in the relevant Statement of Work, with express wording being used to make it clear that the Foreground IPRs in such works are to be assigned to the Customer Party, with such works also being referenced as "Designated Works". Subject to payment of all Charges in respect of the relevant Services and any additional charges in respect of the Designated Works (as set out in the Statement of Work), Stallions Solutions assigns all right, title and interest in and to the Foreground IPRs in such Designated Works and all materials embodying them to the Customer Party.
- 13.4 The Customer Party grants Stallions Solutions a fully paid-up, non-exclusive, royalty-free, non-transferable licence to use the Customer Background IPRs and the Foreground IPRs (where these are Designated Works) for the purpose of providing the Services to the Customer Party in accordance with the Agreement.
- 13.5 Stallions Solutions grants the Customer Party a fully paid-up, worldwide, non-exclusive, royalty-free, perpetual licence, revocable only in the event of breach of this clause 13, to use Stallions Solutions Background IPRs and the Foreground IPRs (if these are not Designated Works) for the purpose of receiving and using the Services and the Deliverables in its business.
- 13.6 For the purposes of clause 13.5 "use" shall mean use for a party's own internal business purposes and includes, and in the case of software, loading and installation of the software and making a reasonable number of copies of such software for security back-up and disaster recovery purposes. Other than as expressly stated in this clause 13.6, Customer Party has no right (and shall not permit any third party) to copy, adapt, reverse engineer, decompile, disassemble, modify, adapt or make error corrections to any software comprised in any Deliverables or Services in whole or in part except to the extent that any reduction of such software to human readable form (whether by reverse engineering, decompilation or

disassembly) is necessary for the purposes of integrating the operation of the software with the operation of other software or systems used by the Customer Party,

unless Stallions Solutions is prepared to carry out such action at a reasonable commercial fee or has provided the information necessary to achieve such integration within a reasonable period, and the Customer Party shall request Stallions Solutions to carry out such action or to provide such information before undertaking any such reduction.

- 13.7 Stallions Solutions warrants that the receipt, use and onward supply of the Services by the Customer Party and its licensees and sub-licensees shall not infringe the rights, including any Intellectual Property Rights, of any third party.
- 13.8 Stallions Solutions shall not be in breach of the warranty at clause 13.5, and the Customer Party shall have no claim under the indemnity at clause 13.9, to the extent the infringement arises from:
 - 13.8.1 any modification of the Deliverables, Stallions Solutions Background IPRs, Designated Works or Services, other than by or on behalf of or authorised or permitted in writing by Stallions Solutions; or
 - 13.8.2 any combination of the Deliverables, Stallions Solutions Background IPRs, Foreground IPRs or Services, with Third Party Software otherwise than in accordance with or as contemplated in any relevant Statement of Works or as otherwise approved in writing or implemented by Stallions Solutions; or
 - 13.8.3 compliance with the Customer Party's specifications or instructions, where infringement could not have been avoided while complying with such specifications or instructions and provided that Stallions Solutions shall first notify the Customer Party if it knows or suspects that compliance with such specification or instruction may result in infringement;
 - 13.8.4 use of the Deliverables, Stallions Solutions Background IPRs, Foreground IPRs or Services other than in accordance with their normal intended purpose or any agreed specification.
- 13.9 Stallions Solutions shall indemnify the Customer Party against all liabilities, costs, expenses, damages and losses suffered or incurred or paid by the Customer Party arising out of or in connection with any claim brought against the Customer Party for actual or alleged infringement of a third party's Intellectual Property Rights arising out of, or in connection with, the receipt, use or supply of the Services and the Deliverables.
- 13.10 The Customer Party shall:
 - 13.10.1 promptly notify Stallions Solutions in writing of any claim against it in respect of which it wishes to rely on the indemnity at paragraph 13.9 ("**IPR Claim**");
 - 13.10.2 allow Stallions Solutions, at its own cost, to conduct all negotiations and proceedings and to settle the IPR Claim, always provided that Stallions Solutions shall obtain the Customer Party's prior approval of any settlement terms, such approval not to be unreasonably withheld or delayed;
 - 13.10.3 provide Stallions Solutions with such reasonable assistance regarding the IPR Claim as is required by Stallions Solutions, subject to reimbursement by Stallions Solutions of the Customer Party's costs so incurred;
 - 13.10.4 not, without prior consultation with Stallions Solutions, make any admission relating to the IPR Claim or attempt to settle it, provided that Stallions Solutions considers and defends any IPR Claim diligently, using competent counsel and in such a way as not to bring the reputation of the Customer Party into disrepute.

