

Schedule 7: Terms & Conditions

1 INTERPRETATION

1.1 In these Terms & Conditions (including the Schedules and any attachments thereof) the following words and phrases shall, unless the context otherwise requires, have the following meanings:

Agreement	means the agreement between Littlefish and the Customer incorporating these terms and conditions and any schedules;
Agreement Variation Notice	means an Agreement Variation Request accepted and signed by the parties in accordance with the Agreement Variation Procedure which shall, in accordance with its terms, have the effect of varying the Agreement;
Agreement Variation Procedure	means the procedure set out in clause 11 in Schedule 7;
Agreement Variation Request	means a request to change any service that forms part of the Services or to add any new service to the Services or a request to amend this Agreement or any document attached to or referred to in it;
Authorised Representatives	means the authorised representatives of each of Littlefish and the Customer as set out in clause 7 of schedule 4;
Business Day	means any day except for a Saturday, Sunday or public or bank holiday;
Commencement Date	means the date at which Littlefish will commence provision of the Services as set out in the Agreement Summary;
Consultants	means one or more consultants supplied by Littlefish to the Customer in accordance with clause 9 of this Agreement;
Customer IT Equipment	means the Supported Infrastructure, the Hardware, the Third Party Software Applications, and any other element of the Customer's IT environment not defined within these terms;
Dispute Resolution Procedure	means the procedure set out in clause 12;
Goods	means any goods purchased by the Customer under this Agreement;
Hardware	means the hardware detailed in schedule 5;
Intellectual Property Rights	means all intellectual and industrial property rights including patents, know-how, registered trademarks, registered designs, utility models, applications for and rights to apply for any of the foregoing, unregistered design rights, unregistered trademarks, rights to prevent passing off for unfair competition and copyright, database rights, topography rights, domain names and any other rights in any invention, discovery or process, in each case in the United Kingdom and all other countries in the world and together with all renewals and extensions;
Material Breach	means including but not limited to (i) an abuse by the Customer or its representatives of any employees of Littlefish; (ii) the Customer failing to act on a recommendation of Littlefish that would enable Littlefish to provide the Services in accordance with this Agreement; (iii) a breach of the Bribery Act 2010 as set out in clause 23; a breach of the Modern Slavery Act 2015 as set out in clause

	24; the Customer failing to pay any amount under this Agreement on the due date and such amount remains unpaid within 30 days of Littlefish giving notification to the Customer that payment is overdue;
Office Hours	means the period between 09.00 and 17.30 on a Business Day;
Out of Office Hours	means the periods between 0.00 and 08.59 and 17.31 and 23.59 on a Business Day and 24 hours a day on any day that is not a Business Day;
Professional Services	means the supply of Consultants to the Customer in accordance with this Agreement;
Quote	the quote sent by Littlefish to the Customer outlining the Goods and/or Services Littlefish is able to supply to the Customer, together with the Service Charges and other payments payable by the Customer;
Relevant Contractor	means a contractor or subcontractor, or former contractor or subcontractor, of the Customer;
Relevant Employees	employees of or any person engaged or formerly engaged by the Customer or any Relevant Contractor;
Replacement Contractor	means any replacement contractor engaged by the Customer who takes over, or carries out similar services to, any of the Services (or other services) performed by Littlefish in connection with this Agreement, or part of any of those services;
Service Charge	means the service charge as set out in Schedule 3 and the Agreement Summary or where this Agreement applies to the ordering of Goods and/or Professional Services only, the charges payable to Littlefish under the relevant quote for Goods and/or Professional Services;
Service Level	means the service level set out in Schedule 2;
Services	means the services set out in Schedule 1;
Site	means the Customer premises at which the Customer IT Equipment is located;
Support Request	means a request for support in respect of the Supported Infrastructure by the Customer pursuant to this Agreement;
Supported Infrastructure	means the Customer's IT infrastructure in respect of which the Services are to be provided, as detailed in Schedule 1 and Schedule 5, that is operated on the Hardware;
Term	means the Initial Term and any extension of the Initial Term in accordance with clause 5 (Term);
Third Party Software Applications	means the software applications used by the Customer that are not part of the Supported Infrastructure and in respect of which Littlefish is not obliged to provide any Services;
TUPE Regulations	Transfer of Undertakings (Protection of Employment) Regulations 2006 (as amended and / or replaced from time to time); and
Sub-Processor	any third party appointed by Littlefish to Process Agreement Personal Data.

1.2 The headings in this Agreement do not affect its interpretation. Save where the context otherwise requires, references to clauses and schedules are to clauses and schedules of this Agreement.

1.3 Unless the context otherwise so requires:

- (a) references to the Customer and Littlefish include their permitted successors and assigns;
- (b) references to statutory provisions include those statutory provisions as amended or re-enacted;
- (c) references to any gender include all genders;
- (d) 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;
- (e) a reference to 'writing' or 'written' includes by email but not by fax;
- (f) these terms and conditions apply to and form part of the Agreement between Littlefish and the Customer. They supersede any previously issued terms and conditions of purchase or supply in relation to the Services; and
- (g) no terms or conditions in any way supplied or imposed by the Customer shall form part of this Agreement except to the extent that Littlefish otherwise agrees in writing.

1.4 In the case of conflict or ambiguity between any provision contained in the body of these terms and conditions and any provision contained in any schedule, the provision in these terms and conditions shall take precedence. References to Schedules 1-6 are to the service specification schedules for services other than Professional Services and shall not be relevant when purchasing Goods or Professional Services.

2 FORMATION OF AGREEMENT

2.1 Unless otherwise agreed by Littlefish in writing, any Quotes sent by Littlefish to the Customer shall remain binding for 30 days only, after which they shall expire.

2.2 An agreement shall only be formed between the parties on the terms and conditions set out in this Agreement when either of the following happens:

- (a) the Customer accepts a quote within 30 days (or longer at the discretion of Littlefish) of it being issued by Littlefish in writing, by notice to Littlefish in writing;
- (b) on the parties signing and dating this Agreement; and/or
- (c) on Littlefish commencing supply of the Goods and/or Services.

- 2.3 Littlefish may accept or reject an offer at its discretion and shall not be obliged to supply any Goods and/or Services other than in accordance with the terms of this Agreement.
- 2.4 Marketing and other promotional materials relating to services that Littlefish provide are illustrative only and do not form part of this Agreement.

3 SUPPLY OF SERVICES

- 3.1 Littlefish will provide the Services to the Customer with reasonable skill and care from the Commencement Date and for the duration of the Agreement in respect of the Supported Infrastructure subject to and in accordance with the provisions of this Agreement.
- 3.2 Littlefish will use its reasonable endeavours to provide the Services in accordance with the Service Levels. Any times or dates for performance of any of the Services or delivery of the Goods are estimates only and, whilst Littlefish will use its reasonable endeavours to comply with the same, it will have no liability to the Customer for any failure to do so. Time is not of the essence in supplying the Goods or Services.

4 EXCLUDED SERVICES

- 4.1 Unless otherwise agreed in writing by Littlefish (including within this Agreement) the Services do not include services relating to or required as a result of any of the following and where Littlefish does provide the services set out in this clause as requested by the Customer, Littlefish shall be entitled to charge the Customer in addition to the Service Charges for any such services in accordance with its standard charging rates as set from time to time in force and notified to the Customer in writing:
- (a) the installation of any new hardware or software, unless otherwise stated in Schedule 1;
 - (b) accidental damage to, improper or incompetent use, operation or transportation of or neglect of any part of the Customer IT Equipment;
 - (c) any fault in, or caused by, any attachments or associated equipment or software (including the Hardware and the Third Party Software Application) which do not form part of the Supported Infrastructure;
 - (d) use of any part of the Supported Infrastructure for a purpose or in a manner for which it was not designed or other than in the ordinary course of reasonable business practice;
 - (e) the recovery or reconstruction of any data or programs lost or damaged;
 - (f) the maintenance, repair, substitution or replacement of any Hardware unless specifically stated in Schedule 1;
 - (g) support in respect of any Third Party Software Application;
 - (h) the addition of any hardware or software to the Supported Infrastructure without Littlefish's prior agreement in writing for such hardware or software to be added to the Supported Infrastructure (such agreement not to be unreasonably withheld);

- (i) failure of the Customer to maintain the necessary environmental conditions for the operation of the Supported Infrastructure;
- (j) failure of the Customer to comply with Littlefish's reasonable recommendations relating to the use of the Supported Infrastructure;
- (k) any support or maintenance undertaken to the Supported Infrastructure by persons not authorised or approved by Littlefish;
- (l) improper installation to the Supported Infrastructure by the Customer or any third party of any hardware or software; or
- (m) notwithstanding the terms of this Agreement, the provision of any Services Out of Office Hours.

