SOFTWARE AS A SERVICE – SUBSCRIPTION AGREEMENT

Fuse SaaS Agreement

Parties

Arup IP Limited is incorporated and registered in England and Wales with company number 11856134 whose registered office is at 8 Fitzroy Street, London, W1T 4BJ (the "Supplier" or "Arup").

[Insert organisation name] is incorporated and registered in [insert organisation country] with company number [insert organisation company number] whose registered office is at [insert organisation company address] (the "Customer").

Project: [Project]

This Agreement is dated [YYYY-MM-DD].

Background

Arup has developed the Fuse platform, a web-based framework designed to integrate various bespoke and vendor applications into a simplified web interface. It allows teams to collect, analyse, and visualise data from different web environments in a single location, supporting project delivery and client data visualisation.

[Client ref] wishes to use Arup's Fuse platform to [high-level description of service].

Arup has agreed to provide, and [Client ref] has agreed to take and pay for, the Fuse platform subject to the terms and conditions of this Agreement.

1. Definitions

Term	Meaning
Account	means the username and access credentials used when the Customer accesses the Services.
Agreement	means this document.
Applicable Law	means the laws of the jurisdiction stated in Appendix 1 – The Services and Fees.
Authorised User	means employees, agents, and independent contractors of the Customer who are authorised by the Customer to use the Services.
Business Day	means a weekday which is not a public holiday in England.
Consequential Loss	means indirect or consequential loss not arising as a natural consequence of a breach or other event giving rise to liability of a party, including any loss of profits, loss of revenue, loss of any contract value, loss of anticipated profit, damages for lost opportunity, or loss of data.
Content	means the data inputted by the Customer, Authorised Users, or by Arup on the Customer's behalf for the purpose of using the Services or facilitating the Customer's use of the Services.
Fuse	means a web-based framework designed to integrate various bespoke and vendor applications into a simplified web interface.
Payment Terms	means the requirement to make payment on commencement of this Agreement and each subsequent Licence Term.
Data Protection Legislation	means the applicable legislation under the Applicable Law which relates to the protection of personal data.
Service or Services	means the subscription-based access to Fuse provided by Arup to the Customer under this Agreement.

Subscription Fee	means the fees payable by the Customer to Arup for the User Subscriptions, as set out in this Agreement.
Initial Subscription Term	means the Customer's paid subscription period as detailed in Appendix 1 – The Services and Fees.
Supporting Documents	means the documents which set out a description of the Services and the user instructions for the Services made available to the Customer by Arup online, listed in Appendix 2 – Additional Requirements, or any additional documents notified to the Customer by Arup from time to time.
Controller, Processor, Data Subject, Personal Data, Personal Data Breach, processing and appropriate technical and organisational measures	have the meanings given in the Data Protection Legislation.

2. User Subscriptions

2.1 Subject to the Customer purchasing the User Subscriptions for a licence to the Service, the Supplier hereby grants to the Customer a non-exclusive, non-transferable right and licence, without the right to grant sublicences, to permit the Authorised Users to use the Services during the Licence Term solely for the Customer's internal business operations.

2.2 The Customer shall use all reasonable endeavours to prevent any unauthorised access to, or use of, the Services and, in the event of any such unauthorised access or use, promptly notify the Supplier.

3. Services

3.1 The Supplier shall, during the Licence Term and provided that the Customer is not in breach of any terms of this Agreement, provide the Services to the Customer on and subject to the terms of this Agreement.

3.2 The Supplier shall use reasonable commercial endeavours to make the Services available 24 hours per day, seven days per week. Periodic maintenance is carried out during a maintenance window that minimises impact on Customers to the extent reasonably possible.

4. Supplier's Obligations

4.1 The Supplier undertakes that the Services will be performed with reasonable skill and care substantially in accordance with the Supporting Documents.

4.2 The undertaking at Clause 4.1 shall not apply to the extent of any non-conformance which is caused by use of the Services contrary to the Supplier's instructions, or modification or alteration of the Services by any party other than the Supplier or the Supplier's duly authorised contractors or agents.

4.3 If the Services do not conform with the above undertaking, the Supplier will, at its expense, use all reasonable commercial endeavours to correct any such non-conformance promptly, or provide the Customer with an alternative means of accomplishing the desired performance. Such correction or substitution constitutes the Customer's sole and exclusive remedy for any breach of the undertaking set out in Clause 4.1.

