

Nortal

General Terms supplier – Terms and Conditions

Prepared for:

G Cloud 15 Lot 3

Date prepared:

30.01.2026

Valid for:

30.01.2030



Contents

General Terms SUPPLIER - TERMS AND CONDCTIONS	3
A. SECTION A – DEFINITIONS AND INTERPRETATION	5
1. Definitions and interpretation	5
B. SECTION B - STATEMENT OF WORKS GENERAL TERMS	9
1. Application of the general terms to all Statements of Works	9
2. IT Supplies	9
3. Deliverables	9
4. Your obligations	9
5. Fees, invoicing and payment	10
6. Change control	12
7. Contract governance	13
8. Intellectual Property Rights	13
9. Limitation of liability	14
10. Insurance	15
11. Confidentiality	15
12. Data protection	16
13. Termination	16
14. Consequences of expiry or termination	18
15. Assignment and sub-contracting	19
16. Force majeure	19
17. Notices	19
18. Severability	20
19. Waiver	21
20. Variations	21
21. Exclusive Remedies	21
22. Disputes	21
23. No joint venture, partnership or agency	23
24. Counterparts	23
25. Entire agreement	23
26. Law	23

General Terms SUPPLIER - TERMS AND CONDCTIONS

- (1) These terms and conditions which consist of the Sections listed below (these "Conditions") apply to all contracts that we enter into with our customers for the provision of "IT Supplies" to them:
 - a. SECTION A - DEFINITIONS AND INTERPRETATION
 - b. SECTION B - STATEMENT OF WORKS/SUBSIDIARY AGREEMENT GENERAL TERMS
 - c. SECTION C - SOFTWARE AND HARDWARE SUPPLY TERMS
- (2) Section A contains the definition and interpretation provisions that apply to these Conditions generally.
- (3) Section B contains the general terms which apply to orders for all IT Supplies.
- (4) Section C only applies where they are applicable to the IT Supplies being ordered.
- (5) Unless and until superseded by any new Conditions that we may post on this Website, these Conditions apply to all Statements of Work from and including 1 November 2013.
- (6) Unless otherwise stated in a quotation or a price guide, a price is valid until the end of the month in which it is quoted only, and unless otherwise agreed in writing, We may withdraw it at any time by notice to the You.
- (7) Each order or acceptance of a quotation for IT Supplies by You shall be deemed to be an offer by you subject to these Conditions. You shall ensure that Your order is complete and accurate.
- (8) A binding contract shall not come into existence between Us and You unless and a Statement of Works is signed by both parties, until We issue a written order acknowledgement to You or We commence delivery of the IT Supplies to You (whichever occurs earlier).
- (9) No order which has been acknowledged by Us may be cancelled by You, except as provided in these Conditions and/or a Statement of Works and provided that You indemnify Us in full against all lass (including without limitation lass of profit), costs (including without limitation the cost of all labour and materials used), damages, charges and expenses incurred by Us as a result of cancellation.

- (10) It is suggested that you download and retain a copy of these Conditions if you have or will be placing an order.
- (11) It is suggested that you download and retain a copy of these Conditions if you have or will be placing an order.
- (12) Phone calls received and made by Us may be recorded for training and quality measurement purposes. All call recordings are treated as confidential information and are only available for review by authorised staff.

In these Conditions the expressions which follow are given these meanings unless the context in which they are used requires a different meaning:

A. SECTION A – DEFINITIONS AND INTERPRETATION

1. Definitions and interpretation

- 1.1. "Applicable Laws" means any legislation in force from time to time that We can be reasonably expected to be aware of in relation to the IT Supplies;
- 1.2. "Business Day" means any day which is not a Saturday, a Sunday or a bank or public holiday throughout England and Wales or Scotland;
- 1.3. "Commencement Date" means the earlier of the date specified as such in the Statement of Works or the commencement of delivery of the IT Supplies;
- 1.4. "Confidential Information" means (i) Your Input Data; (ii) the Deliverables; (iii) the terms of any Statement of Works; and (iv) any and all other confidential information in any form or format disclosed by or on behalf of one Party to the other Party under or in connection with any Statement of Works at any time (whether before, upon or following the entry into force of these Conditions), which information is marked as confidential or otherwise designated (whether orally or in writing, including in the latter case in terms of the following provisions of this definition) by the person supplying it as 'confidential', or which by its nature is clearly confidential. Confidential Information includes any information in relation to the past, present and potential future finances, policies, procedures, plans, products, services, contractual arrangements, staff, customers or other of Our contractors and/or those of any of Our Group Companies;
- 1.5. "**Contract Governance Arrangements**" means the contract governance arrangements set out in any Statement of Works;
- 1.6. "**Data Subject**" has the meaning given in the DPA (as defined below);
- 1.7. "**Deliverables**" means any works, materials or other output in any form or format whatsoever (including drafts) produced or supplied by or on Our behalf for or to You, as part of the IT Supplies, including any such works, materials or other output specified in any Statement of Works;
- 1.8. "Discloser" means, in respect of any Confidential Information, the Party by or on behalf of which that Confidential Information is disclosed, except that both Parties will be treated as the "Discloser" of the terms of these Conditions;
- 1.9. "DPA" means the Data Protection Act 1998;
- 1.10. "Fees" means the fees specified in, or calculated in accordance with, any Statement of Works;