5 TERM

- 5.1 This Agreement shall unless terminated earlier in accordance with clause 19 continue for the duration of the Initial Term.
- 5.2 Following expiration of the Initial Term, this Agreement shall automatically continue and shall renew for twelve month periods unless either terminated in accordance with clause 19 or notice of termination has been served by either party, six months prior to the expiration of the Initial Term or twelve month renewal period (as applicable).
- 5.3 Unless otherwise agreed between the parties in writing, if the Customer terminates this Agreement other than in accordance with clauses 5.2 or 19, the Customer shall pay 100% of the Service Charges due to Littlefish for the remainder of the Initial Term on written demand (through the issuing of an invoice payable within 30 days of the date of invoice) by Littlefish.

6 SERVICE RECORDS

- 6.1 Littlefish shall, for the duration of the agreement, maintain records of the Services provided and will provide copies to the Customer on receipt of a written request.

7 USE OF SITE, SUPPORTED INFRASTRUCTURE, CUSTOMER IT EQUIPMENT, THIRD PARTY PRODUCTS, CONTRACTS AND CUSTOMER'S STAFF

- 7.1 The Customer shall provide all persons authorised by Littlefish with full, safe and uninterrupted access including remote access to the Site, the Supported Infrastructure and the other Customer IT Equipment as may reasonably be required for the purpose of performing the Services. Where the Services are to be performed at the Site the Customer shall provide adequate working and storage space and office (including telephone) facilities for use by Littlefish's personnel and take reasonable care to ensure their safety. Littlefish will comply with any reasonable health and safety and security policies of the Customer that are notified to Littlefish in advance in writing.
- 7.2 The Customer shall be responsible for obtaining, at its cost, all necessary consents of third parties to the use by Littlefish of any Third Party Software Application, any part of the Supported Infrastructure that is owned by a third party (including without limitation third party owned Intellectual Property Rights), documentation, products and other materials (including, without limitation, software and know-how) ("Third Party Products") which:

- (a) the Customer is permitted to use; and
- (b) is reasonably required by Littlefish in connection with the provision of the Services.

7.3 If the Customer fails to obtain any consent under clause 7.2 or if the Customer determines that the cost of obtaining such consent is unreasonable, the parties shall co-operate to agree alternative Third Party Products (that the Customer will procure and pay for) which may replace those in respect of which consent has not been or cannot, except at unreasonable cost, be obtained. For the avoidance of doubt Littlefish shall not be liable for any failure to provide the Services or comply with any other obligation under this Agreement to the extent that such failure arises from the absence of any consent to use a Third Party Product.

7.4 The Customer shall maintain in force all current software maintenance agreements with the vendors of supported Third Party Software Applications used by the Customer and the Customer shall ensure adequate assistance from such vendors at all times if required. Littlefish will use its reasonable endeavours to comply with the terms of any such agreements that are notified to Littlefish in advance in writing, but this is subject to the Customer complying with its obligations under clauses 7.2 and 7.3.

7.5 The Customer shall at all times comply with any applicable law and shall maintain such licences, authorisations and other approvals, permits and authorities as are required to perform its obligations under this Agreement and shall ensure that all personnel assigned by it to provide assistance to Littlefish shall have the requisite skill, qualifications and experience to perform the tasks assigned to them.

8 ADDITIONAL CUSTOMER OBLIGATIONS

8.1 The Customer shall ensure that appropriate environmental conditions are maintained for the Customer IT Equipment and shall take all reasonable steps to ensure that the Supported Infrastructure and the Customer IT Equipment is operated in a proper manner by the Customer's employees (including without limitation) compliance with manufacturer's and licensor's user manuals , operation instructions and guidelines).

8.2 The Customer shall nominate an Authorised Representative to be available to liaise with, and respond to queries from, Littlefish's Authorised Representative.

8.3 The Customer shall:

- (a) co-operate sufficiently with Littlefish to enable Littlefish to perform the Services and supply the Goods and provide any assistance or information as may reasonably be required by Littlefish;
- (b) report faults promptly to Littlefish;
- (c) carry out a backup operation on a daily basis, promptly notify Littlefish of any change of requirements for data to be backed up, and keep full back-up copies of all of its data; and
- (d) maintain adequate and up to date anti-virus software on the Customer IT Equipment at all times.
- (e) The Customer warrants that:

- (f) it is the owner of the Customer IT Equipment or is authorised by the owners of the Customer IT Equipment to make it available to Littlefish and to permit Littlefish to access and use the same for the purposes contemplated by this Agreement;
- (g) the details of the Customer IT Equipment given to Littlefish are complete and accurate to the best of their knowledge; and
- (h) that all data and other information provided by it to Littlefish is not obscene, defamatory or likely to result in any claim being made against Littlefish by any third party.

8.4 The Customer shall at its own expense execute all documents and do all acts and things reasonably required by Littlefish to give effect to the terms of this Agreement and shall provide access to all information and documentation which is within its possession which is reasonably required by Littlefish to enable it to fulfil its obligations.

8.5 Where Littlefish purchases Services on behalf of the Customer, it shall notify the Customer in writing of any terms and conditions which govern the use of those Services. Those terms and conditions shall apply to the Customer in their use of the Services (back-to-back as if references to Littlefish are to the Customer and references to the supplier are references to Littlefish) subject to such terms and conditions being no less advantageous than this Agreement.

8.6 Where the Customer has a complaint in relation to the Services:

- (a) the Customer shall notify Littlefish of the complaint within 10 Business Days of the event giving rise to such complaint; and
- (b) shall provide sufficient details to Littlefish to allow it to investigate such complaint within 20 Business Days of the event giving rise to it. If the complaint cannot be resolved within 20 Business Days of the event giving rise to it, it shall be deemed a dispute and shall be resolved in accordance with clause 12 (dispute resolution procedure).

8.7 The Customer shall remediate security issues raised in line with recommendations provided by Littlefish.

8.8 Where Littlefish is providing SOC services and the Customer is not in compliance of clause 8.8, Littlefish reserves the right to tune alerting to stop responding to that specific event. Littlefish will inform the Customer Authorised Representative should this be the case.

8.9 The Customer shall provide feedback on action taken in relation to recommended remediation activities in a timely manner.

8.10 The Customer shall make Littlefish aware of changes within the Customer IT Environment that may impact Littlefish' ability to monitor, detect and respond to security events. Where Littlefish is providing SOC services, Littlefish reserves the right to increase the Alienvault charge/upgrade the Alienvault subscription or reduce the monitoring scope should such a change warrant it.

8.11 Where Littlefish is providing SOC services if the Customer fails to fulfil any of its obligations under these terms and conditions within a reasonable time (to be determined by Littlefish

acting reasonably) and such failure causes a delay in the commencement of the Services or results in additional costs to Littlefish, Littlefish shall be entitled to charge the Customer for such costs incurred.

9 PROFESSIONAL SERVICES

9.1 Where Littlefish is providing Professional Services to the Customer the terms set out in this clause shall apply to the parties in addition to the other terms of this Agreement, where applicable.

9.2 Littlefish shall provide the Professional Services to the Customer in accordance with the terms of this Agreement. The Professional Services shall commence and terminate on the date agreed between the Parties in writing. Payment of the Service Charges for the Professional Services shall be as set out in the relevant Quote.