4.4 The Supplier does not warrant that the Customer's use of the Services will be uninterrupted or error-free and is not responsible for any delays, delivery failures, or any other loss or damage resulting from the transfer of data over communications networks and facilities, including the internet. The Customer acknowledges that the Services and Supporting Documents may be subject to limitations, delays, and other problems inherent in the use of such communications facilities.

5. Customer's Obligations

5.1 The Customer shall:

5.1.1 provide the Supplier with all necessary co-operation in relation to this Agreement and access to such information as may be required by the Supplier in order to provide the Services, including but not limited to Customer Data, security access information and configuration services;

5.1.2 comply with all applicable laws and regulations with respect to its activities under this Agreement;

5.1.3 carry out all other Customer responsibilities set out in this Agreement in a timely and efficient manner. In the event of any delays in the Customer's provision of such assistance as agreed by the parties, the Supplier may adjust any agreed timetable or delivery schedule as reasonably necessary;

5.1.4 ensure that the Authorised Users use the Services in accordance with the terms and conditions of this Agreement and shall be responsible for any Authorised User's breach of this Agreement;

5.1.5 obtain and maintain all necessary licences, consents, and permissions necessary for the Supplier, its contractors and agents to perform their obligations under this Agreement, including without limitation the Services;

5.1.6 ensure that all Authorised Users review, agree to, and comply with the Acceptable Use Policy, including any updates made to the policy from time to time. All Authorised Users are bound by the Acceptable Use Policy.

5.2 The Customer shall not:

5.2.1 disclose or make available account credentials to any person who is not an Authorised User or permit others to access the Services. The Customer is responsible for the activities undertaken using the Services, whether or not such activities are authorised or known by the Customer;

5.2.2 facilitate another person to use or include any part of the Services in any service offered to third parties, whether or not the service is revenue producing, without the Supplier's express permission;

5.2.3 use the Services directly or indirectly for any activity, or transmit any information or material, that is unlawful, obscene, indecent, offensive, defamatory, abusive, harassing, stalking, threatening, menacing, or otherwise objectionable;

5.2.4 use the Services in any way which could reasonably be expected to interfere with or damage any other Customer's systems;

5.2.5 use any API, integration, or third-party software, or otherwise use the Services in a way that circumvents the requirement for each Authorised User to have a licence; Arup reserves the right to rate-limit use of APIs should usage be disproportionate to the number of Authorised Users associated with the User Subscription;

5.2.6 use any API, integration, third-party software, or otherwise use Digital Design Brief products and services to extract data from the Services for commercial purposes, including but not limited to "screen scraping" or other modes of extraction (unless otherwise agreed with Arup);

5.2.7 use, input, or cause to input any Content to which it does not hold rights and/or which infringes any third-party rights in any aspect of the Customer Data.

6. Data

6.1 The Customer shall own all right, title and interest in and to all of the Content that is not Personal Data and shall have sole responsibility for the legality, reliability, integrity, accuracy and quality of all such Customer Data.

6.2 Notwithstanding Clause 6.1 above, Arup shall have the right to:

6.2.1 use and/or share Content with third parties to gain insights into Authorised User behaviour, assess the usage and performance of the Services, and for internal purposes to improve the way the Services are delivered and further developed; and

6.2.2 use Content and/or any project, technical, or global definition data produced during the use of the Services for analytics and/or to gain insights to apply in future iterations of the Services. Arup shall take steps to ensure confidentiality obligations on any relevant Content or project data are adhered to such as through anonymisation or similar methods.

7. Term

7.1 The Agreement will commence when the Customer first uses the Services and will continue for the Licence Term detailed in Appendix 1 – The Services and Fees, or until the date of termination of this Agreement in accordance with Clause 16 (Termination).

7.2 If the Agreement is not terminated in accordance with Clause 16 at least two months prior to the expiry of the then-current Licence Term, the Agreement will automatically renew for a period of three months.

