

Safenames Master Services Agreement

This Master Services Agreement ("MSA") is between:

- (1) **Safenames LTD**, with registered number 03802179 whose Registered Office is at Safenames House, Sunrise Parkway, Linford Wood, Milton Keynes, MK14 6LS, UK, (sometimes referred to herein as "Safenames," "us," "we," or "our")

AND

- (2) _____, with registered number _____ incorporated in _____ whose principal place of business is located at _____, (sometimes referred to herein as "Client," "Customer," "you," or "your")

each a "Party" and together the "Parties".

1. INTRODUCTION

- 1.1. The Parties hereby agree to the terms and conditions of this MSA, including any specific terms, product details and any applicable license and/or subscription terms will be set forth in applicable Service Terms , each of which become binding on the Parties and are incorporated into this MSA upon execution of a Service Order.

2. DEFINITIONS

- 2.1. The following words and expressions shall have the following meanings:

"Customer Personal Data" means any Personal Data that is processed by Safenames on behalf of the Customer in relation to this Agreement;

"Data Protection Laws" means the Data Protection Act 2018, UK GDPR, the Privacy and Electronic Communication (EU Directive) Regulations 2003 and replacement or successor acts or regulations relating to data protection or the privacy of individuals;

"Effective Date" means the date of execution of the MSA;

"Fee Schedule" means our price list published from time to time and notified to you and applicable to the agreement between you and us SAVE where alternative pricing has been set out in any Service Order;

"Force Majeure Event" means an event, or a series of related events, that is outside the reasonable control of the Party affected (including failures of the internet or any public telecommunications network, hacker attacks, denial of service attacks, virus or other malicious software attacks or

infections, power failures, industrial disputes affecting any third party, changes to the law, disasters, explosions, fires, floods, riots, terrorist attacks and wars);

“Personal Data” means any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person;

“Regulation” means all applicable laws, statutes, regulations, standards or codes of conduct, whether or not compulsory;

“Services” means our products and services supplied by us to you in relation to a Service Order placed by you with us, and the registration and renewal of domain names;

“Service Order” the document describing the Services Customer is purchasing, including any online order, process, statement of work which Customer requests.

“Service Terms” means additional terms and conditions incorporated in a Service Order which contain service-specific obligations.

“Third Party Services” means services not operated by Safenames but where Safenames has entered into a valid agreement with a third party to resell the Third Party Services.

3. PRIORITY OF DOCUMENTS

- 3.1. In the event of inconsistency between documents, the order of priority is as follows: (1) Naming Authority Rules (if applicable), (2) the Service Terms of a Service Order, if any (and if none, then the Service Order itself), (3) this MSA, which includes the [Domain Registration Agreement](#) (DRA) and [Data Processing Addendum](#) (DPA).

4. SAFENAMES WARRANTY

- 4.1 Safenames warrants that it will provide the Services with due care and skill and in accordance with industry standards.
- 4.2 Safenames warrants that its employees, officers, agents, subcontractors shall have the necessary care, skills, qualifications, experience and abilities as can reasonably be expected from experts in their relevant fields of expertise in order to render the Services.
- 4.3 Safenames warrants that it shall comply with all applicable law, Naming Authorities policies, rules, and regulations, and industry codes applicable in its provision of Services to the Customer.
- 4.4 Safenames does not warrant Third Party Services. Where Safenames supplies Third Party Services or any hardware or software as part of the Services, Safenames will pass on to the Customer the benefit of any third party warranty which will usually be supplied by a third party as specified in the Service Terms.

5. PAYMENT

- 5.1. You must pay the fees (together with any applicable taxes) specified in our Fee Schedule or Service Order.
- 5.2. Payment must be made thirty (30) days from your receipt of a correct invoice, either:
 - 5.2.1. online or by credit card in advance: or
 - 5.2.2. within terms specified in our invoice if we agree in the Service Order to charge by invoice in which case shall be due within thirty (30) days from the date of the invoice or:
 - 5.2.3. by any other method that we specifically agree in any Service Order.
- 5.3. Payment must be made without deduction or set-off.
- 5.4. We may charge interest on overdue sums (at both before and after judgment) at the rate for the time being applicable under the Late Payment of Commercial Debts (Interest) Act 1998.
- 5.5. All fees are non-refundable except as otherwise provided herein.