9.3 Payment by the Customer in consideration of the Professional Services, shall be in accordance with the Littlefish Professional Service quotation. If the Customer cancels or postpones in any way the provision of Professional Services it may do so only in writing to Littlefish and where Littlefish is unable to redeploy the Consultant having used reasonable endeavours to do so, the Customer shall pay the following cancellation charges on written demand (through the issuing of an invoice payable within 30 days of the date of invoice) by Littlefish:

Cancellation Period	Cancellation Charge
Anytime between one to two weeks before Professional Services are to be supplied	80% of Service Charge for that appointment
One week or less before Professional Services are to be supplied	100% of Service Charge for that appointment

9.4 During the Term, Littlefish will procure that the Consultant will:

- (a) provide the Professional Services with reasonable care and skill and in accordance with this Agreement;
- (b) provide the Professional Services on the times and days as agreed in the Littlefish Professional Service quotation, unless otherwise agreed between the parties; and
- (c) keep the Customer informed of progress on projects in which the Consultant is engaged.

9.5 Littlefish will as soon as reasonably practicable notify the Customer if, for any reason at any time during the Term, the Consultant is unable to provide the Services as required by the Customer. Time is not of the essence in providing the Professional Services.

9.6 The Consultant will not:

- (a) hold itself out as having authority to bind the Customer; nor
- (b) have any authority to incur any expenditure in the name of or on behalf of the Customer.

- 9.7 Littlefish may use another person, company or organisation to perform any administrative, clerical or secretarial functions that are incidental to the provision of the Professional Services.
- 9.8 Littlefish may at any time appoint a substitute with equivalent skills and expertise to perform the Professional Services instead of the appointed Consultant.
- 9.9 Except as expressly stated in this Agreement, and subject to clause 18.7 (no exclusion of liability not capable of being excluded by law), all warranties and conditions whether express or implied by statute, common law or otherwise relating to the provision of Professional Services are excluded to the extent permitted by law.
- 9.10 During the Term, the Customer will afford the Consultant such access to its premises and to information, records and other materials of the Customer as the Consultant may reasonably require to enable the Consultant to provide the Professional Services.
- 9.11 The Customer will make available such working space and facilities at its premises as Littlefish considers reasonably necessary for the provision of Professional Services by the Consultant.
- 9.12 The Customer will supply free of charge such materials, instruments or equipment as the parties agree are necessary for the provision of Professional Services.
- 9.13 Littlefish will, and will procure that the Consultant will, as soon as reasonably practicable on the termination of this Agreement for any reason surrender to a person duly authorised by the Customer, all reports, manuals, files, notes, accounts, documents, correspondence, books, materials, papers and information (on whatever media and wherever located) any keys and any other property of the Customer that have been received by the Consultant during the course of providing the Professional Services and which are in the Consultant's possession or under the Consultant's control and which are the property of the Customer.
- 9.14 As soon as reasonably practicable on the termination of this Agreement for any reason, Littlefish will, and will procure that the Consultant will, having first returned the information to the Customer as required by Clause 9.13, delete any remaining information relating to the business of the Customer stored in any electronic system and all matter derived from such sources which is in its possession or under its control and is outside the premises of the Customer.

10 SERVICE CHARGES AND PAYMENTS

- 10.1 In consideration of the supply of Goods and the Services by Littlefish to the Customer, the Customer shall pay to Littlefish the Service Charge.
- 10.2 The Service Charge shall be payable quarterly in advance by Direct Debit on the first Business Day of each calendar quarter to the account of Littlefish notified to the Customer from time to time or where otherwise agreed between the parties, the Customer shall pay all invoices issued by Littlefish by BACS in accordance with this clause.

- 10.3 Where payment is instead to be made by BACS, unless otherwise agreed between the parties, invoices shall be raised by Littlefish quarterly in advance on the first Business Day of each quarter. Invoices shall be payable by the Customer within 30 days of the date of invoice. The Customer shall be liable to pay any increase in the cost of Goods or third party services from the cost quoted by Littlefish, as a result of changes made by a third party.
- 10.4 During the Initial Term the total monthly Service Charge payable for Services will not at any time without the prior written agreement of Littlefish be less than eighty five percent (85%) of the amount specified in Schedule 3 irrespective of any changes to the Services agreed by the parties in accordance with the Agreement Variation Procedure.
- 10.5 The Service Charge and any other payments to be made by the Customer under this Agreement are stated exclusive of VAT which shall be paid by the Customer at the rate and from time to time in the manner prescribed by law.
- 10.6 Littlefish will increase the Service Charge by RPI plus 3% following expiry of the Initial Term and thereon upon each subsequent annual anniversary of the expiry of the Initial Term, unless a contract renewal is agreed or as otherwise agreed in writing.
- 10.7 Without prejudice to clause 10.6, Littlefish reserves the right to increase the Service Charge:
- (a) in accordance with the terms of an Agreement Variation Notice; and or
 - (b) at any time by notice in writing to the Customer to reflect any increase in the cost of providing the Services which is due to an act or omission of the Customer including but not limited to any change in the date for the performance of the Services, or any delay caused by any instructions of the Customer, or failure by the Customer to give Littlefish adequate information or instructions or any failure to comply with any provision of this Agreement.
- 10.8 If the Customer fails to make any payment due to Littlefish on the due date for payment, Littlefish reserves the right, without prejudice to any other right or remedy it may have under this Agreement or otherwise, to:
- (a) suspend supply of the Goods and performance of the Services until all sums due to Littlefish have been paid in full (but only after having given written notice of its intention to do so). For the avoidance of doubt any Service Charges or invoices raised during a period of suspension will accrue alongside any outstanding payments and remain payable in full;
 - (b) charge the Customer interest on the overdue amount at the rate of 4% above the Bank of England's base rate from time to time. Such interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. The Customer shall pay the interest together with the overdue amount; and
 - (c) refer the matter to its debt collection agents, any costs incurred in collecting the debt will be added to the total sum due to Littlefish, plus VAT at the prevailing rate which shall be payable by the Customer.

- 10.9 The Service Charge is exclusive of Littlefish's reasonable expenses incurred in connection with the provision of the Services (including any expenses of Consultants) and any additional service charges which will be charged at Littlefish's standard rates from time to time as applicable and shall be payable by the Customer in advance or if credit terms are offered by Littlefish to the Customer within thirty days of the date of Littlefish's invoice.
- 10.10 All payments payable to Littlefish pursuant to this Agreement shall be paid without any deduction whether by way of set-off, counter-claim, discount, abatement or otherwise save as required by law. Littlefish may set-off any liability which it has or any sums which it owes to the Customer under this Agreement or under any other agreement which Littlefish has with the Customer against any liability or sums owed by the Customer to Littlefish.
- 10.11 The Customer agrees to pay all third party costs notified by Littlefish to the Customer (in advance of being incurred) in writing in addition to the Service Charges, including but not limited to those payable to AlienVault.
- 10.12 The Customer shall be liable to pay any increases in costs of software licenses used to support the delivery of the Services. Costs will be notified to the Customer in writing on written notice from the software suppliers.

11 AGREEMENT VARIATION

- 11.1 An Agreement Variation Request shall only become an Agreement Variation Notice when the requirements of the Agreement Variation Procedure have been satisfied and the Agreement Variation Request in the form set out in schedule 9 is signed by the Authorised Representatives of both parties or an alternative representative of the parties to signify their approval of the change.
- 11.2 Agreement Variation Requests may be originated either by the Customer or by Littlefish.
- 11.3 Subject to Clause 11.7, where Littlefish originates an Agreement Variation Request it shall provide, with the Agreement Variation Request, details of the impact which the proposed change will have upon the Services; any systems or operations of the Customer which communicate with, or are otherwise affected by the Services (of which Littlefish can reasonably be expected to be aware); the Service Charge; and the other terms of this Agreement.
- 11.4 Subject to Clause 11.7, where the Customer originates an Agreement Variation Request, Littlefish shall provide the Customer, within 21 days of receiving the Agreement Variation Request, details of the impact which the proposed change will have upon the Services; any systems or operations of the Customer which communicate with, or are otherwise affected by the Services (of which Littlefish can reasonably be expected to be aware); the Service Charge; and the other terms of this Agreement.
- 11.5 Save where otherwise stated in this Agreement, neither party shall be obliged to agree an Agreement Variation Request originated by the other.
- 11.6 The costs of implementing an Agreement Variation Notice shall be borne as set out in the Agreement Variation Notice.
- 11.7 Littlefish shall be entitled to charge the Customer for work undertaken by Littlefish in analysing the effect of any proposed Agreement Variation Request proposed by the

Customer. Where Littlefish wishes to make a charge for carrying out such analysis, it will first notify the Customer in writing advising it of Littlefish's estimate of such charges, in order to allow the Customer to choose whether or not to authorise Littlefish to proceed with the analysis of the requested change.