14. Data Protection

- 14.1 Both parties will comply with all requirements of the Data Protection Legislation which are applicable to their respective roles in connection with this Agreement and/or each Statement of Work.
- 14.2 The Customer will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of any relevant Personal Data to Stallions Solutions for the duration and purposes of this Agreement.
- 14.3 The parties agree to enter into a Data Protection Agreement in the form set out in Schedule 3 (Data Protection) and shall abide by the obligations set out therein in respect of all Personal Data (as defined therein) provided by the Customer or, or otherwise obtained, accessed, stored, processed for generated by, Stallions Solutions in connection with this Agreement. The parties acknowledge and agree that Customer Affiliates may also need to enter into a Data Protection Agreement substantially in the form set out in Schedule 3 to detail the Legislation). Schedule 3 sets out the scope, nature and purpose of processing, the duration of the processing and the types of personal data and categories of Data Subject under the relevant Statement of Work.
- 14.4 Stallions Solutions and the Customer shall mutually indemnify the other against all claims, demands, actions, costs, expenses, losses and damages arising from or incurred by reason of any loss, damage or distress suffered by any person as a result of the loss, destruction or unauthorised disclosure of, or unauthorised access to, personal data by either Stallions Solutions or the Client as the case may be. The indemnity contained in this Clause 14.4 shall remain in full force and effect notwithstanding any termination of this Agreement.
- 14.5 The Customer shall procure its Affiliates' compliance with this clause 14 and shall indemnify Stallions Solutions in respect of any breach of this clause 14 by any such Affiliate.

15. Limitation of Liability

- 15.1 Nothing in the Agreement shall limit or exclude Stallions Solutions's, the Customer or any Customer Affiliate's liability for:
- 15.1.1 death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors;
- 15.1.2 fraud or fraudulent misrepresentation; or
- 15.1.3 breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession) or any other liability which cannot be limited or excluded by applicable law.
- 15.2 Subject to clause 15.1:
- 15.2.1 Stallions Solutions's liability arising out of any single event under or in connection with this Agreement or any Statement of Work, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to the greater of £1,000,000 and 100% of the Charges paid by Customer Party under the Statement of Work giving rise to the claim in the 12 months preceding such claim;

- 15.2.2 the Customer's and any Customer Affiliate's liability arising out of any single event under or in connection with this Agreement or any Statement of Work in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to the greater of £1,000,000 and the sum of the Charges payable under the Statement of Work giving rise to the claim in the 12 months preceding such claim;
- 15.2.3 neither Stallions Solutions, nor the Customer nor any Customer Affiliate shall have any liability under the Agreement or any Statement of Work, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any indirect or consequential loss arising under or in connection with the Agreement or any Statement of Work, including but not limited to loss of profits, loss of data, loss of revenue, loss of business and loss of goodwill;
- 15.2.4 neither Stallions Solutions, nor the Customer nor any Customer Affiliate shall have any liability under the Agreement or any Statement of Work unless the party making a claim has served notice of the same upon the impacted party within two (2) years of the date it became aware of the circumstances giving rise to the claim or the date when it ought reasonably to have become so aware;
- 15.2.5 Stallions Solutions's liability in respect of a claim relating to or arising in connection with Third Party Software will not exceed the third party manufacturer's or the software licensor's liability to Stallions Solutions or Stallions Solutions's liability to the Customer under this clause 15, whichever is the lesser.