6. DATA PROTECTION

- 6.1. Each Party shall, to the extent legally required to do so, comply with all Data Protection Laws in so far as they are applicable to them.
- 6.2. The subject matter of the processing carried out by Safenames pursuant to this Agreement is the provision of the Services. Our Data Processing Addendum (DPA) sets out the nature, duration and purposes of the processing, the types of Customer Personal Data Safenames processes and the categories of data subjects whose Personal Data is processed.
- 6.2. Safenames will process Personal Data only in accordance with (i) the Client's instructions, except as required by applicable law; and (ii) our DPA as in force from time to time, which form part of this Agreement.

7. TERMINATION

- 7.1. This Agreement shall commence upon the Effective Date and shall continue until all Service Orders entered into by the Parties expire or are terminated, or this MSA terminates, or expires, in accordance with its terms.
- 7.2. Either Party may terminate this Agreement immediately on written notice if the other:
 - 7.2.2. commits a material breach of this agreement and, if remediable, having received from the other Party written notice stating the intention to terminate the agreement if not remedied, fails to remedy the breach within 14 days; or
 - 7.2.3. is subject to a resolution for winding up or a petition for bankruptcy or liquidation or proposes or enters any arrangement or assignment with or for creditors, or if a receiver, liquidator or trustee in bankruptcy is appointed over it.

- 7.3. We may also terminate this Agreement and/or suspend some or all of the Services immediately on written notice:
- 7.3.1. If you have failed to pay any outstanding overdue sums, and such amount remains unpaid within 14 days after you have received written notice that payment is overdue; or.
 - 7.3.2. If we are requested or required to do so by Regulation or regulatory authority (Including ICANN).
 - 7.3.3. We may also terminate this Agreement in relation to a particular Service where to carry on that Service would be contrary to applicable law, including, without limitation, a written determination of ICANN to such effect.
- 7.4. On termination or expiry of this MSA or any Service Order for any reason:
- 7.4.1. we will immediately stop supplying, and will terminate access to, the relevant Services;
 - 7.4.2. all licenses granted by us under a terminated Service Order will terminate;
 - 7.4.3. any fees due will remain payable and, if already paid, will be non-refundable;
 - 7.4.4. the terms set forth in Sections 5, 6, 9, 10, 12 and 14 shall survive the cancellation, termination or expiration of this Agreement.

8. INTELLECTUAL PROPERTY RIGHTS

- 8.1. Nothing in this Agreement shall operate to assign or transfer any intellectual property rights from Safenames to the Customer, or from the Customer to Safenames.

9. CONFIDENTIALITY

- 9.1. The Parties agree not to use for any purpose apart from this Agreement or disclose any Confidential Data received from the other Party. "Confidential Data" means data identified as, or marked as, confidential.
- 9.2. This clause does not apply to data which:
- 9.2.1. enters the public domain other than through breach of this clause;
 - 9.2.2. is or becomes independently known to the receiving Party free from any confidentiality restriction, as demonstrated by written records;
 - 9.2.3. is required to be disclosed by a court, Regulation or competent authority;
 - 9.2.4. is reasonably disclosed to employees, suppliers or others for the proper performance of the Agreement and then only to persons subject to an appropriate confidentiality agreement;
 - 9.2.5. is reasonably disclosed to professional advisers with an obligation of confidentiality; or
 - 9.2.6. which the parties are otherwise permitted to disclose in accordance with this Agreement.
- 9.3. If the recipient of Confidential Data is requested or required by any legal process (such as court order, regulatory action, deposition, interrogatories, requests for information, documents or admissions, subpoenas or the like) or regulatory authority (including ICANN) to disclose any

Confidential Data of the disclosing Party, the recipient will (to the extent permitted by applicable Regulation) immediately notify the disclosing Party.

- 9.4. The disclosing Party may seek an appropriate protective order and/or waive the recipient's obligation to comply with this Section of the Agreement.
- 9.5. The recipient will reasonably cooperate with the disclosing Party's efforts to obtain any such order or other remedy.
- 9.6. If no protective order is obtained and the recipient has not received a waiver hereunder before one business day prior to the time the recipient must disclose Confidential Data or else stand liable for contempt or suffer other sanction or penalty, then the recipient may disclose the requested Confidential Data to the minimum extent legally required.
- 9.7. The recipient will use its best efforts to have such disclosed Confidential Information treated as confidential.

