

Metastreet - Software as a Service (SaaS) Subscription, Consultancy and Development Services Standard Terms and Conditions.

BACKGROUND

Metastreet Limited ('**Metastreet**' or '**the Supplier**') a company registered in England with registration number 11029384 and whose Registered Office address is at 6-8 Cole Street London SE14YH has developed a software application (online property licensing software) which it makes available to Local Authority subscribers ('**Customers**') via the internet on a subscription basis as a Software as a Service ('**SaaS**') for the purpose of assisting them to process property licensing applications. It also provides associated information technology services including consultancy and development services to assist Customers to protect tenants and drive up standards in the private rented sector

These Standard Terms and Conditions shall apply in relation to the provision by Metastreet to its Customers of its property licensing software and/or the provision of any associated services or consultancy or development services as specified in any Agreement made between the Supplier and the Customer.

1. Definitions and Interpretation

- 1.1 In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

Agreement: the agreement entered into by the Supplier and the Customer (or an order submitted by the Customer and accepted by the Supplier) incorporating these Terms and Conditions (or any variation thereof agreed upon by both Parties) which shall govern the provision of Subscription Services and/or Other Services by the Supplier to the Customer.

Authorised Users: those employees, agents and independent contractors of the Customer who are authorised by the Customer to use the Subscription Services and the Documentation, as further described in clause 2.2(d).

Business Day: a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.

Change of Control: shall be as defined in section 1124 of the Corporation Tax Act 2010, and the expression **change of control** shall be construed accordingly.

Charges: the charges (separate from the Subscription Fees) payable by the Customer to the Supplier for the provision by the Supplier to the Customer of Other Services as referred to in clause 9 and as set out in the Agreement.

Confidential Information: information that is proprietary or confidential and is either clearly

labelled as such or identified as Confidential Information in clause 11.5 or clause 11.6.

Controller, processor, data subject, personal data, personal data breach, processing and appropriate technical and organisational measures: as defined in the Data Protection Legislation.

Customer Data: the data inputted by the Customer, Authorised Users, or the Supplier on the Customer's behalf for the purpose of using the Services or facilitating the Customer's use of the Services.

Data Protection Legislation: the UK Data Protection Legislation and any other European Union legislation relating to personal data and all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of personal data (including, without limitation, the privacy of electronic communications); and the guidance and codes of practice issued by the relevant data protection or supervisory authority and applicable to a party.

Documentation: the documents made available to the Customer via a help centre established by the Supplier for the Customers' use in connection with the Subscription Services including training manuals, screenshots and other documents which set out a description of the Subscription Services and the user instructions for the Subscription Services.

Effective Date: the date of the Agreement.

Go-Live: the date following the completion of the Set-Up by the Supplier and confirmation by the Supplier that the Customer can receive the Subscription Services.

Heightened Cybersecurity Requirements: any laws, regulations, codes, guidance (from regulatory and advisory bodies. Whether mandatory or not), international and national standards, industry schemes and sanctions, which are applicable to either the Customer or an Authorised User relating to security of network and information systems and security breach and incident reporting requirements, which may include the cybersecurity Directive ((EU) 2016/1148), Commission Implementing Regulation ((EU) 2018/151), the Network and Information systems Regulations 2018 (SI 506/2018), all as amended or updated from time to time.

Initial Subscription Term: the initial term (annual or otherwise) as stated in the Agreement.

Mandatory Policies: the Supplier policies listed in the Agreement which must be complied with by the Customer when in receipt of Subscription Services and/or Other Services.

Normal Business Hours: 9.00 am to 5.00 pm local UK time, each Business Day.

Other Services: consultancy and/or development services.

Property Inspection Application: an optional product (an App) which the Customer may choose to purchase from the Supplier in connection with their use of the Subscription Services which is made available via iOS.

Renewal Period: the period described in clause 14.1.

Service Level Agreement: the Suppliers service level agreement in relation to the provision of the Subscription Services as set out at Schedule 1.

Services: the Subscription Services (including hosting and maintenance) provided by the Supplier

to the Customer under the Agreement, as more particularly described in the Documentation and/or any Other Services.