16. Termination

- 16.1 Without affecting any other right or remedy available to it, either party may terminate the Agreement and/or a Statement of Work with immediate effect by giving written notice to the other party if:
- 16.1.1 the other party commits a material breach of any term of the Agreement or the Statement of Work which breach is irremediable or (if such breach is remediable) fails to remedy that breach within a period of 30 days after being notified in writing to do so;
- 16.1.2 the other party repeatedly breaches any of the terms of the Agreement or the Statement of Work in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of the Agreement or the Statement of Work;
- 16.1.3 the other party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986;
- 16.1.4 the other party commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors other than for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;
- 16.1.5 a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of that other party other than for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;

- 16.1.6 an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is given or if an administrator is appointed, over the other party (being a company);
- 16.1.7 the holder of a qualifying floating charge over the assets of that other party (being a company) has become entitled to appoint or has appointed an administrative receiver;
- 16.1.8 a person becomes entitled to appoint a receiver over the assets of the other party or a receiver is appointed over the assets of the other party;
- 16.1.9 a creditor or encumbrancer of the other party attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the other party's assets and such attachment or process is not discharged within 14 days;
- 16.1.10 any event occurs, or proceeding is taken, with respect to the other party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 16.1.3 to clause 16.1.9 (inclusive);
- 16.1.11 the other party suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business; or
- 16.1.12 there is a change of control of the other party, the effect of which is that the party subject to the change of control becomes under the control of a competitor of the other party.

17. Consequences of Termination

- 17.1 On termination (or expiry) of the Agreement, howsoever arising, each Statement of Work then in force at the date of such termination shall continue in full force and effect for the remainder of the term of such Statement of Work, unless terminated earlier in accordance with clause 16 or the terms of such Statement of Work, and the terms of the Agreement shall continue to apply to each such Statement of Work.
- 17.2 The termination of any Statement of Work shall not affect any other Statement of Works or the Agreement.
- 17.3 On termination of the Agreement, the following clauses of these Conditions shall continue in force: clause 1 (Interpretation), clause 15 (Limitation of liability), clause 17 (Consequences of termination), clause 18 (Confidentiality), clause 33 (Governing law) and clause 34 (Jurisdiction).
- 17.4 On termination or expiry of the Agreement or any Statement of Work, Stallions Solutions may invoice for any Services delivered prior to the date of termination or expiry and each relevant Customer Party shall pay such invoices and any outstanding invoices in accordance with clause 9.5.
- 17.5 Termination of the Agreement shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breaches of the agreement which existed at or before the date of termination.

18. Confidentiality

- 18.1 Each party undertakes that it shall not at any time disclose to any person any confidential information concerning the business, affairs, customers, clients or supplier of the other party, except as permitted by clause 18.2.
- 18.2 Each party may disclose the other party's confidential information:
- 18.2.1 to its employees, officers, representatives or advisers who need to know such information for the purposes of exercising the party's rights or carrying out its obligations under or in connection with the Agreement. Each party shall ensure that its employees, officers, representatives or advisers to whom it discloses the other party's confidential information comply with this clause 18; and
- 18.2.2 as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.
- 18.3 No party shall use any other party's confidential information for any purpose other than to exercise its rights and perform its obligations under or in connection with the Agreement or a Statement of Work.

19. Non-solicitation

- 19.1 Neither the Customer nor its Affiliates shall, without the prior written consent of Stallions Solutions, at any time from the date of the Agreement to the expiry of 6 months after the termination or expiry of the Agreement, solicit or entice away from the other party or employ or attempt to employ any person who is, or has been, engaged as an employee, consultant or subcontractor of Stallions Solutions in the provision of the Services.
- 19.2 Any consent given by Stallions Solutions in accordance with clause 19.1 shall be subject to the Customer Party paying to Stallions Solutions a sum equivalent to 20% of the then current annual remuneration of Stallions Solutions's employee, consultant or subcontractor or, if higher, 20% of the annual remuneration to be paid by the Customer or the relevant Customer Affiliate to that employee, consultant or subcontractor.