- 11.8 Littlefish reserves the right at any time without notifying the Customer to make changes to any Services which are necessary to comply with any applicable safety or other statutory requirement provided that such variation does not materially affect the quality or performance anticipated by the Customer.

12 DISPUTE RESOLUTION PROCEDURE

- 12.1 Any dispute arising between the parties out of or in connection with this Agreement shall be dealt with in accordance with the provisions of this clause.
- 12.2 The dispute resolution process may be initiated at any time by either party serving a notice in writing on the other party that a dispute has arisen ("Dispute Notice"). The notice shall include reasonable information as to the nature of the dispute.
- 12.3 The parties shall use all reasonable endeavours to reach a negotiated resolution through the following procedure:
- (a) on receipt by a party of a Dispute Notice, the parties shall within five Business Days have called a meeting to be attended by the Authorised Representative and Managing Director (or equivalent) of each party to consider the dispute;
 - (b) during the meeting the representatives shall use their reasonable endeavours to resolve the dispute. If the dispute is not resolved within five Business Days of the meeting, then either party may refer the dispute for resolution to the Centre for Dispute Resolution or such other similar body as is agreed between the parties.
- 12.4 The parties shall submit to the supervision of the mediator assigned by the Centre for Dispute Resolution or similar body for the purpose of resolving the dispute.
- 12.5 All negotiations connected with the dispute shall be conducted in strict confidence and without prejudice to the rights of the parties in any future legal proceedings.
- 12.6 Notwithstanding the provisions of this clause, neither party shall be prevented from commencing or continuing court proceedings in relation to the dispute.
- 12.7 If, with the assistance of the mediator, the parties reach a settlement, such settlement shall be reduced to writing and, once signed by the Authorised Representatives of each party, shall remain binding on the parties.
- 12.8 The parties shall bear their own legal costs arising from this dispute resolution procedure and unless otherwise agreed by the appointed mediator, the costs and expenses of mediation shall be borne by the parties equally.

13 ASSIGNMENTS

- 13.1 The Customer may not assign, novate, subcontract, dispose of this Agreement or encumber any right or obligation under this Agreement, in whole or in part, without Littlefish's prior written consent. Littlefish may assign, novate, subcontract, dispose of this Agreement or encumber any right or obligation under this Agreement, in whole or in part without prior consent of the Customer.

14 INTELLECTUAL PROPERTY RIGHTS

- 14.1 All Intellectual Property Rights held either directly by Littlefish or licenced to Littlefish by a third party on the Commencement Date shall for the duration of this Agreement, remain in the ownership of each party as is the case on the Commencement Date.
- 14.2 All Intellectual Property Rights held either directly by the Customer or licensed to the Customer by a third party on the Commencement Date shall for the duration of this Agreement, remain in the ownership of each party as is the case on the Commencement Date. The Customer grants Littlefish a royalty free, non-exclusive licence to use the Customer logos for the purpose of confirming via the Littlefish website and other Littlefish marketing materials that the Customer is a customer of Littlefish, which shall terminate on the termination or expiration of this Agreement. The Customer grants Littlefish the right, for the duration of this Agreement, to disclose that the Customer is a customer of Littlefish.
- 14.3 All Intellectual Property Rights created in the course of supplying the Goods and/or Services pursuant to this Agreement shall vest in Littlefish. Where such rights are erroneously found to be held by the Customer, the Customer shall use all its reasonable endeavours to promptly transfer such rights to Littlefish at the reasonable expense of Littlefish.
- 14.4 All Intellectual Property Rights in the Customer IT Equipment and any other information, materials or assets supplied to Littlefish by the Customer shall remain vested in the Customer or its third party licensors (as applicable). The Customer shall grant or shall procure the grant of a royalty-free, non-exclusive licence to Littlefish to utilise the Customer IT Equipment and all such other information, materials and assets to the extent required to enable Littlefish to provide the Services for the duration of this Agreement, such licence automatically terminating on termination or expiration of this Agreement.
- 14.5 Unless stated expressly in writing in this Agreement, neither party will acquire any ownership interest in or licence of the other's Intellectual Property Rights by virtue of this Agreement. Where any Intellectual Property Rights are transferred in contravention of this clause, the party erroneously in receipt of Intellectual Property Rights shall use all its reasonable endeavours to promptly transfer such rights to the other party at the reasonable expense of that other party.
- 14.6 The Customer shall indemnify Littlefish against any losses, damages, liability, costs and expenses (including reasonable professional fees) incurred by it as a result of any action, demand or claim brought against Littlefish alleging that the use of Customer IT Equipment infringes the Intellectual Property Rights of a third party including without limitation infringement of rights which arise as a result of use, storage or processing of any Customer IT Equipment by Littlefish or on Littlefish's systems and/or the provision of any information, materials or other assets to Littlefish by the Customer (in this clause, a "LF IPR Claim") except to the extent that such claim arises from a breach by Littlefish of this Agreement. Littlefish shall:

- (a) furnish the Customer with prompt written notice of the LF IPR Claim;
- (b) provide the Customer (at its cost) with reasonable assistance in respect of the LF IPR Claim; and
- (c) not make any settlement, compromise or prejudicial admission in relation to the LF IPR Claim without the prior consent of the Customer (such consent not to be unreasonably withheld or delayed).

14.7 Littlefish shall indemnify the Customer against any losses, damages, liability, costs and expenses (including reasonable professional fees) incurred by it as a result of any action, demand or claim brought against the Customer alleging that the supply of Goods and/or Services or the use of any deliverables provided by Littlefish infringes the Intellectual Property Rights of a third party (in this clause, a "Customer IPR Claim"), except to the extent that such claim arises from a breach by the Customer of this Agreement or is covered by the indemnity in clause 14.6. The Customer shall:

- (a) furnish Littlefish with prompt written notice of the Customer IPR Claim;
- (b) provides Littlefish (at its cost) with reasonable assistance in respect of the Customer IPR Claim; and
- (c) not make any settlement, compromise or prejudicial admission in relation to the Customer IPR Claim without the prior consent of Littlefish (such consent not to be unreasonably withheld or delayed).

15 CONFIDENTIALITY

15.1 Each party to this Agreement undertakes, except as provided below, to treat as confidential and keep secret all information marked 'confidential' or which may reasonably be supposed to be confidentially supplied to it by the other party (in this Agreement collectively referred to as the "Information") with the same degree of care as it employs with regard to its own confidential information of a like nature and in any event in accordance with standard current commercial security practices, provided that, this clause shall not extend to any information which was rightfully in the possession of either party prior to the commencement of the negotiations leading to this Agreement or which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause).

15.2 Neither party shall without the prior written consent of the other party divulge any part of the other party's Information to any person except:

- (a) to their own employees, officers, agents, consultants or sub-contractors only for the purposes of enabling the party to comply with its obligations under this Agreement; and
- (b) to their professional advisers, auditors, HMRC, HM Customs and Excise, a court of competent jurisdiction, governmental body or applicable regulatory authority and any other persons or bodies having a duty or obligation or requirement to know the business of the other party for the purpose of advising or governing the party.

- 15.3 Both parties undertake to ensure that persons and bodies referred to in clause 15.2 are made aware prior to the disclosure of any part of the Information that the same is confidential and that they owe a duty of confidence to the other party.
- 15.4 Each party to this Agreement shall promptly notify the other party if it becomes aware of any breach of confidence by any person to whom it divulges all or any part of the Information and shall give the other party all reasonable assistance in connection with any proceedings which the other party may institute against such person for breach of confidence.
- 15.5 The obligations under this clause shall remain in full force and effect notwithstanding any termination of this Agreement.

16 DATA PROTECTION

- 16.1 The parties shall comply with the Data Protection Addendum set out in Schedule 8 to this Agreement.