Set-Up: the work undertaken by the Supplier between the Effective Date and the Go-Live date in order to prepare the Customer for receipt of the Subscription Services, in relation to which the Set-Up Fee is charged.

Set-Up Fee: the fee charged by the Supplier to the Customer in order to undertake the Set-Up, which is additional to the Subscription Fee and charged to the Customer in advance as specified in the Agreement.

Software: the online software applications provided by the Supplier as part of the Subscription Services.

Subscription Fees: the subscription fees payable by the Customer to the Supplier for the User Subscriptions, as referred to in clause 9 and as set out in the Agreement.

Subscription Services: the provision of the Suppliers online property software including related hosting and maintenance pursuant to a renewable subscription (annual or otherwise as stated in the Agreement).

Subscription Term: has the meaning given in clause 14.1 (being the Initial Subscription Term together with any subsequent Renewal Periods).

UK Data Protection Legislation: all applicable data protection and privacy legislation in force from time to time in the UK including the General Data Protection Regulation ((EU) 2016/679); the Data Protection Act 2018; the Privacy and Electronic Communications Directive 2002/58/EC (as updated by Directive 2009/136/EC) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended.

User Subscriptions: the user subscriptions purchased by the Customer pursuant to clause 9.1 which entitles Authorised Users to access and use the Subscription Services and the Documentation through the use of a unique username and password in accordance with the Agreement.

Virus: any, thing or device (including any software, code, file or programme) which may: prevent, impair or otherwise adversely affect the operation of any computer software, hardware or network, any telecommunications service, equipment or network or any other service or device; prevent, impair or otherwise adversely affect access to or the operation of any programme or data, including the reliability of any programme or data (whether by re-arranging, altering or erasing the programme or data in whole or part or otherwise); or adversely affect the user experience, including worms, trojan horses, viruses and other similar things or devices.

- 1.2 A reference to a statute or statutory provision is a reference to it as amended from time to time.
- 1.3 A reference to a statute or statutory provision shall include all subordinate legislation under that statute or statutory provision.
- 1.4 A reference to writing or written includes e-mail.

- 1.5 "these Terms and Conditions" is a reference to these Terms and Conditions as amended or supplemented at the relevant time.
- 1.6 a Clause or paragraph is a reference to a Clause of these Terms and Conditions or to a Clause of the Agreement, as appropriate; and
- 1.7 a "Party" or the "Parties" refer to the parties to the Agreement.
- 1.8 The headings used in these Terms and Conditions are for convenience only and shall have no effect upon the interpretation of these Terms and Conditions.

2. Subscription and User Subscriptions

- 2.1 Subject to the Customer purchasing a subscription (annual or otherwise as stated in the Agreement) and User Subscriptions in accordance with clause 3.3 and clause 9.1, the restrictions set out in this clause 2 and the other terms of these Terms and Conditions, the Supplier hereby grants to the Customer a non-exclusive, non-transferable right, without the right to grant sublicences, to permit the Authorised Users to use the Subscription Services and the Documentation during the Subscription Term solely for the Customer's internal business operations.
- 2.2 In relation to the Authorised Users, the Customer undertakes that:
- (a) the maximum number of Authorised Users that it authorises to access and use the Services and the Documentation shall not exceed the number of User Subscriptions it has purchased from time to time;
 - (b) it will not allow or suffer any User Subscription to be used by more than one individual Authorised User unless it has been reassigned in its entirety to another individual Authorised User, in which case the prior Authorised User shall no longer have any right to access or use the Services and/or Documentation and that at all times during the Term of the Agreement, it will not permit shared or generic usernames and/or passwords to be used;
 - (c) each Authorised User shall keep a secure password for his/her use of the Subscription Services and Documentation and that each Authorised User shall keep his/her password confidential;
 - (d) it shall maintain a written, up to date list of current Authorised Users and provide such list to the Supplier within 3 Business Days of the Supplier's written request at any time or times and further, the Customer acknowledges that the Supplier will undertake its own monitoring of Authorised Users during the Term of the Agreement.
- 2.3 The Customer shall not access, store, distribute or transmit any Viruses, or any material during the course of its use of the Services that:
- (a) is unlawful, harmful, threatening, defamatory, obscene, infringing, harassing or racially or ethnically offensive;