8. Licence

8.1 The Customer acknowledges and agrees that the Supplier and/or its licensors own all intellectual property rights in the Services and the Supporting Documents. Except as expressly stated herein, this Agreement does not grant the Customer any rights in any patents, copyright, database rights, trade secrets, trade names, trade marks (whether registered or unregistered), or any other rights or licences in respect of the Services or the Supporting Documents.

8.2 The Supplier grants to the Customer a non-transferable, non-sublicensable, non-exclusive and revocable licence to use the Services for the Customer's own internal business purposes for the Subscription Term, subject to the terms and conditions of this Agreement.

8.3 The Supplier reserves the right to limit or suspend the Customer's licence to access the Services if the Customer fails to pay any Subscription Fee or if, in the Supplier's reasonable opinion, the Customer is in breach of any of the terms of this Agreement. Suspending the Customer's account will not constitute a breach of this Agreement by the Supplier, nor will it alter the Customer's obligation to pay the Subscription Fee.

9. Charges and Payment

9.1 The Customer shall pay the Licence Fees to the Supplier for the licence to the Services in accordance with the terms set out in Appendix 1 – The Services and Fees of this Agreement.

9.2 If the Supplier has not received payment within thirty (30) days after the due date, and without prejudice to any other rights and remedies of the Supplier:

9.2.1 the Supplier may, without liability to the Customer, disable the Customer's password, account and access to all or part of the Services, and the Supplier shall be under no obligation to provide any or all of the Services while the invoice(s) concerned remain unpaid; and

9.2.2 interest shall accrue on a daily basis on such due amounts at an annual rate equal to 3% over the then-current base lending rate of the Bank of England, commencing on the due date and continuing until fully paid, whether before or after judgment.

9.3 The Supplier shall be entitled to increase the Licence Fees, the support fees payable, and/or the excess storage fees payable annually to reflect inflationary increases or other external costs of providing the Service. The Supplier shall give ninety (90) days' notice at the start of each year informing the Customer of the proposed increase. The Supplier and Customer shall discuss and agree the proposed increases. Where the Agreement renews for a Renewal Period upon ninety (90) days' prior notice to the Customer, Appendix 1 – The Services and Fees shall be deemed to have been amended accordingly.

9.4 The Customer shall, in addition to the Licence Fees, pay all applicable sales, use, transfer, or other taxes and all duties, whether national, state, or local, however designated, that are levied or imposed by reason of the transaction contemplated under this Agreement, excluding taxes on the net income of the Supplier. The Customer shall reimburse the Supplier for the amount of any such taxes or duties paid or incurred directly by the Supplier as a result of this transaction.

10. Support

10.1 Support for the Services is provided in accordance with the support arrangements as set out on the Services platform and/or the Supporting Documents and may vary from time to time.

10.2 If it is necessary to interrupt the Customer's use of the Services, the Supplier will endeavour to provide the Customer with reasonable notice (where possible) of when, and the anticipated duration for which, the Services will be unavailable.

10.3 The Customer acknowledges that access to the Services may be changed, interrupted or discontinued for many reasons, some of which are beyond the Supplier's control, and that during routine maintenance there may be updates to the Services which may change the interface and manner in which it functions.

10.4 The Customer agrees that the Supplier is not liable for any loss, claim, action, damage, cost, payment or expense, foreseeable or not, arising from any interruption to access or use of the Services, planned or not, and any such interruptions will not constitute a breach by the Supplier of these terms.

11. Application Marketplace Providers

11.1 This clause applies to any plugins or connectors that are used in combination with the Services and are available from any third-party application marketplace (App Marketplace Providers).

11.2 This Agreement is between Arup and the Customer only. Arup, and not the App Marketplace Provider, is responsible for the Services and is solely responsible for:

11.2.1 its support and maintenance;

11.2.2 the investigation, defence, settlement and discharge of any claim which relates to an infringement of third-party intellectual property rights arising from the use of the Services; and

11.2.3 any claim that the Services fail to conform to any applicable legal or regulatory requirement, including product liability claims and claims arising under consumer protection laws.

11.3 The Customer's right to use any plugin or connector for the third-party app is non-transferable, non-sublicensable and subject to the terms of this Agreement.

12. Data Protection

12.1 Both Parties will comply with all applicable requirements of the Data Protection Legislation. This Clause 12 (Data Protection) is in addition to, and does not relieve, remove or replace, a Party's obligations or rights under the Data Protection Legislation.