17 FORCE MAJEURE

- 17.1 Neither party shall have any liability under or be deemed to be in breach of this Agreement for any delays or failures in performance of this Agreement which result from circumstances beyond the reasonable control of that party including, without limitation, war, riot, civil disturbance, acts of terrorism, fire, explosion, flood, abnormal weather conditions, loss of utilities, strike, lockout or industrial dispute or governmental or regulatory authority action (an event of "Force Majeure Event"). In the event that a Force Majeure Event occurs, the party suffering the Force Majeure Event shall promptly notify the other party in writing on first becoming aware of the Force Majeure Event and again on the Force Majeure Event ceasing to exist. If the Force Majeure Event continues for a continuous period of more than 60 days, either party may terminate this Agreement by written notice to the other party.

18 LIMITATION OF LIABILITY

- 18.1 The extent of the parties' liability under or in connection with this Agreement (regardless of whether such liability arises in tort, contract or in any other way and whether or not caused by negligence or misrepresentation) shall be as set out in this clause.
- 18.2 Subject to clause 18.88 Littlefish shall not be liable to the Customer:
- (a) for any delay in performing or failure to perform Littlefish's obligations under this Agreement to the extent that such delay or failure was due to an act or omission of the Customer to perform its obligations under this Agreement or if delay results from a failure by the Customer to comply with reasonable requests by Littlefish for instructions, information or action required by it to perform its obligations within a reasonable time limit; or
 - (b) for the consequences of any acts or omissions of the Customer, its employees or agents or other third party suppliers or manufacturers engaged by or on behalf of the Customer (other than third party sub-contractors or suppliers selected by Littlefish); or
 - (c) if the Customer is in default of any of its payment obligations under this Agreement.

- 18.3 Subject to clause 18.8, in no event will either party be liable to the other, whether in contract, tort (including negligence), misrepresentation (whether innocent or negligent), restitution, for breach of statutory duty, or otherwise for any direct, indirect or consequential losses arising under or in connection with this Agreement for:
- (a) loss of profits or revenue, other than as set out in clause 18.4;
 - (b) pure economic loss;
 - (c) wasted overheads;
 - (d) loss of sales, production or business;
 - (e) loss of clients, agreements or contracts;
 - (f) loss of anticipated savings, discount or rebate (whether actual or anticipated);
 - (g) loss of or damage to equipment or goodwill;
 - (h) loss of use or corruption of software, data, configurations or information wherever held;
 - (i) loss of use or value of any data or software; or
 - (j) any other losses not flowing directly and naturally from the performance of this Agreement.
- 18.4 The Customer shall be liable for any loss of profits and revenue of Littlefish resulting from its wrongful termination of this Agreement.
- 18.5 Subject to clause 18.8, Littlefish's total aggregate liability arising under or in connection with this Agreement (whether in contract, tort (including negligence), breach of statutory duty or otherwise) will be limited to:
- 18.5.1 where Littlefish supplies Services or Professional Services to the Customer - a sum equivalent to the Service Charges paid for the specific Services or Professional Services in relation to which liability has arisen, in the twelve months prior to the liability commencing; and
 - 18.5.2 where Littlefish supplies Goods to the Customer – a sum equivalent to the Service Charges for those Goods.
- 18.6 The parties acknowledge and agree that the limitations contained in this clause are reasonable in the light of all the circumstances.
- 18.7 The terms implied by sections 3, 4 and 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from this Agreement. Subject to clause 18.7 below, all liability that is not expressly assumed in this Agreement is hereby excluded. These limitations will apply regardless of the form of action, whether under statute, in contract or tort including negligence or any other form of action. For the purposes of this clause, "Littlefish" includes its employees, officers, sub-contractors and suppliers who shall all have

the benefit of the limits and exclusions of liability set out above in terms of the Contracts (Rights of Third Parties) Act 1999.

18.8 Nothing in this Agreement shall operate to exclude or restrict one party's liability (if any) to the other:

- (a) for death or personal injury caused by negligence;
- (b) for fraud or fraudulent misrepresentation;
- (c) any other losses which cannot be excluded or limited by law.

19 TERMINATION FOR CAUSE

19.1 This Agreement may be terminated in whole (and not part unless otherwise agreed in writing by the parties) by either party in the following circumstances:

- (a) by either party with immediate effect on serving written notice to the other party, where the other party is in Material Breach and the Material Breach is either not remediable or if the breach is capable of remedy, that party has failed to remedy such breach within 20 Business Days of deemed receipt (in accordance with clause 30) of written notice to do so;
- (b) by either party with immediate effect on serving written notice to the other party, if the other party has a receiver, administrator or provisional liquidator appointed or passes a resolution for its winding-up or becomes the subject of a company voluntary arrangement or a court makes a winding up order in respect of it or it enters into any composition or arrangement with creditors or it is unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 or any steps or actions are taken in connection with any of these procedures or similar proceedings in an alternative jurisdiction;
- (c) by either party with immediate effect on serving written notice to the other party if the other party ceases or threatens to cease to carry on business in the United Kingdom.

20 CONSEQUENCES OF TERMINATION

20.1 On termination of this Agreement for any reason:

- (a) subject to prior payment of its reasonable fees in respect thereof, Littlefish will use reasonable endeavours to co-operate fully with the Customer to ensure an orderly migration of the Services to the Customer or, at the Customer's request, a new service provider;
- (b) the Customer shall immediately pay to Littlefish all of Littlefish's outstanding unpaid invoices and interest. Littlefish shall promptly invoice the Customer for any Services which have been ordered and have not yet been supplied (including but not limited to all Microsoft365 and AlienVault service costs) and such invoices shall be immediately payable;

- (c) where Littlefish has ordered Goods from a third party and those Goods have either been supplied to the Customer but no invoice has yet been submitted by Littlefish to the Customer in respect of payment for those Goods or the Goods have not yet been supplied to the Customer but cannot be returned to the third party, Littlefish shall submit an invoice to the Customer for the total price payable to the third party, which shall be payable by the Customer immediately on receipt;
- (d) the Customer shall as soon as reasonably practicable return all of Littlefish's property including without limitation all products and materials developed by Littlefish or its agents, subcontractors, consultants and employees in relation to the Goods and/or Services in any form, including computer programs, data, reports and specifications (including drafts), any document in writing, any drawing, map, plan, diagram, design, picture or other image, tape, disk or other device or record embodying information in any form and any equipment, including tools, systems, cabling or facilities, provided by Littlefish or its subcontractors and used directly or indirectly in the supply of the Services which are not the subject of a separate agreement between the parties under which title passes to the Customer. If the Customer fails to do so, then Littlefish may enter the Customer's premises and take possession of the same. Until they have been returned or repossessed, the Customer shall be solely responsible for their safe keeping;
- (e) the Customer shall return to Littlefish, any data and confidential information belonging to Littlefish in their possession, power or control, either in its then current format or in a format nominated by Littlefish or alternatively confirm its deletion. Littlefish will delete the Customer's data and confidential information after sixty (60) days, accordingly the Customer must make any request for data and confidential information within this period. Littlefish will insofar as reasonably possible (taking into account the nature of the processing and the information available to Littlefish), use reasonable endeavours to return such data in accordance with UK GDPR; the accrued rights and liabilities of the parties as at termination and the continuation of any provision expressly stated to survive or implicitly surviving termination shall not be affected.; and
- (f) clauses 1 (Definitions and Interpretation), 14 (Intellectual Property Rights), 15 (Confidentiality), 16 (Data Protection), 18 (Limitation of Liability), 20 (Consequences of Termination), 21 (TUPE), 22 (Goods), 25 (Non-solicitation), 30 (Notices) and 34 (Governing Law and Jurisdiction) shall survive termination.

21 TUPE

- 21.1 The Customer warrants to Littlefish that, in respect of the transfer of the provision of the Services (and/or any similar services performed on or before the commencement of this Agreement) or part of them from the Customer and/or any Relevant Contractor to Littlefish upon the commencement of this Agreement, or any of the services connected with this Agreement (or part of them), there are no Relevant Employees to whom the TUPE Regulations applied, apply or will apply and that the TUPE Regulations have not, do not and will not have the effect of transferring any contract of employment of any Relevant

Employee (or liabilities in connection with such contract of employment or its termination) to Littlefish upon or at any time following commencement of this Agreement or the commencement of any associated services performed by Littlefish (or part of them).