- (b) facilitates illegal activity;
- (c) depicts sexually explicit images;
- (d) promotes unlawful violence;
- (e) is discriminatory based on race, gender, colour, religious belief, sexual orientation, disability; or
- (f) is otherwise illegal or causes damage or injury to any person or property;

and the Supplier reserves the right, without liability or prejudice to its other rights to the Customer, to disable the Customer's access to any material that breaches the provisions of this clause.

2.4 The Customer shall not:

- (a) except as may be allowed by any applicable law which is incapable of exclusion by agreement between the parties and except to the extent expressly permitted under these Terms and Conditions:
 - (i) attempt to copy, modify, duplicate, create derivative works from, frame, mirror, republish, download, display, transmit, or distribute all or any portion of the Software and/or Documentation (as applicable) in any form or media or by any means; or
 - (ii) attempt to de-compile, reverse compile, disassemble, reverse engineer or otherwise reduce to human-perceivable form all or any part of the Software; or
- (b) access all or any part of the Services and Documentation in order to build a product or service which competes with the Subscription Services and/or the Documentation; or
- (c) use the Subscription Services and/or Documentation to provide services to third parties; or
- (d) subject to clause 23.1, license, sell, rent, lease, transfer, assign, distribute, display, disclose, or otherwise commercially exploit, or otherwise make the Subscription Services and/or Documentation available to any third party except the Authorised Users, or
- (e) attempt to obtain, or assist third parties in obtaining, access to the Subscription Services and/or Documentation, other than as provided under this clause 2; or

- (f) introduce or permit the introduction of, any Virus or Vulnerability into the Supplier's network and information systems.

- 2.5 The Customer shall use all reasonable endeavours to prevent any unauthorised access to, or use of, the Subscription Services and/or the Documentation and, in the event of any such unauthorised access or use, promptly notify the Supplier.
- 2.6 Any Other Services provided to the Customer by the Supplier shall be for the sole use of the Customer in connection with its business and/or in connection with its use of the Subscription Services unless otherwise specified in the Agreement.
- 2.7 The rights provided under this clause 2 are granted to the Customer only and shall not be considered granted to any subsidiary or holding company of the Customer.

3. Additional user subscriptions

- 3.1 Subject to clause 3.2 and clause 3.3, the Customer may, from time to time during any Subscription Term, purchase additional User Subscriptions in excess of the number set out in the Agreement and the Supplier shall grant access to the Subscription Services and the Documentation to such additional Authorised Users in accordance with the provisions of the Agreement and these Terms and Conditions.
- 3.2 If the Customer wishes to purchase additional User Subscriptions, the Customer shall notify the Supplier in writing. The Supplier shall evaluate such request for additional User Subscriptions and respond to the Customer with approval or rejection of the request (such approval not to be unreasonably withheld). Where the Supplier approves the request, the Supplier shall activate the additional User Subscriptions within 30 days of its approval of the Customer's request.
- 3.3 If the Supplier approves the Customer's request to purchase additional User Subscriptions, the Customer shall, within 30 days of the date of the Supplier's invoice, pay to the Supplier the relevant fees for such additional User Subscriptions as set out in the Agreement and, if such additional User Subscriptions are purchased by the Customer part way through the Initial Subscription Term or any Renewal Period (as applicable), such fees shall be pro-rated from the date of activation by the Supplier for the remainder of the Initial Subscription Term or then current Renewal Period (as applicable).

4. Subscription Services and Other Services

- 4.1 The Supplier shall, during the Subscription Term, provide the Subscription Services and make available the Documentation to the Customer on and subject to the terms of the Agreement and these Terms and Conditions. The provision of any Other Services shall be subject to the provisions of the Agreement for the provision of the Other Services as purchased from time to time by the Customer from the Supplier and subject to these Terms and Conditions.