10. LIMITATIONS AND EXCLUSIONS OF LIABILITY

- 10.1. Nothing in this Agreement will:
 - 10.1.1. limit or exclude any liability for death or personal injury resulting from negligence;
 - 10.1.2. limit or exclude any liability for fraud or fraudulent misrepresentation;
 - 10.1.3. limit or exclude any claims for indemnification;
 - 10.1.4. limit any liabilities in any way that is not permitted under applicable law; or
 - 10.1.5. exclude any liabilities that may not be excluded under applicable law.
- 10.2. The limitations and exclusions of liability set out in this Clause 10 and elsewhere in this Agreement are subject to Clause 10.1; and govern all liabilities arising under this Agreement or relating to the subject matter of this Agreement, including liabilities arising in contract, in tort (including negligence) and for breach of statutory duty, except to the extent expressly provided otherwise in this Agreement.
- 10.3. Neither Party shall be liable to the other Party in respect of any losses arising out of a Force Majeure Event.
- 10.4. Neither Party shall be liable to the other Party in respect of any loss of profits or anticipated savings.
- 10.5. Neither Party shall be liable to the other Party in respect of any loss of revenue or income.
- 10.6. Neither Party shall be liable to the other Party in respect of any loss of business, contracts or opportunities.
- 10.7. Neither Party shall be liable to the other Party in respect of any special, indirect or consequential loss or damage.
- 10.8. The aggregate liability of each Party to the other Party under this Agreement shall not exceed the total amount paid and payable by the Customer to Safenames in the 12 months

immediately preceding the event giving rise to liability. This clause shall not apply to any claim for indemnification or payment of fees.

11. FORCE MAJEURE

- 11.1. If a Force Majeure Event gives rise to a failure or delay in either Party performing any obligation under this Agreement (other than any obligation to make a payment), that obligation will be suspended for the duration of the Force Majeure Event.

12. THIRD PARTY INFRINGEMENT

- 12.1. Safenames will defend you against any claim from a third party alleging that our Services infringe their intellectual property rights. You will defend Safenames (including our directors, officers, employees, subcontractors, agents and affiliates) from any third party claim against us relating to your use of the Services (other than uses in accordance with this Agreement or applicable law), including the registration or use of a domain name (if applicable). Each of us shall also pay any damages awarded finally against the other by a court or that are included in an approved settlement, provided that each of us has (i) promptly notified the other in writing of such third party claim; (ii) provided any information which the other reasonably requests; and (iii) allowed the other to control the defence and settlement.

13. NOTICES

- 13.1. Notices under this Agreement for Safenames must be sent to legal@safenames.net with the header "Legal Contract Notice".
- 13.2. We shall send any notices in accordance with the most recent contact information which you have provided to us.
- 13.3. Notices may be sent by recorded delivery or email and shall be deemed to be received:
 - 13.3.1. recorded delivery - five days after posting
 - 13.3.2. email – on the day sent unless the contrary is provided

14. GENERAL

- 14.1. The Agreement represents the entire agreement of the Parties relating to its subject matter. It supersedes all prior agreements and representations (unless fraudulent) and for the avoidance of doubt, all such agreements shall be deemed terminated from the date of this MSA. We are not bound by, nor should you rely on, representations by any agent or employee of any third party you may use to apply for the Services unless such representation has been incorporated as an express term of this Agreement between you and us.

- 14.2. If any part of this Agreement is deemed void for any reason, the offending words shall be deemed deleted and the remainder shall continue in full force.
- 14.3. You may not assign this Agreement or subcontract or resell any of the Services without our prior written consent, which shall not be unreasonably withheld. Subject to our contractual obligation to supply the Services, we may assign this Agreement or subcontract any of the Services to our affiliates, provided that the obligations in this Agreement will apply to each such affiliate.
- 14.4. The failure to exercise or delay in exercising a right or remedy under this Agreement shall not constitute a waiver of the right or remedy.
- 14.5. Nothing in this Agreement shall be construed as creating a partnership or joint venture of any kind between us.
- 14.6. This Agreement does not give rights to any third parties to enforce any term of this Agreement.

15. GOVERNING LAW AND JURISDICTION

- 15.1. This Agreement, including applicable Service Terms and your Order Form, shall be interpreted in accordance with English law and the Parties agree that any dispute or claim that may arise in relation to the interpretation, construction and performance of this Agreement shall be subject to the exclusive jurisdiction of the English courts.

EXECUTION

The Parties have indicated their acceptance of this Agreement by signing below.