21.2 If before, upon or at any time following commencement of this Agreement, or commencement of any of the Services (or other services) performed by Littlefish in connection with this Agreement, or part of any of those services, any Relevant Employee (or their representative) claims or alleges that their employment, or alleged employment, or its termination (or liabilities in connection with them) should have, or have transferred, or will transfer to Littlefish (or become their liabilities) as a result of or in connection with the provisions of the TUPE Regulations, then:

- (a) in all cases the Customer will indemnify and keep indemnified Littlefish in full against any actions, proceedings, costs, claims, demands, awards, fines, orders, expenses, settlements, protective awards and liability whatsoever (including legal and other professional fees and expenses) incurred by Littlefish in relation to such claim or allegation (other than those referred to in clause 21.2.3 below);
- (b) Littlefish may, within 45 Business Days of becoming aware of any such claim or allegation terminate such person's employment;
- (c) where Littlefish has terminated such person's employment in accordance with clause 21.2.2, the Customer will also indemnify and keep indemnified Littlefish in full against the cost of such person's employment or alleged employment with Littlefish up to the date of such termination and any actions, proceedings, costs, claims, demands, awards, fines, orders, expenses, settlements, protective awards and liability whatsoever (including legal and other professional fees and expenses) incurred by Littlefish in connection with such employment or alleged employment with Littlefish and such termination of their employment by Littlefish; and
- (d) when reasonably required do to so by Littlefish, the Customer will (and will procure that any Relevant Contractor will) use all reasonable endeavours to assist Littlefish in taking and/or defending any proceedings by and/or against Littlefish in connection with the claims or allegations referred to in clause 21.2.

21.3 If, before, on or following the termination of this Agreement or the end of any of the Services (or other services) performed by Littlefish in connection with this Agreement, or part of any of those services, any person (or their representative) claims or alleges that their employment, or alleged employment, its termination or otherwise (or liabilities in connection with them) should have, or have transferred, or will transfer, or will not transfer to the Customer or any Replacement Contractor (and/or become either of their and/or Littlefish's liabilities) as a result of or in connection with the provisions of the TUPE Regulations, then the Customer will (and will procure that any Replacement Contractor will) indemnify and keep indemnified Littlefish against any actions, proceedings, costs, claims, demands, awards, fines, orders, expenses, settlements, protective awards and liability whatsoever (including legal and other professional fees and expenses) in relation to such claims and/or allegation(s).

- 21.4 When reasonably required do to so by Littlefish, the Customer will (and will procure that any Replacement Contractor will) use all reasonable endeavours to assist Littlefish in taking and/or defending any proceedings by and/or against Littlefish in connection with the claims or allegations referred to in clause 21.3.

22 GOODS

- 22.1 Title to the Goods shall pass to the Customer once Littlefish has received payment in full and cleared funds for the Goods. Risk in the Goods will pass to the Customer on delivery. The Customer shall prepare the agreed location for delivery. Until title to the Goods has passed to the Customer, the Customer shall:

- (a) hold the Goods as bailee for Littlefish;
- (b) take all reasonable care of the Goods and keep them in the condition in which they were delivered;
- (c) insure the Goods from the date of delivery: (i) with a reputable insurer (ii) against all risks (iii) for an amount at least equal to the price the Customer paid to Littlefish for them (iv) noting Littlefish's interest on the policy;
- (d) ensure that the Goods are clearly identifiable as belonging to Littlefish and Littlefish and its representatives may enter any premises where the Goods are or may be stored in order to inspect them or where the Customer's right to possession has terminated, to remove them. The Customer's right to possession of the Goods before ownership has passed to it shall terminate immediately if any of the circumstances contemplated by clause 19 (Termination) arise or if the Customer encumbers or in any way changes the Goods, or if the Customer fails to make any payment to Littlefish by the due date. All costs incurred by Littlefish in repossessing the Goods must be borne by the Customer;
- (e) not remove or alter any mark on or packaging of the Goods; and
- (f) inform Littlefish immediately if it becomes subject to any of the events or circumstances set out in clause 19.1.2.

- 22.2 The Goods shall be delivered by Littlefish or its nominated carrier, to the location confirmed in writing by the Customer. The Goods shall be deemed delivered on arrival at the location.

- 22.3 Where Littlefish purchases Goods on behalf of the Customer, it shall notify the Customer in writing of any terms and conditions which relate to the purchase of the Goods and the Customer shall comply with the terms and conditions as if it were Littlefish.

- 22.4 Littlefish may deliver the Goods in instalments. The Customer shall not be entitled to reject a delivery of the Goods on the basis that an incorrect volume of the Goods has been supplied. Any delay or defect in an instalment shall not entitle the Customer to cancel any other instalment.

- 22.5 Time is not of the essence in relation to the performance or delivery of the Goods. Littlefish shall use its reasonable endeavours to meet estimated dates for delivery and performance, but any such dates are indicative only.

- 22.6 Littlefish shall not be liable for any delay in or failure of performance caused by:
- (a) the Customer's failure to make the agreed location for delivery available or prepare it for delivery;
 - (b) the Customer's failure to provide Littlefish with adequate instructions for delivery;
 - (c) a Force Majeure Event.
- 22.7 If the Customer fails to accept delivery of the Goods Littlefish shall store the Goods pending delivery, and the Customer shall pay all reasonable costs and expenses incurred by Littlefish in doing so. If 20 Business Days following the due date for delivery of the Goods, the Customer has not taken delivery of or collected them, Littlefish may resell or otherwise dispose of the Goods without any obligation or liability to the Customer except for as set out below:
- (a) deduct all reasonable storage charges and costs of resale; and
 - (b) account to the Customer for any excess of the resale price over, or invoice the Customer for any shortfall of the resale price below, the cost paid by the Customer for the Goods.

23 ANTI-BRIBERY

- 23.1 For the purposes of this clause the expressions 'adequate procedures' and 'associated with' shall be construed in accordance with the Bribery Act 2010 and legislation or guidance published under it.
- 23.2 Each party shall comply with all applicable anti-bribery laws including ensuring that it has in place adequate procedures to prevent bribery and use all reasonable endeavours to ensure that:
- (a) all of that party's personnel;
 - (b) all others associated with that party; and
 - (c) all of that party's subcontractors;
 - (d) involved in performing this Agreement so comply.
- 23.3 Without limitation to clause 23.2, neither party shall make or receive any bribe (as defined in the Bribery Act 2010) or other improper payment, or allow any such to be made or received on its behalf, either in the United Kingdom or elsewhere, and shall implement and maintain adequate procedures to ensure that such bribes or payments are not made or received directly or indirectly on its behalf.
- 23.4 The Customer shall immediately notify Littlefish as soon as it becomes aware of a breach by the Customer of any of the requirements in this clause.
- 23.5 Any breach of this clause by the Customer shall be deemed a Material Breach of this Agreement that is not remediable and shall entitle Littlefish to immediately terminate this Agreement by notice under clause 19.1.1 (Termination for Cause).

24 MODERN SLAVERY

24.1 Littlefish shall comply with the Modern Slavery Act 2015.

24.2 The Customer confirms and agrees that:

- (a) neither the Customer nor any of its officers, employees, agents or subcontractors has:
 - (i) committed an offence under the Modern Slavery Act 2015 (an MSA Offence); or
 - (ii) been notified that it is subject to an investigation relating to an alleged MSA Offence or prosecution under the Modern Slavery Act 2015; or
 - (iii) is aware of any circumstances within its supply chain that could give rise to an investigation relating to an alleged MSA Offence or prosecution under the Modern Slavery Act 2015;
 - (iv) it shall comply with the Modern Slavery Act 2015;
 - (v) it has implemented due diligence procedures to ensure compliance with the Modern Slavery Act 2015 in its business and supply chain, and those of its officers, employees, agents or subcontractors, which will be made available to Littlefish on request at any time throughout the Term;

24.3 The Customer shall notify Littlefish immediately in writing if it becomes aware or has reason to believe that it, or any of its officers, employees, agents or subcontractors have breached or potentially breached any of the Customer's obligations under this clause. Such notice to set out full details of the circumstances concerning the breach or potential breach of the Customer's obligations.