12.2 The Parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and the Supplier is the Processor. Appendix 3 – Personal Data Processing sets out the scope, nature and purpose of processing by the Supplier, the duration of the processing and the types of Personal Data and categories of Data Subject.

12.3 The Customer will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of the Personal Data to the Supplier and/or lawful collection of the Personal Data by the Supplier on behalf of the Customer for the duration and purposes of this Agreement.

12.4 The Supplier shall, in relation to any Personal Data processed in connection with the performance by the Supplier of its obligations under this Agreement:

12.4.1 process that Personal Data only on the documented written instructions of the Customer which are set out in Appendix 3 – Personal Data Processing unless the Supplier is required by Applicable Law (or EU Law as applicable) to otherwise process that Personal Data. Where the Supplier is relying on Applicable Law (or EU Law as applicable) as the basis for processing Personal Data, the Supplier shall promptly notify the Customer of this before performing the processing required by the Applicable Law (or EU Law as applicable) unless the Applicable Law (or EU Law as applicable) prohibits the Supplier from notifying the Customer;

12.4.2 ensure that it has in place appropriate technical and organisational measures to protect against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data, 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 (those measures may include, where appropriate, pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it);

12.4.3 ensure that all personnel who have access to and/or process Personal Data are obliged to keep the Personal Data confidential; and

12.4.4 not transfer any Personal Data outside of the UK (or EU Law as applicable) unless the prior written consent of the Customer has been obtained and the following conditions are fulfilled:

12.4.5 the Customer or the Supplier has provided appropriate safeguards in relation to the transfer;

12.4.6 the data subject has enforceable rights and effective legal remedies;

12.4.7 the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred; and

12.4.8 the Supplier complies with reasonable instructions notified to it in advance by the Customer with respect to the processing of the Personal Data;

12.4.9 assist the Customer, at the Customer's cost, in responding to any request from a Data Subject and in ensuring compliance with its obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;

12.4.10 notify the Customer without undue delay on becoming aware of a Personal Data Breach;

12.4.11 at the written direction of the Customer, delete or return Personal Data and copies thereof to the Customer on termination of the Agreement unless required by Applicable Law (or EU Law as applicable) to store the Personal Data; and

12.4.12 maintain complete and accurate records and information to demonstrate its compliance with this Clause 12 (Data Protection).

12.5 Where applicable, the Customer consents to the Supplier appointing a third party as a third-party processor of Personal Data under this Agreement. The Supplier confirms that it may enter into a written agreement with the third-party processor incorporating terms which are substantially similar to those set out in this Clause 12 (Data Protection) and which reflect the requirements of the Data Protection Legislation. As between the Customer and the Supplier, the Supplier shall remain fully liable for all acts or omissions of any third-party processor appointed by it pursuant to this Clause 12.

13. Confidentiality

13.1 Confidential Information means all confidential information (however recorded or preserved) disclosed by a party or its Representatives to the other party and that party's Representatives after the date of this Agreement in connection with the Services, including but not limited to any information that would be regarded as confidential by a reasonable business person relating to: the business, assets, affairs, customers, clients, suppliers, plans, intentions, or market opportunities of the disclosing party; and the operations, processes, product information, know-how, designs, trade secrets or software of the disclosing party;

13.2 any information developed by the parties while carrying out this Agreement. The parties agree that details of the Services, and the results of any performance tests of the Services, shall constitute Arup Confidential Information; and Content shall constitute Customer Confidential Information;

13.3 Representatives means, in relation to a party, its employees, officers, contractors, subcontractors, representatives and advisers.

13.4 The provisions of this clause shall not apply to any Confidential Information that:

13.4.1 is or becomes generally available to the public (other than as a result of its disclosure by the receiving party or its Representatives in breach of this clause);

13.4.2 was available to the receiving party on a non-confidential basis before disclosure by the disclosing party.

13.5 Each party shall keep the other party's Confidential Information secret and confidential and shall not:

13.5.1 use such Confidential Information except for the purpose of exercising or performing its rights and obligations under or in connection with this Agreement; or

13.5.2 disclose such Confidential Information in whole or in part to any third party, except as expressly permitted by this Clause 13.