- 1.11. "Force Majeure Event" means any cause affecting the performance by a Party of its obligations under any Statement of Works arising from acts, events or omissions beyond its reasonable control, including, without limitation, strikes, lock-outs or other industrial disputes (whether involving our workforce or the workforce of any other party), failure of a utility service or transport network, default of suppliers or sub-contractors, act of God, war, riot, civil commotion, act or threats of terrorism, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of IT equipment, fire, flood or storm;
- 1.12. **"Group Company(ies)"** means, in relation to a Party:
- 1.12.1. any subsidiary of that Party;
 - 1.12.2. the holding company of that Party (if any); and
 - 1.12.3. any other subsidiary of that holding company; and for these purposes the terms "subsidiary" and "holding company" each have the meaning given to them in section 1159 of the Companies Act 2006;
- 1.13. **"Intellectual Property Rights"** means patents, rights to inventions, copyright and related rights, trade marks, trade names, domain names, rights in get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database rights, topography rights, moral rights, rights in confidential information (including without limitation know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered, and including without limitation all applications for, and renewals or extensions of, such rights, and all similar or equivalent rights or forms of protection in any part of the world;
- 1.14. **"IT Supplies"** means any services, Software, Hardware and/or other information technology product which We have agreed to supply to You under, and is described in, a Statement of Works;
- 1.15. **"Our Group"** means Us and our Group Companies;
- 1.16. **"Parties"** means Us and You as parties to the relevant Statement of Works;
- 1.17. **"Personal Data"** and **"Processing"** have the meanings given to them in the DPA and **"Process"** and any other tense or part of that verb will be interpreted accordingly;
- 1.18. **"Project Milestones"** means the dates (if any) identified as such in the Project Timetable;
- 1.19. **"Project Timetable"** means the timetable (if any) for the provision of the IT Supplies which appears in the Statement of Works;

- 1.20. **"Recipient"** means, in respect of any Confidential Information, the Party to which that Confidential Information is disclosed under any Statement of Works, except that both Parties will be treated as the "Recipient" of the terms of any Statement of Works;
- 1.21. **"Statement of Works"** means any contract (and any subsequent document(s)) that the Parties enter into for the provision of IT Supplies and/or Deliverables to be provided by Us to You, which is subject to these Conditions. Where the IT Supplies is Software and/or Hardware the Statement of Works refers to the order confirmation in relation to that Software and/or Hardware where no further agreement is signed by both parties;
- 1.22. Unless the context requires a different interpretation or these Conditions expressly provides otherwise, the following rules will be used to interpret these Conditions:
- 1.22.1. **"Term"** means the term of the Statement of Works;
- 1.22.2. **"Us"** means Nortal Limited, a company incorporated in England/Wales (registered number), whose registered office is at The Engine Room, 18 The Power Station, London, United Kingdom and similar expressions such as "We", "Our" and "Ours" shall be construed accordingly;
- 1.22.3. **"VAT"** means value added tax chargeable under the Value Added Tax Act 1994 and any similar replacement or additional tax;
- 1.22.4. **"Website"** means the website url nortal.com (or any website that We may operate in replacement therefor from time to time);
- 1.22.5. **"You"** means the person, firm or company who purchases the IT Supplies from Us and similar expressions such as "Your" and "Yours" shall be construed accordingly;
- 1.22.6. **"Your Input Data"** means any information and works in any form or format whatsoever disclosed to Us by You or on Your behalf for use by Us in supplying the IT Supplies and includes the physical embodiment of any such information and works (if any) listed in the Statement of Works as part of Your Property; and
- 1.22.7. **"Your Property"** means the equipment, materials and other items listed in the Statement of Works as resource requirements that You will provide.
- 1.23. Any reference to a statute, a statutory instrument or a provision of either includes references to that statute, statutory instrument or provision as amended, extended, applied, consolidated or re-enacted from time to time, whether before, on or after the Commencement Date and, in the case of a statute or a provision of that statute, will be interpreted as including any subordinate legislation made under that statute or that provision from time to time.
- 1.23.1. Words used in the singular will be interpreted to include the plural and vice versa.