- 4.2 The Supplier shall provide the Subscription Services in accordance with the terms of its Service Level Agreement (unless alternative service levels are specified in the Agreement) and/or shall use commercially reasonable endeavours to make the Subscription Services available 24 hours a day, seven days a week, except for:
- (a) planned maintenance carried out during the maintenance window of 10.00 pm to 2.00 am UK time; and
 - (b) unscheduled maintenance performed outside Normal Business Hours, provided that the Supplier has used reasonable endeavours to give the Customer at least 6 Normal Business Hours' notice in advance.
- 4.3 The Supplier will, as part of the Subscription Services and at no additional cost to the Customer, provide the Customer with the Supplier's standard hosting service together with required maintenance services. The maintenance service will be provided during Normal Business Hours in accordance with the Supplier's Service Level Agreement as set out at Schedule 1 and as amended from time to time by the Supplier. The Supplier may amend the Service Level Agreement in its sole and absolute discretion.
- 4.4 The Customer may purchase Other Services separately from the Subscription Services at the Supplier's then current rates as specified in the Suppliers current rate card.

5. Customer data

- 5.1 The Customer shall own all right, title and interest in and to all of the Customer Data that is not personal data and shall have sole responsibility for the legality, reliability, integrity, accuracy and quality of all such Customer Data.
- 5.2 The Suppliers archiving arrangements for Customer Data, as amended from time to time, shall be communicated to the Customer. In the event of any loss or damage to Customer Data, the Customer's sole and exclusive remedy against the Supplier shall be for the Supplier to use reasonable commercial endeavours to restore the lost or damaged Customer Data from the latest back-up of such Customer Data maintained by the Supplier. The Supplier shall not be responsible for any loss, destruction, alteration or disclosure of Customer Data caused by any third party (except those third parties sub-contracted by the Supplier to perform services related to Customer Data maintenance and back-up for which it shall remain fully liable under clause 5.9).
- 5.3 The Supplier shall, in providing the Services, comply with its Privacy and Security Policy (as amended from time to time by the Supplier at its sole discretion) relating to the privacy and security of Customer Data.
- 5.4 Both parties will comply with all applicable requirements of the Data Protection Legislation. This clause 5 is in addition to, and does not relieve, remove or replace, a party's obligations or rights under the Data Protection Legislation. The parties acknowledge that:
- (a) if the Supplier processes any personal data on the Customer's behalf when performing

its obligations under the Agreement, the Customer is the controller and the Supplier is the processor for the purposes of the Data Protection Legislation.

- (b) 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 held will be specified in the Agreement.
- (c) the personal data may be transferred or stored outside the EEA or the country where the Customer and the Authorised Users are located in order to carry out the Services and the Supplier's other obligations under the Agreement.

5.5 Without prejudice to the generality of clause 5.4, 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 for the duration and purposes of the Agreement so that the Supplier may lawfully use, process and transfer the personal data in accordance with these Terms and Conditions on the Customer's behalf.

5.6 Without prejudice to the generality of clause 5.4, the Supplier shall, in relation to any personal data processed in connection with the performance by the Supplier of its obligations under these Terms and Conditions:

- (a) process that personal data only on the documented written instructions of the Customer unless the Supplier is required by the laws of any member of the European Union or by the laws of the European Union applicable to the Supplier and/or Domestic UK Law (where **Domestic UK Law** means the UK Data Protection Legislation and any other law that applies in the UK) to process personal data (**Applicable Laws**). Where the Supplier is relying on Applicable Laws as the basis for processing personal data, the Supplier shall promptly notify the Customer of this before performing the processing required by the Applicable Laws unless those Applicable Laws prohibit the Supplier from so notifying the Customer;
- (b) not transfer any personal data outside of the European Economic Area and the United Kingdom unless the following conditions are fulfilled:
 - (i) the Customer or the Supplier has provided appropriate safeguards in relation to the transfer;
 - (ii) the data subject has enforceable rights and effective legal remedies;
 - (iii) 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
 - (iv) the Supplier complies with reasonable instructions notified to it in advance by the Customer with respect to the processing of the personal data;
- (c) 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;

- (d) notify the Customer without undue delay on becoming aware of a personal data breach;
- (e) 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 to store the personal data (and for these purposes the term "delete" shall mean to put such data beyond use); and
- (f) maintain complete and accurate records and information to demonstrate its compliance with this clause 5 and immediately inform the Customer if, in the opinion of the Supplier, an instruction infringes the Data Protection Legislation.