13.6 A party may disclose the other party's Confidential Information to those of its Representatives who need to know such Confidential Information for the permitted purpose, provided that it informs such Representatives of the confidential nature of the Confidential Information before disclosure and, at all times, is responsible for such Representatives' compliance with the confidentiality obligations set out in this clause.

13.7 A party may disclose Confidential Information to the extent such Confidential Information is required to be disclosed by law, by any governmental or other regulatory authority, or by a court or other authority of competent jurisdiction.

13.8 Each party reserves all rights in its Confidential Information. No rights or obligations in respect of a party's Confidential Information other than those expressly stated in this Agreement are granted to the other party or to be implied from this Agreement.

13.9 No party shall make, or permit any person to make, any public announcement concerning this Agreement without the prior written consent of the other party (such consent not to be unreasonably withheld or delayed), except as required by law, any governmental or regulatory authority (including any relevant securities exchange), any court or other authority of competent jurisdiction.

13.10 Except as expressly stated in this Agreement, no party makes any express or implied warranty or representation concerning its Confidential Information.

13.11 The above provisions of this Clause 13 shall continue to apply after termination or expiry of this Agreement for a period of two years from termination or expiry of this Agreement.

14. Intellectual Property

14.1 The Customer acknowledges and agrees that Arup and/or its licensors own all intellectual property rights in the Services and the Fuse platform (including any enhancements or developments of the same made at the request of the Customer). Except as expressly stated herein, this Agreement does not grant the Customer any rights to, or in, patents, copyright, database right, trade secrets, trade names, trade marks (whether registered or unregistered), or any other rights or licences in respect of the Services. This is a SaaS access licence and, except to the limited extent set out in Clause 14.4, is not a licence to software, so no rights to decompile any software arise by virtue of the Software Directive 2009/24/EC or otherwise.

14.2 Arup claims no intellectual property rights over the materials the Customer provides in respect of the Services. The Customer's profile and materials uploaded remain the Customer's.

14.3 The Customer grants (or undertakes to procure the grant to) Arup a non-exclusive, royalty-free licence to use any and all proprietary materials, data feeds or items necessary to provide the Services, if any. Subject to maintaining confidentiality in accordance with this Agreement, Arup may use any content in connection with providing the Services and any other products or services agreed between the parties, as Arup may require.

14.4 In using the Services, items of code may be transmitted to the Customers' and Authorised Users' computer systems to run in the browser ("Client Side Code"). To the extent that use of the Services involves the distribution of Client Side Code, the Customer and Authorised Users are granted a limited, royalty-free, non-exclusive licence to load and run such Client Side Code solely in conjunction with the use of the Services in accordance with the terms of this Agreement.

15. Liability and Indemnity

15.1 Arup expressly excludes all conditions, warranties and other terms which might otherwise be implied by any law, regulation, statute, common law or law of equity except those which statutorily cannot be excluded by law.

15.2 Notwithstanding any other term of the Agreement, to the fullest extent possible under the law, the Supplier limits its liability for any breach or claim in connection with the Agreement or the Services to the resupply of the services or the payment of the cost of having the services resupplied.

15.3 Notwithstanding anything to the contrary and to the maximum extent permitted by law, the Supplier shall not be liable for any Consequential Loss.

15.4 The Customer indemnifies the Supplier against all costs, claims, actions, damages, liabilities, losses or other quantifiable amounts suffered or incurred by the Supplier, caused or arising wholly or partially, directly or indirectly, in connection with this Agreement or the Customer's use of the Services, including any costs arising from the Customer's breach of this Agreement, infringement of any third-party intellectual property rights associated with this Agreement, any harm to, claim or action by a third party which arises directly or indirectly from the Customer's use of the Services and breach of any law including privacy law.

16. Termination

16.1 Either party may terminate this Agreement by providing the other party three (3) months' notice in writing. Termination will take effect six weeks after the date of the termination notice; otherwise, it will terminate at the end of the Subscription Term unless renewed.

16.2 The Supplier reserves the right to terminate this Agreement immediately by written notice if any financial or technical reasons prevent the Supplier from being able to provide the Services in accordance with this Agreement.