20. Force Majeure

- 20.1 Neither party shall be in breach of the Agreement or any Statement of Work nor liable for delay in performing, or failure to perform, any of its obligations under the Agreement or any Statement of Work if such delay or failure result from events, circumstances or causes beyond its reasonable control. In such circumstances the affected party shall be entitled to a reasonable extension of the time for performing such obligations. If the period of delay or non-performance continues for 3 months, the party not affected may terminate the relevant Statement of Work by giving 30 days' written notice to the affected party.

21. Dispute Resolution Procedure

- 21.1 If a dispute arises out of or in connection with this agreement or the performance, validity or enforceability of it (**Dispute**), then, except as expressly provided in this Agreement, the parties shall follow the procedure set out in this clause:
- 21.1.1 either party shall give to the other written notice of the Dispute, setting out its nature and full particulars (**Dispute Notice**), together with relevant supporting documents. On service of

the Dispute Notice, the [EMPLOYEE TITLE] of Stallions Solutions and [EMPLOYEE TITLE] of Customer shall attempt in good faith to resolve the Dispute;

- 21.1.2 If the [EMPLOYEE TITLE] of Stallions Solutions and [EMPLOYEE TITLE] of Customer are for any reason unable to resolve the Dispute within 30 days of service of the Dispute Notice, the Dispute shall be referred to the [SENIOR OFFICER TITLE] of Stallions Solutions and [SENIOR OFFICER TITLE] of Customer who shall attempt in good faith to resolve it.

- 21.2 Nothing in this clause 21 shall prevent either party from commencing or continuing court proceedings in relation to the Dispute, in particular where a party wishes to seek injunctive or other equitable relief.

22. Conflict

If there is an inconsistency between any of the provisions of the Agreement and the provisions of any Statement of Work, the provisions of the Agreement shall prevail unless the relevant Statement of Work expressly refers to and amends a specific provision of this Agreement.

23. Variation

No variation of the Agreement or any Statement of Work shall be effective unless it is in writing and signed by the parties (or their authorised representatives).

24. Waiver

- 24.1 A waiver of any right or remedy under the Agreement or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default.
- 24.2 A failure or delay by a party to exercise any right or remedy provided under the Agreement or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under the Agreement or by law shall prevent or restrict the further exercise of that or any other right or remedy.

25. Rights and Remedies

Except as expressly provided in the Agreement, the rights and remedies provided under the Agreement are in addition to, and not exclusive of, any rights or remedies provided by law.

26. Severance

- 26.1 If any provision or part-provision of the Agreement is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of the Agreement.
- 26.2 If any provision or part-provision of the Agreement is invalid, illegal or unenforceable, the parties shall negotiate in good faith to amend such provision so that, as amended, it is legal, valid and enforceable, and, to the greatest extent possible, achieves the intended commercial result of the original provision.

27. Entire Agreement

- 27.1 The Agreement constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
- 27.2 Each party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in the Agreement. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in the Agreement.

28. Assignment and Other Dealings

- 28.1 Neither party shall assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any or all of its rights and obligations under the Agreement or a Statement of Work without the prior written consent of the other party (such consent not to be unreasonably withheld or delayed).
- 28.2 Stallions Solutions may subcontract or otherwise delegate the performance of any of its obligations under the Agreement and/or a Statement of Work, provided always that:
- 28.2.1 no such subcontracting or delegation shall relieve Stallions Solutions from any such liability, obligation and responsibility; and
- 28.2.2 Stallions Solutions shall remain primarily responsible and liable for the activities subcontracted or delegated, and for such of the acts and omissions of any sub-contractors in respect of such activities as would render Stallions Solutions liable had such acts or omissions been its own.