- 1.23.2. A reference to a Party to these Conditions includes that Party's permitted successors, transferees and assignees.
- 1.23.3. A reference to a "person" is to any legal person, including any individual, partnership, company or other body corporate.
- 1.23.4. The word "including" means "including but not limited to" and "include" and "includes" will be interpreted accordingly.
- 1.23.5. Except if and to the extent that these Conditions expressly provide otherwise, any reference to recording or communicating any matter in "writing" will be interpreted as excluding email, and "written" will be interpreted accordingly.
- 1.23.6. The word "disclose" includes permitting a person to access information in any manner or imparting that information orally or by demonstration and any other tense or part of that verb will be interpreted accordingly.
- 1.24. Where a word or phrase is defined anywhere in these Conditions, whether in this Clause 1 or elsewhere, that word or phrase will have the meaning given to it in that definition wherever it is used throughout these Conditions.
- 1.25. The clause headings in these Conditions and any Statement of Works do not create legal rights or obligations, nor affect the meaning of these Conditions.
- 1.26. In the event of any conflict or inconsistency between them, the terms of the Statement of Works will prevail over these Conditions.
- 1.27. Where these Conditions use an English legal term and the relevant provision of these Conditions is being considered in the context of a jurisdiction other than England and Wales, the term will be interpreted as referring to that which most nearly approximates to the English legal term in such other jurisdiction.

B. SECTION B - STATEMENT OF WORKS GENERAL TERMS

1. Application of the general terms to all Statements of Works

The general terms of this Section B of these Conditions apply to and are deemed incorporated within all Statements of Works to the exclusion of any terms and conditions or other contractual terms or arrangements proposed by You except to the extent expressly agreed by Us in the Statement of Works.

2. IT Supplies

- 2.1. We will use reasonable endeavours to provide the IT Supplies and/or Deliverables to You in accordance with:
- 2.2. the Statement of Works in all material respects;
- 2.3. all Applicable Laws; and
- 2.4. the Project Timetable, recognising however that the dates set out in the Project Timetable shall be estimates only and time shall not be of the essence of these Conditions.

3. Deliverables

- 3.1. Risk of damage to, or loss of, any Deliverable which is a good, or any physical medium on which a Deliverable is stored, will pass to You on delivery to You.
- 3.2. Property in any Deliverable which is a good, or any physical medium on which a Deliverable is stored, will pass to You on payment by You of the Fees in respect of that Deliverable.

4. Your obligations

- 4.1. You shall:
 - 4.1.1. co-operate with Us in all matters relating to the IT Supplies;
 - 4.1.2. provide in a timely manner such access to Your premises, Your Property and data (including Your Input Data), and such office accommodation, computer and other facilities, as is requested by Us and/or as indicated as being required from You in the Statement of Works;

- 4.1.3. provide in a timely manner such information as We may request, and ensure that such information is accurate in all material respects; and
- 4.1.4. be responsible (at Your own cost) for preparing the relevant premises for the supply of the IT Supplies.
- 4.2. where the provision of the IT Supplies requires Us to ensure that certain resources are made available at a time and location agreed by both Parties and/or as set out in the Project Timetable, if You are unable to fulfil Your obligations in relation to such activities at such time and location or wish to cancel or postpone the activity so that the resources are not required at the agreed time and/or location then You must give Us notice in accordance with Clause 17 (Notices) not less than 5 Business Days prior to the date of such activity.
- 4.3. We shall not be liable to You if Our performance of Our obligations under any Statement of Work is prevented or delayed by any act or omission of You or Your agents, sub-contractors or employees. Subject to Clause 4.2, if Our performance of Our obligations under any Statement of Work is prevented or delayed by any act or omission of You or Your agents, sub-contractors or employees, You shall be liable to pay to Us on demand all reasonable costs, charges or losses sustained or incurred by Us (including, without limitation, any loss of opportunity to deploy resources elsewhere), subject to Our confirmation and evidence of such costs, charges and losses to You in writing, and provided We have taken all reasonable steps to mitigate such costs, charges and/or loss. To be clear, such costs, charges and losses may include any such costs, charges or expenses that We incur to Our sub-contractors.
- 4.4. You shall not, without Our prior written consent, at any time from the Commencement Date to the expiry of six months after the completion of the IT Supplies, solicit or entice away from Us or employ or attempt to employ any person who is, or has been, engaged by Us as an employee or sub-contractor in relation to the relevant IT Supplies.

5. Fees, invoicing and payment

- 5.1. The Fees, invoicing and payment information shall be confirmed in writing by Us in the Statement of Works.
- 5.2. Clause 5.3 shall apply if any part of the IT Supplies that are to be provided on a time and-materials basis. Clause 5.4 and Clause 5.6 shall apply if any part of the IT Supplies are to be provided for a fixed price. The remainder of this Clause shall apply in either case. The provisions in this Clause are without prejudice to the provisions of Clause 32 where they apply.