5.7 Each party shall ensure that it has in place appropriate technical and organisational measures, reviewed and approved by the other party, 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).

5.8 The Customer consents to the Supplier appointing a third-party processor of personal data under the Agreement if it so wishes. The Supplier confirms that it will enter into a written agreement with any third-party processor that it appoints [incorporating terms which are substantially similar to those set out in this clause 5 and which will 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 5.

5.9 Either party may, at any time on not less than 30 days' notice, revise this clause 5 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when replaced by attachment to these Terms and Conditions).

6. Third party providers

The Customer acknowledges in circumstances where the Services enable or assist it to access the website content of, correspond with, and purchase products and services from, third parties via third-party websites and that it does so solely at its own risk. The Supplier makes no representation,

warranty or commitment and shall have no liability or obligation whatsoever in relation to the content or use of, or correspondence with, any such third-party website, or any transactions completed, and any contract entered into by the Customer, with any such third party. Any contract entered into and any transaction completed via any third-party website is between the Customer and the relevant third party, and not the Supplier. The Supplier recommends that the Customer refers to the third party's website terms and conditions and privacy policy prior to using the relevant third-party website. The Supplier does not endorse or approve any third-party website nor the content of any of the third-party website made available via the Services.

7. Supplier's obligations

7.1 The Supplier undertakes that the Subscription Services will be performed substantially in accordance with the Documentation and that the Subscription Services and Other Services will be performed with reasonable skill and care.

7.2 The undertaking at clause 7.1 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. If the Services do not conform with the foregoing undertaking, 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 7.1.

7.3 The Supplier:

(a) does not warrant that:

- (i) the Customer's use of the Services will be uninterrupted or error-free; or
- (ii) that the Services, Documentation and/or the information obtained by the Customer through the Services will meet the Customer's requirements; or
- (iii) the Software or the Services will be free from Vulnerabilities; or
- (iv) the Software, Documentation or Services will comply with any Heightened Cybersecurity Requirements.

(b) 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, and the Customer acknowledges that the Services and Documentation may be subject to limitations, delays and other problems inherent in the use of such communications facilities.

7.4 These Terms and Conditions shall not prevent the Supplier from entering into similar agreements with third parties, or from independently developing, using, selling or licensing documentation, products and/or services which are similar to those provided under the Agreement.

- 7.5 The Supplier warrants that it has and will maintain all necessary licences, consents, and permissions necessary for the performance of its obligations under the Agreement.

8. Customer's obligations

The Customer shall:

- (a) provide the Supplier with:
 - (i) all necessary co-operation in relation to the Agreement; and
 - (ii) all necessary 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;
- (b) without affecting its other obligations under the Agreement, comply with all applicable laws and regulations with respect to its activities under the Agreement;
- (c) carry out all other Customer responsibilities set out in the Agreement and these Terms and Conditions 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;
- (d) ensure that the Authorised Users use the Subscription Services and the Documentation in accordance with these Terms and Conditions and shall be responsible for any Authorised User's breach of the Agreement or these Terms and Conditions;
- (e) obtain and shall maintain all necessary licences, consents, and permissions necessary for the Supplier, its contractors and agents to perform their obligations under the Agreement and these Terms and Conditions, including without limitation the Subscription Services and any Other Services;
- (f) ensure that its network and systems comply with the relevant specifications provided by the Supplier from time to time; and
- (g) be, to the extent permitted by law and except as otherwise expressly provided in these Terms and Conditions, solely responsible for procuring, maintaining and securing its network connections and telecommunications links from its systems to the Supplier's data centres, and all problems, conditions, delays, delivery failures and all other loss or damage arising from or relating to the Customer's network connections or telecommunications links or caused by the internet.