29. No Partnership or Agency

- 29.1 Nothing in the Agreement is intended to, or shall be deemed to, establish any partnership or joint venture between any of the parties, constitute any party the agent of another party, or authorise any party to make or enter into any commitments for or on behalf of any other party.
- 29.2 Each party confirms it is acting on its own behalf and not for the benefit of any other person.

30. Third Party Rights

- 30.1 Unless it expressly states otherwise, the Agreement does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Agreement.

31. Notices

31.1 Any notice or other communication given to a party under or in connection with the Agreement shall be in writing and shall be:

31.1.1 delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office (if a company) or its principal place of business (in any other case); or

31.1.2 sent by email to the email recipients and addresses specified for each party below, or such alternative email recipients and addresses as may be notified by a party in accordance with this clause 31:

Notices served on Stallions Solutions: [*insert name*] at [*insert email address*]

Notices served on Customer: [*insert name*] at [*insert email address*].

31.2 Any notice or communication shall be deemed to have been received:

31.2.1 if delivered by hand, on signature of a delivery receipt or at the time the notice is left at the proper address;

31.2.2 if sent by pre-paid first-class post or other next working day delivery service, at 9.00 am on the second Business Day after posting or at the time recorded by the delivery service.

31.2.3 if sent by email, at the time of transmission.

31.3 This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

32. Counterparts

32.1 The Agreement may be executed in any number of counterparts, each of which when executed and delivered shall constitute a duplicate original, but all the counterparts shall together constitute the one agreement.

32.2 Transmission of the executed signature page of a counterpart of this Agreement by email (in PDF, JPEG or other agreed format) shall take effect as delivery of an executed counterpart of this agreement. If this method of delivery is adopted, without prejudice to the validity of the agreement thus made, each party shall provide the others with the original of such counterpart as soon as reasonably possible thereafter.

32.3 No counterpart shall be effective until each party has executed at least one counterpart.

33. Governing Law

The Agreement and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales.

34. Jurisdiction

Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Agreement or its subject matter or formation.

Schedule 2

Available Services

- Consultancy
- Support Services
- Hosting
- Software Development
- Software Licencing
- Training

Schedule 3
Data Processing

Customer Party

and

Stallions Solutions

DATA PROCESSING AGREEMENT

[To be reviewed and completed by Stallions Solutions for each engagement]

This **AGREEMENT** is made on

2022

BETWEEN

1. [Insert details] incorporated in England and Wales (Company No xxxxx) whose registered office is at [Address] ("Client"); and
2. Stallions Solutions incorporated in England and Wales (CRN: 04097664) whose registered office is at 33 Buchanan Road, Walsall, England, WS4 2EW ("the User")

BACKGROUND

1. The User is engaged in the business of provisioning a customer relationship management system which facility the Client wishes to utilise.
2. The Client will disclose to the User certain confidential information and personal data (as defined below) to enable the User to perform its Linked Contract with the Client.
3. The Client wishes to ensure that the User shall maintain the confidentiality and security of all such information and data so disclosed at all times, acknowledges the Client's ownership of such information and data and that the User complies with Data Protection Legislation.

IT IS AGREED as follows:

1. Definitions and Interpretation

1.1 For the purposes of this Agreement:

"Data Protection Legislation" means all legislation and regulatory requirements in force from time to time relating to the use of personal data and the privacy of electronic communications, including, without limitation (i) any data protection legislation from time to time in force in the UK including the Data Protection Act 2018 or any successor legislation, as well as (ii) the General Data Protection Regulation ((EU) 2016/679) and any other directly applicable European Union regulation relating to data protection and privacy (for so long as and to the extent that the law of the European Union has legal effect in the UK);

"Information" means any and all information including personal data disclosed directly or indirectly by or on behalf of the Client to the User or acquired by the User on behalf of the Client from time to time;

"Linked Contract" means the contract entered into between the User and the Client in relation to which the User is appointed to provide services and/or carry out works for the Client and the performance of which involves the provision of the Information to the Client and the processing of personal data by the User as a data processor of the Client;