Customer authorised representative:

Name		Title	
Signature		Date	

Safenames LTD authorised representative:

Name		Title	
Signature		Date	

SAFENAMES

Managed Service Terms for Cloudflare

Your acceptance of the Master Services Agreement ("MSA") which incorporates this Agreement by reference, and your subscription to our Cloudflare Managed Service (or the "Services") signifies that you have read, understand, acknowledge, and agree to be bound by this Agreement along with all other applicable agreements and policies which are incorporated into the MSA by reference. This agreement sets forth the additional terms and conditions which govern your use of the Cloudflare Managed Service.

1. Additional Defined Terms

Cloudflare Enterprise SLA "means Cloudflare's current standard service level agreement, which can be viewed at www.cloudflare.com/___xsla.

"Cloudflare Services" means Cloudflare's web performance and security services.

"Cloudflare Terms" means the terms specific to Cloudflare, found at https://www.cloudflare.com/___mesa, as those terms may be updated by Cloudflare."

"MSA" means our Master Services Agreement.

"Service Order" means an order entered into between the parties, under which Safenames may provide services to the Customer.

"Support Services" means support in relation to the use of the Cloudflare Services by the Customer, and escalation of the Customer's support queries to Cloudflare where Safenames is unable to adequately resolve the query; for the avoidance of doubt, such support shall not include the provision of training services.

"User Information" means (a) all information regarding Customers (including usernames, email addresses, and associated website domains); and (b) all information regarding or derived from Customers' usage of the Cloudflare Services, including purchase history and performance metrics and statistics.

2. Background

Whereas Safenames has partnered with Cloudflare to enable its customers to have access to CloudFlare's performance and security services.

Whereas the Customer, wants to contract with Cloudflare for the provision of a global content delivery network and DNS services (the "Services"). Under the provision of this agreement, Safenames is

acting as a Managed Services Provider, managing the relationship between the Customer and Cloudflare and providing proactive and reactive support and account management services.

Whereas Safenames will assist Customer in addressing any disruptions to the Services and be the first point of contact for the delivery of the Services in accordance with the Cloudflare terms and applicable Service Level Agreements.

3. Service Terms

By entering into this Agreement, Customer acknowledges that its use of the Services is subject to the Cloudflare Terms and Cloudflare Enterprise SLA, which shall be effective without signature.

4. Support Services.

Cloudflare shall provide customer service and technical support and a service level agreement as defined in the standard Cloudflare Terms.

Safenames shall escalate Customer's support requests to Cloudflare as it deems appropriate. In order to benefit from Support Services under this Agreement, the Customer agrees to:

- (a) Provide any relevant information to Safenames that may help characterize the nature and cause of the issue, including but not limited to connection logs, configuration files, system logs, etc.;
- (b) Describe the issue(s) and their impact;
- (c) Describe the steps taken by the Customer's team to solve the issue before contacting Safenames' support team;
- (d) Respond to Safenames' support team questions and suggestions in a timely manner.

Safenames does not make any service level guarantees regarding support requests Customer submits directly to Cloudflare.

5. Changes to Agreement.

Notwithstanding anything in the Agreement to the contrary, Safenames may change the terms of this Agreement at any time, effective immediately as required to comply with the reseller agreement between Cloudflare and Safenames or in response to changes made by Cloudflare to the reseller agreement between Cloudflare and Safenames. Additionally, Safenames may terminate this agreement if Cloudflare determines such termination is necessary to comply with law.

6. User Information.

You acknowledge that Safenames and Cloudflare shall have the right to retain, use, and disclose all User Information in accordance with the terms and conditions of its then-current privacy policy, both during and after the term of this Agreement and the relevant Subscription.

7. Branding Requirements.

Customer agrees to participate in a video or written case study on its use of Cloudflare's services. Cloudflare will have the right to copy, distribute, and publish the resulting case study worldwide, in any form or media, without Customer's prior consent.

8. Term.

Unless otherwise stated the Service Order, the Initial Term of the Service Order commences upon the effective date of the Service Order and shall continue for an Initial Term of twelve months. Upon expiration of the Initial Term, the Service Order shall automatically renew for successive Renewal Term of twelve months each, unless and until one of us provides the other with 30 days written notice of non-renewal in advance of the expiration of the then current term.

9. Pricing.

The pricing for the Services during the Initial Term is set forth in the Service Order. Safenames reserves the right to modify Service Fees at each anniversary of the Effective Date and shall notify the Customer of any revised pricing no later than sixty (60) days prior to each anniversary of the Effective Date.

10. Disclaimer.

To the extent permitted by law, Safenames disclaims our liability for damages under this Agreement, whether direct or indirect, incidental or consequential, arising from Customer's use of the Cloudflare Services or other related Cloudflare products.