- 5.3. Unless otherwise stated in the Statement of Works, where the Statement of Works provides that any part of the IT Supplies are to be provided on a time-and-materials basis:
 - 5.3.1. The Fees payable for the IT Supplies shall be calculated in accordance with Our standard daily Fee rates as amended from time to time;
 - 5.3.2. Our standard daily Fee rates are calculated on the basis of an seven and half hour day worked between 8.00 and 5.30 pm on Business Days;
 - 5.3.3. We shall be entitled to charge at an overtime rate of 150% of the normal rate for time worked by members of Our team outside the hours referred to in Clause 5.3.2 on a pro-rata basis;
 - 5.3.4. We shall ensure that all members of the team complete time sheets recording time spent in providing the IT Supplies, and We shall use such time sheets to calculate the charges covered by each monthly invoice referred to in Clause 5.3.5; and
 - 5.3.5. We shall invoice You monthly in arrears for Our Fees for time, expenses and materials (together with VAT where appropriate) for the month concerned, calculated as provided in this Clause 5. Each invoice shall set out the time spent by each member of Our team.
- 5.4. Where the Statement of Works provides that any of the IT Supplies are provided for a fixed price the Fees for the IT Supplies shall be the amount set out in the Statement of Works. The total price shall be paid to Us (without deduction or set-off) in instalments as set out in the Project Timetable on its achieving the corresponding Project Milestone. On achieving a Project Milestone, We shall invoice You for the Fees that are then payable, together with expenses and the costs of materials (and VAT, where appropriate), calculated as provided in Clause 5.
- 5.5. Where the Statement of Works does not contain a Project Timetable, We may invoice You on the dates otherwise set out in the Statement of Works or otherwise on delivery of the IT Supplies and/or the Deliverables.
- 5.6. Any fixed Fees exclude:
 - 5.6.1. the cost of hotel, subsistence, travelling and any other ancillary expenses reasonably incurred by the team in connection with the provision of the IT Supplies, and the cost of any materials or services reasonably and properly provided by third parties required by Us for the provision of the IT Supplies. Such expenses, materials and third party services shall be invoiced by Us at cost; and
 - 5.6.2. VAT, which We shall add to Our invoices at the appropriate rate.

- 5.7. You shall pay each invoice submitted to You by Us in full, and in cleared funds, within 30 days of receipt.
- 5.8. Without prejudice to any other right or remedy that We may have, if You fail to pay Us on the due date We may:
 - 5.8.1. charge interest on such sum from the due date for payment at the annual rate of 3% above the base lending rate from time to time of The Royal Bank of Scotland plc accruing on a daily basis and being compounded quarterly until payment is made, whether before or after any judgment. Alternatively, We may claim interest under the Late Payment of Commercial Debts (Interest) Act 1998; and
 - 5.8.2. suspend the provision of all IT Supplies until payment has been made in full.
- 5.9. Time for payment shall be of the essence of the Statement of Works.
- 5.10. All payments payable to Us under the Statement of Works shall become due immediately on termination of the Statement of Works, despite any other provision. This Clause is without prejudice to any right to claim for interest under the law, or any such right under these Conditions.
- 5.11. We may, without prejudice to any other rights We may have, set off any liability that We may have to You against any liability of You may have to Us.

6. Change control

- 6.1. If either Party wishes to change the scope of the IT Supplies, it shall submit details of the requested change to the other in writing.
- 6.2. If either Party requests a change to the scope or execution of the IT Supplies, We shall, within a reasonable time, provide a written estimate to You of:
 - 6.2.1. the likely time required to implement the change;
 - 6.2.2. any variations to Our Fees arising from the change;
 - 6.2.3. the likely effect of the change on the Project Timetable; and
 - 6.2.4. any other impact of the change on the terms of these Conditions and/or the Statement of Works.
- 6.3. If We request a change to the scope of the IT Supplies, You shall not unreasonably withhold or delay consent to it.

- 6.4. If You wish Us to proceed with the change, We have no obligation to do so unless and until the Parties have agreed in writing on the necessary variations to Our Fees, the Project Timetable and any other relevant terms of these Conditions and/or the Statement of Works to take account of the change.
- 6.5. You shall be responsible for paying additional fees for providing You with an estimate in accordance with Clause 6.2 unless the change in question has been requested by Us.

7. Contract governance

- 7.1. Where applicable, the Parties will implement and follow the Contract Governance Arrangements.
- 7.2. Without affecting the generality of Clause 7.1, each Party will ensure that the individuals identified in the Contract Governance Arrangements attend the meetings and otherwise perform the functions set out there. We may also require You to ensure that one or more of Your senior representative(s) attends any of those meetings, in any case where We consider that the issues to be discussed at that meeting justify that.