9. Charges and payment

- 9.1 The Supplier shall invoice the Customer and the Customer shall pay to the Supplier the following fees and/or charges;

- (a) the Set-Up Fee, as described in the Agreement, on or before the Effective Date and

- (b) the Subscription Fees, (including any additional fees for the Property Inspection Application) for the Initial Subscription Term, as described in the Agreement, on Go-Live and
- (c) the Subscription Fees for any Renewal Period, (including any additional fees for the Property Inspection Application) on the anniversary of Go-Live, at the beginning of the Renewal Period and
- (d) any Charges incurred in respect of any Other Services in accordance with the payment schedule set out in the Agreement. In relation to Charges for Other Services, these are invoiced in advance or on completion of satisfactory user acceptance tests or where these have not been carried out by the Customer, within 1 month of the delivery of the relevant service or product.

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

- (a) the Supplier may, without liability to the Customer, disable the Customer's password, account and access to all or part of the Subscription Services and the Supplier shall be under no obligation to provide any or all of the Subscription Services while the invoice(s) concerned remain unpaid; and
- (b) interest shall accrue on a daily basis on such due amounts at an annual rate equal to 4% over the then current base lending rate of the Supplier's bankers in the UK from time to time, commencing on the due date and continuing until fully paid, whether before or after judgment.

9.3 All amounts and fees stated or referred to in the Agreement:

- (a) shall be payable in pounds sterling;
- (b) are, subject to clause 13.3(b), non-cancellable and non-refundable;
- (c) are exclusive of value added tax, which shall be added to the Supplier's invoice(s) at the appropriate rate.

9.4 If, at any time whilst using the Subscription Services, the Customer exceeds the amount of disk storage space specified in the Documentation, the Supplier shall charge the Customer, and the Customer shall pay, the Supplier's then current excess data storage fees.

9.5 The Supplier shall be entitled to increase the Subscription Fees, the fees payable in respect of the additional User Subscriptions purchased pursuant to clause 3.3, and/or the Property Inspection Application Fees and/or the excess storage fees payable pursuant to clause 9.4 at the start of each Renewal Period upon 90 days' prior notice to the Customer. Supplier rate card charges can be increased on 90 days' notice.

10. Proprietary rights

- 10.1 The Customer acknowledges and agrees that the Supplier and/or its licensors own all intellectual property rights in the Services and the Documentation. Except as expressly stated herein, the Agreement and these Terms and Conditions do not grant the Customer any rights to, under or in, any software, patents, copyright, database right, design right, trade secrets, trade names, trademarks (whether registered or unregistered), or any other rights or licences in respect of the Services or the Documentation.
- 10.2 The Supplier confirms that it has all the rights in relation to the Services and the Documentation that are necessary to grant all the rights it purports to grant under, and in accordance with, the terms of the Agreement and these Terms and Conditions.

11. Confidentiality and compliance with policies

- 11.1 Each party may be given access to Confidential Information from the other party in order to perform its obligations under the Agreement. A party's Confidential Information shall not be deemed to include information that:
- (a) is or becomes publicly known other than through any act or omission of the receiving party;
 - (b) was in the other party's lawful possession before the disclosure;
 - (c) is lawfully disclosed to the receiving party by a third party without restriction on disclosure; or
 - (d) is independently developed by the receiving party, which independent development can be shown by written evidence.
- 11.2 Subject to clause 11.4, each party shall hold the other's Confidential Information in confidence and not make the other's Confidential Information available to any third-party, or use the other's Confidential Information for any purpose other than the implementation of the Agreement.
- 11.3 Each party shall take all reasonable steps to ensure that the other's Confidential Information to which it has access is not disclosed or distributed by its employees or agents in violation of these Terms and Conditions.
- 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 such disclosure as possible and, where notice of disclosure is not prohibited and is given in accordance with this clause 11.4, it takes into account the reasonable requests of the other party in relation to the content of such disclosure.