17. Severability

17.1 If any of the terms of this Agreement are judged to be invalid, illegal or unenforceable, the remainder of the terms shall continue in full force and effect and the Parties shall attempt to substitute for any invalid or unenforceable term a valid or enforceable term which achieves to the greatest extent possible the objectives of the invalid or unenforceable term.

18. Governing Law and Jurisdiction

18.1 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 interpreted in accordance with the law stated in Appendix 1 – The Services and Fees.

18.2 Each party irrevocably agrees that the courts detailed in Appendix 1 – The Services and Fees shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Agreement or its subject matter or formation (including non-contractual disputes or claims).

19. General

19.1 Assignment

The Supplier may assign, encumber, declare a trust over or otherwise create an interest in or deal with its rights in this Agreement without the Customer's consent.

19.2 Entire Agreement

This Agreement, including all appendices, contains the entire agreement between the parties about its subject matter. Any previous understanding, agreement, representation, or warranty relating to that subject matter is replaced by this Agreement and has no further effect.

19.3 Variations to the Agreement

The Supplier may vary this Agreement by giving one (1) month written notice to the Customer. If the Customer does not accept the terms of the variation, the Customer may terminate its subscription in accordance with Clause 16 (Termination).

20. Signatures

Signed for and on behalf of Arup **.....** **Director (signature)** **.....** **Name**
Signed for and on behalf of [client organisation name] **.....** **Director (signature)** **.....** **Name**

Appendix 1 – The Services and Fees

Legal Jurisdiction

The applicable legal jurisdiction for this contract is England and Wales.

Subscription Term

The Subscription Term shall commence on [insert term start date] and will end on [insert term end date].

Licence Fee & Subscription Tiers

The Customer shall pay the Licence Fee to Arup for the licence to the platform in accordance with Clause 9 of the Agreement.

The Licence Fee for the Service will be £XXX per calendar year.

This is the Subscription Fee. Excludes VAT.

Appendix 2 – Additional Requirements

Service Scope

- Maintenance of the website and database with system administration to apply upgrades and patches as necessary.
- Secure storage of any data stored as part of the website.

Responsibilities

Customer Responsibilities

- Adhere to the terms of use for Fuse.
- Notification of problems or issues which indicate the website is not functioning correctly.
- Notification of problems or issues which indicate the website's security may have been compromised by a third party.
- Provide the Supplier with a current list of approved users on the platform, including name and email address. These names will be incorporated into the user group given access to the platform.

Service Provider Responsibilities

- Response within a reasonable time frame to any associated service-related incidents and daily updates given during downtime (within office hours: 9:00 to 17:30 GMT/BST).
- Appropriate notification to the Primary and Secondary contacts for all scheduled maintenance.

- Immediate notification by email to the Primary and Secondary contacts of emergency downtime once confirmed.
- Reasonable data integrity checks to ensure the database is running efficiently and securely.
- The website data is backed up on internal Arup servers.

Additional Relevant Documents

Privacy policy: https://fuse.arup.com/legal/privacy-policy

Appendix 3 – Personal Data Processing

Description	Details
Subject matter of the processing	Personal data of the Authorised Users will be processed for the purposes of providing and managing the Service.
Nature and purposes of the processing	Essential Personal Data is personal data required for core functions of the Service, including: account creation and login; tracking changes to project data; security measures and user access permissions; tracking preferences (such as cookies) for each user. Non-Essential Personal Data is any personal data that is processed for other purposes, including: monitoring usage of the Service to evaluate its performance and inform future product decisions; retaining personal preferences for website setup, such as favourite projects, dark mode, and language settings.
Duration of the processing	Non-Essential Personal Data will be retained for up to 30 days from the end of subscription. Essential Personal Data will be retained for as long as necessary for auditing purposes and platform function.
Type of Personal Data	Name, email, company name, IP address, licensing information, user permissions, and user preferences.
Categories of Data Subject	Authorised Users of Fuse.

Plan for return and destruction of data	If the Subscription Term comes to an end or the Customer chooses to cancel the subscription, the account will be set to inactive and Non-Essential Personal Data will be deleted or anonymised within 30 days. Essential Personal Data will be retained for as long as necessary for auditing purposes and platform function. With reasonable notice, Customers can make requests to copy, delete, or correct their personal data by emailing fuse@arup.com.