8. Intellectual Property Rights

- 8.1. All Intellectual Property Rights existing prior to the Commencement Date shall vest in their originator absolutely.
- 8.2. You grant Us for the Term a non-exclusive, worldwide, royalty free licence to use Your Intellectual Property Rights in any pre-existing material that vests in You pursuant to Clause 8.1 (including without limitation Your Input Data) to the extent required by Us to provide the IT Supplies and to fulfil Our other obligations under these Conditions or the Statement of Works.
- 8.3. Subject to Clauses 8.1 and 8.2 above and 8.4 below, all intellectual Property Rights and all other rights in the Deliverables shall be owned by Us. We hereby licence all such rights to You free of charge and on a non-exclusive, worldwide basis to such extent as is necessary to enable You to make reasonable use of the Deliverables and the IT Supplies as is envisaged by the Parties. If We lawfully terminate a Statement of Works under Clauses 13.1, 13.2, 13.5, 13.6 and 13.7, this licence will automatically terminate. 8.4 Where we have agreed to provide You with third party software as part of the IT Supplies, the terms upon which such software is provided are set out in Section C of these Conditions.

9. Limitation of liability

9.1. The following provisions set out Our entire financial liability (including any liability for the acts or omissions of Our employees, agents and sub-contractors) to You in respect of:

- 9.1.1. any breach of these Conditions or the Statement of Works;
- 9.1.2. any use made by You of the IT Supplies, the Deliverables or any part of them; and
- 9.1.3. any representation, misrepresentation (whether innocent or negligent), statement or tortious act or omission (including without limitation negligence) arising under or in connection with these Conditions or the Statement of Works.

9.2. We will provide the IT Supplies to You using reasonable care and skill and any Deliverables will conform substantially to the requirements of the Statement of Works. Without prejudice to Clause 35 if it should be applicable, all other warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded by these Conditions.

9.3. Nothing in Clause 9 excludes Our liability:

- 9.3.1. for death or personal injury caused by Our negligence; or
- 9.3.2. for fraud or fraudulent misrepresentation.

9.4. Subject to Clause 9.3:

- 9.4.1. We shall not in any circumstances be liable, whether in tort (including without limitation for negligence or breach of statutory duty), contract, misrepresentation (whether innocent or negligent) or otherwise for:
 - 9.4.1.1. loss of profits; or
 - 9.4.1.2. loss of business; or
 - 9.4.1.3. depletion of goodwill or similar losses; or
 - 9.4.1.4. loss of anticipated savings; or
 - 9.4.1.5. loss of goods; or
 - 9.4.1.6. loss of contract; or
 - 9.4.1.7. loss of use; or
 - 9.4.1.8. loss or corruption of data or information; or
 - 9.4.1.9. any loss arising as a result of any defect in Software and/or Hardware; or

9.4.1.10. any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses; and

9.4.2. subject to Clause 9.4.1, Our total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of Our obligations under these Conditions or the Statement of Works (including any applicable conditions) shall be limited to the value of the Fees (unless any other amounts are agreed in writing in the Statement of Works).

10. Insurance

We will take out and maintain with a reputable insurer the insurance policies detailed in the Statement of Works in respect of Our potential liabilities under or in relation to the Statement of Works.

11. Confidentiality

11.1. Each Party will in respect of any Confidential Information of which it is the Recipient:

11.1.1. use that Confidential Information only if and to the extent necessary for the purposes of performing its obligations and/or exercising its rights under these Conditions and the Statement of Works;

11.1.2. not disclose that Confidential Information to any person other than:

11.1.2.1. any person employed or engaged by it (including, in Our case, any of Our subcontractors); (ii) its auditors and other professional advisers, in each case if and to the extent that such disclosure is necessary for the purposes in Clause 11.1.1 ("**Permitted Discloses**"); or

11.1.2.2. any other person having a statutory or other legal right (other than a contractual right) to request and receive that information, including any court of competent jurisdiction, provided that the Recipient informs the Discloser prior to such disclosure that it has been required to make it (if and to the extent that the Recipient is legally permitted to so inform the Discloser); and

11.1.3. otherwise use its best endeavours to protect and maintain the confidentiality of that Confidential Information.

11.2. Clause 11.1 will not apply to any information which:

11.2.1. is or becomes public knowledge other than as a result of a breach of this Clause 11;

- 11.2.2. was lawfully in the Recipient's possession before its disclosure to the Recipient under or in connection with these Conditions; or
- 11.2.3. following its disclosure to the Recipient under or in connection with these Conditions, is received by the Recipient from a third party who is not under an obligation of confidentiality in relation to that information.
- 11.3. Each Party will ensure compliance by its Permitted Disclosees with the confidentiality obligations imposed on it by this Clause.
- 11.4. 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 provided that, to the extent it is legally permitted to do so, it gives the other party as much notice of this disclosure as possible.
- 11.5. Each Party agrees that damages may not be an adequate remedy for any breach of this Clause and that the other Party will be entitled to a court order to enforce compliance with this Clause or to stop any breach of it, actual or threatened.
- 11.6. The provisions of this Clause 11 are subject to the provisions of Clause 12 in so far as they apply to any Confidential Information which is Personal Data.