24.4 Any breach of this clause by the Customer shall be deemed a material breach of the Contract and shall entitle Littlefish to terminate the Contract with immediate effect.

25 NON-SOLICITATION

25.1 Neither party shall (except with the prior written consent of the other) during the term of this Agreement and for a period of twelve months thereafter, directly or indirectly entice away or solicit the services (or attempt to entice away or solicit the services) of any staff of the other who have been engaged in the provision of the Services or the management of this Agreement or any significant part thereof either as principal, agent, officer, employee, independent contractor or any other form of employment or engagement. Where the Customer is found by Littlefish (acting reasonably) to be in breach of this clause then the Customer shall, on demand, pay to Littlefish a sum equal to 45% of the annual basic salary or annual fee payable by Littlefish to the relevant employee plus all reasonable recruitment costs incurred by Littlefish in replacing such person or persons. The parties agree that any such liquidated damages shall have been calculated as, and are, a genuine pre-estimate of the loss likely to be suffered by Littlefish.

26 WAIVER

- 26.1 No failure, delay or omission by either party in exercising any right, power or remedy provided by law or under this Agreement shall operate as a waiver of that right, power or remedy, nor shall it preclude or restrict any future exercise of that or any other right, power or remedy.
- 26.2 No single or partial exercise of any right, power or remedy provided by law or under this Agreement by either party shall prevent any future exercise of it or the exercise of any other right, power or remedy by that party.
- 26.3 A waiver of any term, provision, condition or breach of this Agreement by either party shall only be effective if given in writing and signed by that party, and then only in the instance and for the purpose for which it is given.

27 ACCUMULATION OF REMEDIES

- 27.1 Subject to the specific limitations set out in this Agreement, no remedy conferred by any provision of this Agreement is intended to be exclusive of any other remedy except as expressly provided for in this Agreement and each and every remedy shall be cumulative and shall be in addition to every other remedy given under this Agreement or existing at law or in equity by statute or otherwise.

28 SEVERABILITY

- 28.1 If any provision of this Agreement is prohibited by law or judged by a court to be unlawful, void or unenforceable, the provision shall, to the extent required, be severed from this Agreement and rendered ineffective as far as possible without modifying the remaining provisions of this Agreement, and shall not in any way affect any other circumstances of or the validity or enforcement of this Agreement.

29 PARTNERSHIP OR AGENCY

- 29.1 This Agreement shall not constitute or imply any partnership, joint venture, agency, fiduciary relationship or other relationship between the parties other than the contractual relationship expressly provided for in this Agreement. None of the parties shall have, nor shall represent that they have, any authority to make any commitments on the other party's behalf.

30 NOTICES

- 30.1 All notices under this Agreement shall be in writing and shall be sent to the address of the relevant party as set out below:

	Postal Address	Email Address
Customer		
Littlefish	Price House, 37 Stoney Street, Nottingham, NG1 1LS	info@littlefish.co.uk

- 30.2 Notices may be given and shall be deemed to have been received:

- (a) by hand: at the time of delivery;
- (b) by post: at 9.00 am on the second Business Day after posting;
- (c) by email: on transmission subject to not receiving a sent error message.

31 THIRD PARTY RIGHTS

- 31.1 Subject as specifically set out in this Agreement, a person who is not a party to this Agreement has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Agreement.

32 ENTIRE AGREEMENT

- 32.1 The parties agree that this Agreement and any documents referred to in it, constitutes the entire agreement between them and supersedes all previous agreements, understandings and arrangements between them, whether in writing or oral in respect of its subject matter.
- 32.2 Each party acknowledges that it has not entered into this Agreement or any documents entered into pursuant to it in reliance on, and shall have no remedies in respect of, any representation or warranty that is not expressly set out in this Agreement or any documents entered into pursuant to it. No party shall have any claim for innocent or negligent misrepresentation on the basis of any statement in this Agreement.

33 COUNTERPARTS

- 33.1 This Agreement may be executed in any number of counterparts or duplicates, each of which when signed and dated shall be an original, and such counterparts or duplicates taken together shall constitute one and the same agreement.

34 LANGUAGE & COSTS

- 34.1 This Agreement is made only in the English language. If there is any conflict in the meaning between the English language version of this Agreement and any version or translation of it in any other language, the English language version shall prevail.
- 34.2 Each party shall bear its own costs and expenses arising in connection with the drafting, negotiation, execution, completion, registration (if applicable) and performance of this Agreement and any documents referred to in it.

35 GOVERNING LAW AND JURISDICTION

- 35.1 This Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with, the laws of England and Wales.
- 35.2 The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).

36 CONFLICTS

36.1 If there is a conflict between the terms contained in this Agreement and the terms contained in the schedules to this Agreement, the terms shall apply in the following priority order:

- (a) terms of this Agreement;
- (b) terms of the schedules to this Agreement.

37 EQUITABLE REMEDY

37.1 The Customer recognises that any breach or threatened breach of this Agreement may cause Littlefish irreparable harm for which damages may not be an adequate remedy. Accordingly, in addition to any other remedies and damages available to Littlefish, the Customer acknowledges and agrees that Littlefish is entitled to the remedies of specific performance, injunction and other equitable relief without proof of special damages.

38 FURTHER ASSURANCE

38.1 Both parties shall at the request and cost of the requesting party, do all acts and execute all documents which are necessary to give full effect to this Agreement.

Schedule 8: Data Protection Addendum

1 DEFINITIONS

1.1 In this Data Protection Addendum defined terms shall have the same meaning, and the same rules of interpretation shall apply, as in the remainder of the Agreement. In addition, in this Data Protection Addendum the following definitions have the meanings given below.

Applicable Data Protection Laws means:

- (a) To the extent the UK GDPR applies, the law of the United Kingdom or of a part of the United Kingdom which relates to the protection of personal data.
- (b) To the extent the EU GDPR applies, the law of the European Union or any member state of the European Union to which Littlefish is subject, which relates to the protection of personal data.

Applicable Laws means:

- (a) To the extent the UK GDPR applies, the law of the United Kingdom or of a part of the United Kingdom.
- (b) To the extent EU GDPR applies, the law of the European Union or any member state of the European Union to which Littlefish is subject.

Customer Personal Data any personal data of which the Customer is the controller or which the Customer is processing on behalf of another Controller (excluding Littlefish).

EU GDPR the General Data Protection Regulation ((EU) 2016/679).

Littlefish Personal Data any personal data of which Littlefish is the Controller.

Purpose the purposes for which the Customer Personal Data is processed, as set out in Annex B.

UK GDPR has the meaning given to it in the Data Protection Act 2018.

1.2 The terms **controller**, **processor**, **data subject**, **personal data**, **personal data breach** and **processing** shall have the meaning given to them in the UK GDPR.