- 1.2 The terms "personal data", "process", "data controller", "data processor", "data subject" have the meanings attributed to them in the Data Protection Legislation;
- 1.3 References to the Client includes all other Client group companies from time to time;

- 1.4 Reference to 'writing' or similar expressions shall include reference to any communication effected by facsimile, electronic mail and/or any comparable means but shall not include communication by SMS or similar text messaging facilities;
- 1.5 Any obligation on any party not to do and/or omit to do anything is to include an obligation not to allow that thing to be done and/or omitted to be done;
- 1.6 The phrase "and/or" means either of the alternatives and both of the alternatives as the case may be;
- 1.7 Where a party incurs an obligation under this Agreement and such obligation is created by the use of words such as "shall", "will", "undertakes to", "must", "agrees to" or any other verb which implies that a party has so incurred such obligation, it is agreed that all obligations shall not be distinguishable from one another by reason only of the verb used when creating such obligation. Any obligation under this Agreement by a party not to do any act or thing shall be deemed to include an undertaking not to permit or suffer the doing of that act or thing; and
- 1.8 Any reference to "procure" or "ensure" shall create a primary obligation and not a secondary obligation or guarantee.

2. Information

- 2.1 The parties hereby acknowledge and agree that the Information may comprise, contain and/or incorporate confidential information in which the Client has a proprietary interest and that the disclosure of it in any way and/or the use of it in any way other than as authorised by the Client may cause harm to the Client.
- 2.2 Subject to clause 2.3, the User hereby agrees to maintain as confidential and not to directly or indirectly use, or disclose to (or permit to be used by or disclosed to) any third party, any part or the whole of the Information, except in the proper performance of the Linked Contract with the Client or as specifically authorised by the Client in writing.
- 2.3 The User will allow access to the Information only to those agents, employees, representatives and staff who need to see and use it for the purposes of performing the Linked Contract with the Client.
- 2.4 The obligations of confidentiality set out in clause 2.1 and 2.2 shall continue indefinitely except that they shall not apply to Information:
 - 2.4.1 which the User proves by documentary evidence was already in its possession and at its free disposal prior to disclosure by the Client or was developed by it without reference to any of the Information;
 - 2.4.2 which is after the date of this Agreement disclosed to the User without any obligations of confidentiality by a third party who is not in breach of any duty of confidentiality in doing so;
 - 2.4.3 which is or becomes generally available to the public in printed publications through no default and/or omission on the User's part; or
 - 2.4.4 to the extent it is required to be disclosed by law and/or the rules of any recognised stock exchange and/or regulatory authority (in which case the User will use its reasonable endeavours to give the Client as much advance notice of such disclosure as possible).

- 2.5 The User hereby undertakes immediately upon the Client's demand at any time to deliver up to the Client or at the Client's option destroy any and all materials comprising, including and/or incorporating the Information (which shall include but shall not be limited to all documents and records whatsoever in any form and on whatever media and all copies of them whether prepared or written by the User or the Client or its or their respective agents, employees, officers or sub-contractors individually, collectively or jointly with the Client or a third party or provided by the Client) in the User's possession, power or control and shall furnish the Client with a certificate signed by a duly authorised representative certifying the User's compliance with this clause.
- 2.6 The User acknowledges and agrees with the Client that:
- 2.6.1 The Information remains the property of the Client at all times;
- 2.6.2 The Client shall have the right of access to the Information at any time;
- 2.6.3 The User will at all times take adequate organisational and technical measures in order to maintain adequate and proportionate security for the Information (in adherence to relevant provisions of the Data Protection Legislation);
- 2.6.4 Any and all copyright in the Information and any and all other intellectual property rights (whether existing now and/or in the future) in or arising in or connection with the information shall at all times belong to the Client; and
- 2.6.5 If any intellectual property rights arise as a result of the collection, use and/or arrangement of the Information, the User assigns such intellectual property rights (whether existing now and/or in the future) to the Client and/or will procure such assignment to the Client with full title guarantee, free from third party rights and for the full term during which those rights and any renewals or extensions subsist.