12. Data protection

- 12.1. If and to the extent that We are required to Process Personal Data on Your behalf pursuant to a Statement of Works, We shall:
 - 12.1.1. Process such Personal Data only to the extent necessary for the purposes of performing Our obligations under the Statement of Works, and otherwise in accordance with Your instructions;
 - 12.1.2. put and at all times maintain in place appropriate technical and organisational measures against unauthorised or unlawful Processing of such Personal Data and against accidental loss or destruction of or damage to such Personal Data; and
 - 12.1.3. not transfer any of that Personal Data outside the European Economic Area, except with Your prior written consent.
- 12.2. We shall be entitled to authorise a third party to process the Personal Data.

13. Termination

- 13.1. The Statement of Works may be terminated by Us at any time by giving at least thirty days' written notice to You.

- 13.2. The Statement of Works may be terminated by Us immediately by giving written notice to You, if You commit a material breach of the Statement of Works.
- 13.3. You may terminate the Statement of Works by giving written notice to Us, if We commit a material breach of the Statement of Works. However, where a breach is capable of being remedied, such Statement of Works may only be terminated where We have failed, within 14 days of receipt of a notice from You (unless an alternative timescale is agreed), describing that breach and requesting that it be remedied, to remedy that breach or to provide You with a plan for remedying that breach.
- 13.4. The Statement of Works may be terminated immediately by You by giving written notice to Us, if We are in persistent breach of the Statement of Works. We will be in persistent breach of the Statement of Works if We have committed a material breach of such Statement of Works on at least the number of occasions in the period prescribed in the Statement of Works.
- 13.5. Where any of the IT Supplies is subject to a User License, We shall be entitled to suspend or terminate the relevant IT Supplies immediately effective upon notice, for a violation of the User License by You, and You agree to defend, indemnify and hold Us harmless from any losses, damages, costs, liabilities or expenses resulting from any third party claim or allegation arising out of, or relating to, use of the relevant IT Supplies, which is as a result of Your violation of the User Licence.
- 13.6. Either Party may, by written notice to the other, terminate the Statement of Works if a Force Majeure Event occurs which prevents Us from performing Our obligations in respect of all or a substantial part of the IT Supplies for a continuous period of more than 15 days.
- 13.7. The Statement of Works may be terminated by either Party (the “Terminating Party”) immediately by giving written notice to the other Party if:
 - 13.7.1. the other Party suspends or threatens to suspend payment of its debts or is unable to pay its debts as they fall due or, being a company or a limited liability partnership, is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 or, being a natural person, is deemed either to be unable to pay its debts or to have no reasonable prospect of so doing, in either case within the meaning of section 268 of the Insolvency Act 1986 or (being a partnership) has any partner to whom any of the foregoing applies;

- 13.7.2. the other Party commences negotiations with all, or any class of, its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with any of its creditors (other than for the sole purpose of a scheme for a solvent amalgamation of the other Party with one or more other companies or the solvent reconstruction of the other Party);
- 13.7.3. a moratorium is declared in respect of any indebtedness of the other Party;
- 13.7.4. a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of the other Party (other than for the sole purpose of a scheme for a solvent amalgamation of the other Party with one or more other companies or the solvent reconstruction of the other Party);
- 13.7.5. an application is made to court, or an order is made, for the appointment of an administrator, a notice of intention to appoint an administrator is given, or an administrator is appointed over the other Party;
- 13.7.6. an administrative receiver, a receiver or a compulsory manager is appointed over the assets of the other Party or a person becomes entitled to make any such appointment;
- 13.7.7. a creditor or encumbrancer of the other Party attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of its assets and such attachment or process is not discharged within fourteen days;
- 13.7.8. any event occurs or step is taken in respect of the other Party in any jurisdiction to which it is subject which event or step is equivalent or similar to those set out in this Clause 13.7;
- 13.7.9. the other Party ceases (or threatens to cease) for any reason to carry on all or a substantial part of its business or takes or suffers any similar action which in the opinion of the Terminating Party means that the other Party may be unable to pay its debts.

14. Consequences of expiry or termination

- 14.1. The expiry or termination of the Statement of Works (for any reason) will not affect:
 - 14.1.1. any rights or obligations of either Party that have accrued prior to such expiry or termination; or
 - 14.1.2. any provision of the Statement of Works which is expressly or by implication intended to come into or to continue in force on or after such expiry or termination.