2 DATA PROTECTION

- 2.1 Both parties will comply with all applicable requirements of Applicable Data Protection Laws. This clause 2 is in addition to, and does not relieve, remove or replace, a party's obligations or rights under Applicable Data Protection Laws.
- 2.2 The parties have determined that, for the purposes of Applicable Data Protection Laws:
- 2.2.1 The Customer shall act as controller in respect of the Littlefish Personal Data processing activities set out in Part 1 of Annex A;
 - 2.2.2 Littlefish shall act as controller in respect of the Customer Personal Data and processing activities set out in Part 2 of Annex A; and
 - 2.2.3 Littlefish shall process the Customer Personal Data set out in Part 3 of Annex A, as a processor on behalf of the Customer in respect of the processing activities set out in Part 3 of Annex A.
- 2.3 Should the determination in clause 2.2 change, then each party shall work together in good faith to make any changes which are necessary to this clause 2 or the related schedules.
- 2.4 By entering into this Agreement, the Customer consents to (and shall procure all required consents, from its personnel, representatives and agents, in respect of) all actions taken by Littlefish in connection with the processing of Customer Personal Data by Littlefish as controller, provided these are in compliance with the then-current version of Littlefish's privacy policy available at <https://www.littlefish.co.uk/privacy-policy/> (**Privacy Policy**). In the event of any inconsistency or conflict between the terms of the Privacy Policy and this Agreement, the Privacy Policy will take precedence.
- 2.5 Without prejudice to the generality of clause 2, the Customer will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of Customer Personal Data to Littlefish and lawful collection of the same by Littlefish for the duration and purposes of this Agreement.
- 2.6 In relation to the Customer Personal Data processed by Littlefish as processor on behalf of Customer, Annex B sets out the scope, nature and purpose of processing by Littlefish, the duration of the processing and the types of personal data and categories of data subject.
- 2.7 Without prejudice to the generality of clause 2 Littlefish shall, in relation to Customer Personal Data which it processes as processor on behalf of Customer:
- 2.7.1 process that Customer Personal Data only on the documented instructions of the Customer, unless Littlefish is required by Applicable Laws to otherwise process that Customer Personal Data. Where Littlefish is relying on Applicable Laws as the basis for processing Customer Processor Data, Littlefish shall notify the Customer of this before performing the processing required by the Applicable Laws unless those Applicable Laws prohibit the Provider from so notifying the Customer on important grounds of public interest. Littlefish shall inform the Customer if, in the opinion of Littlefish, the instructions of the Customer infringe Applicable Data Protection Legislation;
 - 2.7.2 implement the technical and organisational measures set out in Annex C to protect against unauthorised or unlawful processing of Customer Personal Data and

against accidental loss or destruction of, or damage to, Customer Personal Data, which the Customer has reviewed and confirms are appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures;

- 2.7.3 ensure that any personnel engaged and authorised by Littlefish to process Customer Personal Data have committed themselves to confidentiality or are under an appropriate statutory or common law obligation of confidentiality;
 - 2.7.4 assist the Customer insofar as this is possible (taking into account the nature of the processing and the information available to Littlefish), and at the Customer's cost and written request, in responding to any request from a data subject and in ensuring the Customer's compliance with its obligations under Applicable Data Protection Laws with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
 - 2.7.5 notify the Customer without undue delay on becoming aware of a personal data breach involving the Customer Personal Data;
 - 2.7.6 at the written direction of the Customer and in accordance with clause 20.1(e) delete or return Customer Personal Data and copies thereof to the Customer on termination of the agreement unless Littlefish is required by Applicable Law to continue to process that Customer Personal Data. For the purposes of this clause 2.7.6 Customer Personal Data shall be considered deleted where it is put beyond further use by Littlefish; and
 - 2.7.7 maintain records to demonstrate its compliance with this clause 2 and allow for reasonable audits by the Customer or the Customer's designated auditor, for this purpose, on reasonable written notice, no more than once per year.
- 2.8 The Customer hereby provides its prior, general authorisation for Littlefish to:
- 2.8.1 appoint processors to process the Customer Personal Data, provided that Littlefish:
 - (a) shall ensure that the terms on which it appoints such processors comply with Applicable Data Protection Laws, and are consistent with the obligations imposed on Littlefish in this clause 2;
 - (b) shall remain responsible for the failure of any such processor to meet its data protection obligations; and
 - (c) shall inform the Customer of any intended changes concerning the addition or replacement of the processors, thereby giving the Customer the opportunity to object to such changes provided that if the Customer objects to the changes and cannot demonstrate, to Littlefish's reasonable satisfaction, that the objection is due to an actual or likely breach of Applicable Data Protection Law, the Customer shall indemnify Littlefish for any losses, damages, costs (including legal fees) and expenses suffered by Littlefish in accommodating the objection.

- 2.8.2 transfer Customer Personal Data outside of the UK as required for the Purpose, provided that Littlefish shall ensure that all such transfers are effected in accordance with Applicable Data Protection Laws. For these purposes, the Customer shall promptly comply with any reasonable request of Littlefish, including any request to enter into standard data protection clauses adopted by the EU Commission from time to time (where the EU GDPR applies to the transfer) or adopted by the UK Information Commissioner from time to time (where the UK GDPR applies to the transfer).

Annex A - Role of the Parties

Part 1 – Where Customer acts as a controller of Littlefish Personal Data

- when processing personal data of Consultants to provide access to premises for the purpose of providing the Professional Services.

Part 2 - Where Littlefish acts as a controller of Customer Personal Data

- when processing personal data of Customer personnel for account management, billing, business administration and other customer relationship management purposes

Part 3 - Where Littlefish acts as a processor of Customer Personal Data

- any processing that occurs in the performance of the Services, including through access to Customer IT Equipment and data for the purposes of ensuring the successful delivery of the Services.

Annex B - Particulars of the processing

Subject matter of Processing	Managed IT Services as defined in the Service Schedules
Duration of Processing	The term of this Agreement plus 30 days.
Nature and Purpose of Processing	<p>Any processing that occurs in the performance of the Services, including through access to Customer IT Equipment and data for the purposes of ensuring the successful delivery of the Services.</p> <p>The parties acknowledge that the processing of Personal Data shall be incidental to and not a primary part or purpose of the Services.</p>
Type of Personal Data	<p>Broad - any Personal Data that may be processed in the Customer IT Equipment (with the potential that some may be accessed incidentally).</p> <p>Personal Data that may be processed directly for the purpose of delivering the Services include Name, Telephone Number, Work Location/Address, Work Email Address, and Individualised Identity Verification Question (such as might be stored in the Customer's Active Directory system).</p>
Categories of Data Subject	Any processing that occurs in the performance of the Services, including through access to Customer IT Equipment and data for the purposes of ensuring the

	<p>successful delivery of the Services.</p> <p>The parties acknowledge that the processing of Personal Data shall be incidental to and not a primary part or purpose of the Services.</p>
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Annex C - Technical and organisational measures

- We have undertaken an analysis of the risks presented by our processing, and have used this to assess the appropriate level of security we need to put in place.
- We have a number of policies and notices to ensure the security of personal data including a data policy, data breach policy, customer data retention notice, data protection policy and privacy notice and take steps to make sure the policies and notices are implemented.
- We have a system for supporting customers in responding to the requests of data subjects.
- Where necessary, we have additional policies and ensure that controls are in place to enforce them.
- We make sure that we regularly review our information security policies and measures and, where necessary, improve them.
- We have put in place basic technical controls such as those specified by established frameworks like Cyber Essentials and ISO 27001.
- We use encryption and/or pseudonymisation where it is appropriate to do so.
- We understand the requirements of confidentiality, integrity and availability for the personal data we process.
- We make sure that we can restore access to personal data in the event of any incidents, such as by establishing an appropriate backup process.
- We conduct regular testing and reviews of our measures to ensure they remain effective, and act on the results of those tests where they highlight areas for improvement.
- Where appropriate, we implement measures that adhere to an approved code of conduct or certification mechanism.
- We ensure that any data processor we use also implements appropriate technical and organisational measures.

Schedule 9 Agreement Variation Notice

AVN Ref: [ref]	AVN – [Customer name]	AVN Date:	[date]
Agreement:	IT Managed Services Agreement entered into between: (1) Little Fish (UK) Ltd registered in England and Wales with company number 04700876 and registered office Price House, 37 Stoney Street, Nottingham, England NG1 1LS; and (2) [customer name] registered in England Wales with company number [number] and registered office [address] (“Customer”) dated [date of current agreement] (“Agreement”)	Originator:	[name] @ Littlefish
Title of Change:	[Describe Variation to the Agreement]		
<p>This agreement variation notice is supplemental to the Agreement and subject to the amendments set out in this agreement variation notice, the Agreement shall remain in full force and effect. The parties agree that in consideration of Littlefish continuing to provide the Services (as defined in the Agreement), the Customer agrees to the amendments as set out in this agreement variation notice.</p> <p>This agreement variation notice and any dispute or claim arising out of it (including non-contractual disputes or claims) shall be governed by, and construed in accordance with, the laws of England and Wales. The parties agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of this agreement variation notice, its subject matter or formation.</p>			
Attachment: [attach any extra information needed]			
Charges: [£] per month [use where charges have changed]			
Little Fish (UK) Ltd Approval		[Customer]	
Signature:		Signature:	
Name:		Name:	
Title:			
Date:		Date:	
Date of implementation of amendments:			