3. Data Protection

- 3.1 Each party acknowledges that the Client operates as the data controller and the User as a data processor in respect of the personal data within the Information.
- 3.2 Details regarding the purposes and nature of the processing of the personal data within the Information are set out in the table below. The parties shall endeavor to maintain the content of this table as up to date, on at least an annual basis.

Description of the Processing	Details
Subject matter	<i>The processing of the Controller's personal data to facilitate and enable the Controller's use of the Inbound IT services</i>
Duration	<i>From XX/XX/2019 onwards until further notice</i>
Nature and purpose	<p><i>The nature of the processing means any operation such as collection, recording, aggregating, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc.</i></p> <p><i>The purpose includes the performance of obligations under the Agreement and facilitating the use and enjoyment of and access to the User's services</i></p>
Type of Personal Data	<i>Name, address, username, log on, password, computer IP address, date of birth, telephone number, images, and any Special Category Data which may be compiled as part of the wider use of the IT inbound services.</i>
Categories of Data Subject	<i>Staff (including interns, agents, and temporary workers) of [Client Name] and potentially its affiliates and group companies, plus clients, their employees, agents and independent contractors, and third party service provider employees.</i>
Post-processing retention or disposal	<i>In line with Stallions Solutions's secure and lean approach to records management, records will be held no longer than 3 months post termination of the Agreement</i>

3.3 The User agrees to:

- 3.3.1 only process personal data in accordance with the reasonable written instructions of the Client (which shall be deemed provided through this Agreement) and will take into account relevant principles under the Data Protection Legislation;
- 3.3.2 only process the personal data for and on behalf of the Client for the purposes set out in either party's privacy policy (as published) and in order to perform the Linked Contract with the Client unless otherwise required by law or any other regulatory body (in which case the User shall, where permitted, inform the Client of that legal prohibition or impediment before otherwise processing);

- 3.3.3 not permit any third party to process any of the personal data without the Client's prior written consent (save where that third party is an essential sub-processor appointed by the User and in respect of which proportionate due diligence has been undertaken);
- 3.3.4 (where consent is provided pursuant to clause 3.3.2) impose upon each such third party sub-processor (and procure each such third party sub-processor's compliance with) the spirit and intent of this clause³ as if the processing being carried out by the sub-processor was being carried out by the User;
- 3.3.5 where legally and practically possible ensure that the Client has the right to directly enforce any terms relating to processing of the personal data against any such third party sub-processor;
- 3.3.6 not transfer any personal data outside of the European Economic Area and the United Kingdom unless the following conditions are fulfilled:
- a) there are in place appropriate safeguards in relation to the transfer;
 - b) the data subject has enforceable rights and effective legal remedies;
 - c) the User complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any personal data that is transferred; and
 - d) the User complies with reasonable instructions notified in writing to it in advance by the Client with respect to the processing of the personal data;
- 3.3.7 notify the Client from time to time of the main locations of the personal data and, where relevant of any computer system or cloud hosting facility on which the personal data is held by the User;
- 3.3.8 ensure that only such of the User's personnel who may assist it in meeting its obligations under this Agreement shall have access to the personal data. The User shall ensure that all the User's personnel used by it in relation to this Agreement have undergone training in data protection and in the care and handling of personal data and are obliged to comply with the terms of this agreement;
- 3.3.9 immediately notify and provide full details to the Client of any breach or potential breach of this sub-clause, take all measures necessary to remedy or address the breach or potential breach and cooperate with the Client to resolve such issue;
- 3.3.10 immediately notify and provide full details to the Client of any potential or actual loss of personal data, take all measures necessary to mitigate the loss or potential loss and cooperate with the Client to resolve such issue;
- 3.3.11 immediately notify the Client of any contact with or investigation or audit of the User in relation to data processing and/or personal data by any regulatory authority prior to providing any information, unless the User is prevented from doing so by law or court of competent jurisdiction;
- 3.3.12 implement and at all times maintain an information security management system that:
- a) operates and has robust back up and disaster recovery procedures in place;
 - b) is able to comply with any rights of data subjects exercised under Data Protection Legislation; and