- 14.2. Subject to Clause 14.3, upon the expiry or termination of the Statement of Works, each Party will promptly, and in event within ten Business Days of such expiry or termination, deliver up to the other Party or destroy (at the absolute discretion of the other Party) any and all copies of Confidential Information (other than copies of these Conditions or any of its terms) of which it is the Recipient then in its (or any of its Permitted Disclosees') possession or control and provide the other Party with written confirmation, signed by a duly authorised officer, certifying that it has complied with its obligations under this Clause 14.2. The obligation to destroy any Confidential Information pursuant to this Clause 14.2 includes an obligation to permanently delete from any information technology system any copies of that Confidential Information held there in electronic form.
- 14.3. Clause 14.2 does not prohibit a Party (or its Permitted Disclosee) from retaining a copy of any Confidential Information if and to the extent that and for so long as that Party (or its Permitted Disclosee) is legally obliged to do so (other than in terms of any contractual obligation on its part) or that Party (or its Permitted Disclosee) reasonably requires to do so for internal audit and legal risk management purposes.

15. Assignment and sub-contracting

- 15.1. You may not assign, novate or otherwise transfer or sub-contract or otherwise deal in any of Your rights and/or obligations under the Statement of Works, whether in whole or in part, without Our prior written consent, such consent not to be unreasonably withheld or delayed.
- 15.2. We may at any time assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under these Conditions and/or the Statement of Works.

16. Force majeure

A Party that is subject to a Force Majeure Event will not be in breach of these Conditions and/or the Statement of Works or liable for any failure or delay in the performance of any obligations under these Conditions and/or the Statement of Works to the extent that such failure or delay is attributable to the Force Majeure Event.

17. Notices

- 17.1. Where any notice is to be given under the Statement of Works, it must be in English and in writing, signed by a duly authorised signatory of the Party giving it. Notices must be:

- 17.1.1. delivered personally or by commercial courier or sent by first class post or recorded delivery, to the address and marked for the attention of the individual specified in the notices provisions of the Statement of Works, or to any other address and marked for the attention of any other individual that either Party may nominate in writing for these purposes from time to time; or
 - 17.1.2. sent by fax to the fax number specified in the notices provisions of the Statement of Works, or such other fax number as either Party may nominate in writing for these purposes from time to time, and provided that within twenty four hours of sending it by fax, the notice is also delivered or posted to the Party concerned in accordance with Clause 17.1.1.
- 17.2. Any notice given in accordance with Clause 17.1 will be treated as having been received:
- 17.2.1. at the time of delivery, if delivered personally;
 - 17.2.2. at the time of signature by the recipient of the courier's receipt, if delivered by commercial courier;
 - 17.2.3. at 0900 hours on the second Working Day following the date of posting the notice, if sent by post; and
 - 17.2.4. immediately on completion of successful transmission, if sent by fax.
- However, where in any case, these rules would result in a notice being treated as having been received on a day which is not a Business Day, or after 1700 hours on a day which is a Business Day, it will be treated as having been received at 0900 hours on the next Business Day afterwards.
- 17.3. To prove the giving of a notice it will be sufficient to show it was sent in accordance with Clause 17.1.
- 17.4. The provisions of this Clause do not apply to the service of any process in any legal action or proceedings which may be served in any manner competent under applicable law.

18. Severability

- 18.1. If any provision of these Conditions and/or the Statement of Works is found by any court or administrative body of competent jurisdiction to be invalid, unenforceable or illegal, the other provisions shall remain in force.
- 18.2. If any invalid, unenforceable or illegal provision would be valid, enforceable or legal if some part of it were deleted, the provision shall apply with whatever modification is necessary to give effect to the commercial intention of the Parties.

19. Waiver

- 19.1. No failure to exercise or delay in exercising a right or remedy under a Statement of Works or otherwise in law will constitute grounds from which to infer that the Party so delaying or failing has waived or elected to abandon that right or remedy in respect of any circumstances or events, past, present and/or future.
- 19.2. No single or partial exercise of any right or remedy under a Statement of Works or in law will preclude or restrict the further exercise of that right or remedy.

20. Variations

No variation of these Conditions shall be effective unless it is in writing and signed by the parties (or their authorised representatives).

21. Exclusive Remedies

The remedies set out in these Conditions and the relevant Statement of Works are Your sole and exclusive remedies.