- c) includes all appropriate technical and organisational measures necessary or desirable to:
- (i) ensure a level of security appropriate and proportionate to the risk against unauthorised or unlawful processing, accidental loss or destruction of or damage to personal data;
 - (ii) protect the rights of the data subject; and
 - (iii) enable the personal data to be processed in compliance with obligations equivalent to those imposed on the Client under the Data Protection Legislation;
- and ensure that all personal data processed by the User is subjected to the controls of the information security management system implemented and maintained in accordance with this clause 3.2;

3.3.13 not without a justifiable lawful basis as defined under Article 6 of the General Data Protection Regulation to use any of the personal data which identifies a living individual within the Information:

- a) for purposes outside the published purposes described in the relevant privacy policy or which is outside the stated lawful bases under Data Protection Legislation;
- b) for clear cases of profiling or matching against other personal data;

except as specifically required to perform the Linked Contract;

3.3.14 from time to time on request provide full details in writing of the User's data processing activities in respect of the personal data, including the address of all locations where such processing takes place, and allow its data processing facilities, procedures and documentation which relate to the processing of the personal data to be inspected and audited (on reasonable written notice) by the Client, a representative or auditor of the Client or a regulatory body in order to ascertain compliance with Data Protection Legislation and the terms of this Agreement; and

3.3.15 on termination of this Agreement return (or, at the Client's discretion at any time upon instruction from the Client, permanently delete) all personal data processed on behalf of the Client pursuant to this Agreement (and permanently delete any copies, save to the extent retention is required by law).

3.4 Where the User assists the Client in responding to any request from a Data Subject and in ensuring compliance with the Client's obligations under the Data Protection Legislation including assistance provided by the User in connection with data security enquiries, records requests, breach notifications, impact assessments and consultations with supervisory authorities or regulators, the User shall provide such assistance at its own cost, save for voluminous, repeat, duplicated, or complex requests which take more than one hour minutes of time to address, in which case the User may charge a reasonable administrative fee not exceeding £[] for this in such circumstance, the User will issue an invoice for its reasonable administrative fee and the Client will be liable to pay that invoice not later than the last day of the month following the month of receipt.

3.5 Where the User will be collecting personal data on behalf of the Client, the User and the Client shall:

3.5.1 make it clear to data subjects through their privacy policies, contracts, and terms and conditions of use, at the time of collecting the personal data that the Client is the data

controller in respect of the data, the purposes for which the Client will be using the personal data and the possible recipients of the personal data all as notified by the Client to the User from time to time and the other matters required under Data Protection Legislation; and

- 3.5.2 obtain the data subject's consent to any purposes for processing personal data where required to do so in accordance with the Data Protection Legislation.
- 3.6 The User will keep, and provide to the Client upon request, a complete, accurate and up-to-date record of the data processing it carries out pursuant to this Agreement, including:
 - 3.6.1 details of the data controller, the data processor (and where applicable the Data Protection Officer of the data controller and data processor);
 - 3.6.2 details of the relevant data subjects;
 - 3.6.3 where applicable, information on any transfer of personal data to a country outside the EEA (including the identification of the country receiving the personal data, the Client's consent and the adequate safeguards used); and
 - 3.6.4 a general description of the data retention or disposal plans in respect of the personal data.
- 3.7 Each party shall:
 - 3.7.1 comply with all Data Protection Legislation;
 - 3.7.2 co-operate with any regulatory authority for data processing; and
 - 3.7.3 not do or omit to do anything which will place the other party in breach of any DataProtection Legislation.

This Agreement is governed by English Law and the parties the parties each agree to submit to the non-exclusive jurisdiction of the English Courts in relation to any disputes connected with this Agreement.