22. Disputes

- 22.1. If a dispute arises out of or in connection with these Conditions and/or a Statement of Works, or the performance, validity or enforceability of either of them (Dispute) then the Parties shall follow the procedure set out in this clause:
 - 22.1.1. either Party shall give to the other written notice of the Dispute, setting out its nature and full particulars (Dispute Notice), together with relevant supporting documents On service of the Dispute Notice, our Sales Director and the person identified in the Statement of Works for First Stage Dispute shall attempt in good faith to resolve the Dispute;
 - 22.1.2. if the above are for any reason unable to resolve the Dispute within 30 days of service of the Dispute Notice, the Dispute shall be referred to our Sales & Marketing Director and the person identified in the Statement of Works for Second Stage Dispute who shall attempt in good faith to resolve it; and
 - 22.1.3. if the above are for any reason unable to resolve the Dispute within 30 days of it being referred to them, the Dispute shall be referred for determination as follows:
 - 22.1.3.1. if the dispute is of a technical nature which is related to the provision of the IT Supplies and/or the Project, to an expert (an "Expert"), who will act as expert and not as arbitrator, in accordance with Clause 22.2 to Clause 25.5; or

- 22.1.3.2. if the dispute is of a technical nature which is related to the provision of the IT Supplies and/or the Project, to an expert (an "Expert"), who will act as expert and not as arbitrator, in accordance with Clause 22.2 to Clause 22.5; or
- 22.1.3.3. in all other cases, mediation and/or arbitration in accordance with Clause 22.6 and Clause 22.8.
- 22.2. The Expert will be selected and appointed by agreement of the Parties. If the Parties fail to appoint the Expert within 10 Business Days, the Expert will be chosen and appointed on the instructions of either Party using CEDR Salve who shall appoint an Expert who is suitably qualified and experienced to determine the issue in dispute.
- 22.3. The Expert will be instructed to deliver his or her decision to the Parties in writing within 30 days or such other period as may be agreed in writing of the date on which his or her appointment takes effect.
- 22.4. Each Party will fully comply with any instructions issued by the Expert in accordance with the terms of his or her appointment and otherwise co-operate with the Expert, including by providing him or her with any information in its possession which he or she requests for the purposes of considering the issue in dispute and reaching his or her decision.
- 22.5. Each Party will bear its own costs in relation to the reference to the Expert. The fees and costs of the Expert will be borne by the Parties in whatever proportion he or she decides having regard (amongst other things) to the conduct of the Parties.
- 22.6. If Clause 22.1.3.2 applies and/or the Parties cannot agree that the Dispute is of a technical nature, the Parties shall first seek settlement of the Dispute by mediation in accordance with the LCIA Mediation Rules, which Rules are deemed to be incorporated by reference into this clause.
- 22.7. If the Dispute is not settled by mediation within 30 days of the commencement of the mediation, or such further period as the parties shall agree in writing, the Dispute shall be referred to and finally resolved by arbitration under the LCIA Rules, which Rules are deemed to be incorporated by reference into this clause there shall be one arbitrator and the seat, or legal place, of arbitration shall be England.
- 22.8. The provisions of this Clause 22 do not prevent either Party from applying for an interim court order whilst the Parties attempt to resolve a dispute in accordance with this clause.

23. No joint venture, partnership or agency

A Statement of Works does not and is not intended to create a partnership or joint venture between the Parties to it, nor authorise either Party to act as agent for the other. Except to the extent otherwise agreed expressly in a Statement of Works or otherwise in

Writing, neither Party will have authority to act in the name of or on behalf of or otherwise to bind the other Party in any way (including without limitation the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power), nor will they purport to so act or to so bind the other Party.

24. Counterparts

A Statement of Works may be entered into in any number of counterparts and by the Parties on separate counterparts, each of which, when executed and delivered, shall constitute a duplicate original, but all the counterparts together shall together constitute the one agreement.

25. Entire agreement

- 25.1. The Statement of Works and any other documents that may be referred to in it or annexed to it, constitutes the entire agreement between the Parties in relation to its subject matter and supersedes any prior arrangement, understanding or agreement between them in relation thereto.
- 25.2. Each of the Parties acknowledges and agrees that in entering into the Statement of Works and the documents referred to in it or annexed to it, it does not rely on the statement, representation (whether innocent or negligent), assurance or warranty (whether in writing or not) of any person (whether party to this agreement or not) other than as expressly set out in the Statement of Works or those documents. 25.2 These Conditions and the Statement of Works are made for the benefit of the Parties to it and (where applicable) their successors and permitted assigns, and is not intended to benefit, or be enforceable by anyone else.

26. Law

- 26.1. These Conditions, the Statement of Works and any dispute or claim arising out of or in connection with them or their subject matter or formation (including without limitation non-contractual disputes or claims) are governed by and construed in accordance with the law of England and Wales.

- 26.2. Subject to Clause 22, the Parties irrevocably agree that the courts of England and Wales will have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with these Conditions, the Statement of Works or its or their subject matter or formation (including without limitation non-contractual disputes or claims).