- 11.5 The Customer acknowledges that details of the Services, and the results of any performance tests of the Services, constitute the Supplier's Confidential Information.
- 11.6 The Supplier acknowledges that the Customer Data is the Confidential Information of the Customer.
- 11.7 No party shall make, or permit any person to make, any public announcement concerning the Agreement without the prior written consent of the other parties (such consent not to be unreasonably withheld or delayed), except as required by law, any governmental or regulatory authority (including, without limitation, any relevant securities exchange), any court or other authority of competent jurisdiction.
- 11.8 The above provisions of this clause 11 shall survive termination of the Agreement, however arising.
- 11.9 In performing its obligations under the Agreement and in accordance with these Terms and Conditions the Customer shall comply with the Mandatory Policies.

12. Indemnity

- 12.1 The Customer shall defend, indemnify and hold harmless the Supplier against claims, actions, proceedings, losses, damages, expenses and costs (including without limitation court costs and reasonable legal fees) arising out of or in connection with the Customer's use of the Services and/or Documentation, provided that:
- (a) the Customer is given prompt notice of any such claim;
 - (b) the Supplier provides reasonable co-operation to the Customer in the defence and settlement of such claim, at the Customer's expense; and
 - (c) the Customer is given sole authority to defend or settle the claim.
- 12.2 The Supplier shall defend the Customer, its officers, directors and employees against any claim that the Customer's use of the Services or Documentation in accordance with the Agreement infringes any United Kingdom patent effective as of the Effective Date, copyright, trademark, database right or right of confidentiality, and shall indemnify the Customer for any amounts awarded against the Customer in judgment or settlement of such claims, provided that:
- (a) the Supplier is given prompt notice of any such claim;
 - (b) the Customer provides reasonable co-operation to the Supplier in the defence and settlement of such claim, at the Supplier's expense; and
 - (c) the Supplier is given sole authority to defend or settle the claim.
- 12.3 In the defence or settlement of any claim, the Supplier may procure the right for the Customer to continue using the Services, replace or modify the Services so that they become non-infringing or, if such remedies are not reasonably available, terminate the Agreement on 2 Business Days' notice

to the Customer without any additional liability or obligation to pay liquidated damages or other additional costs to the Customer.

12.4 In no event shall the Supplier, its employees, agents and sub-contractors be liable to the Customer to the extent that the alleged infringement is based on:

- (a) a modification of the Services or Documentation by anyone other than the Supplier; or
- (b) the Customer's use of the Services or Documentation in a manner contrary to the instructions given to the Customer by the Supplier; or
- (c) the Customer's use of the Services or Documentation after notice of the alleged or actual infringement from the Supplier or any appropriate authority.

12.5 The foregoing and clause 13.3(b) state the Customer's sole and exclusive rights and remedies, and the Supplier's (including the Supplier's employees', agents' and sub-contractors') entire obligations and liability, for infringement of any patent, copyright, trade-mark, database right or right of confidentiality.

13. Limitation of liability

WARNING: you are strongly advised to read this clause.

13.1 Except as expressly and specifically provided in these Terms and Conditions:

- (a) the Customer assumes sole responsibility for results obtained from the use of the Services and the Documentation by the Customer, and for conclusions drawn from such use. The Supplier shall have no liability for any damage caused by errors or omissions in any information, instructions or scripts provided to the Supplier by the Customer in connection with the Services, or any actions taken by the Supplier at the Customer's direction;
- (b) all warranties, representations, conditions and all other terms of any kind whatsoever implied by statute or common law are, to the fullest extent permitted by applicable law, excluded from the Agreement; and
- (c) the Services and the Documentation are provided to the Customer on an "as is" basis.

13.2 Nothing in these Terms and Conditions excludes the liability of the Supplier:

- (a) for death or personal injury caused by the Supplier's negligence; or
- (b) for fraud or fraudulent misrepresentation.

13.3 Subject to clause 13.1 and clause 13.2:

- (a) the Supplier shall not be liable whether in tort (including for [negligence or] breach of statutory duty), contract, misrepresentation, restitution or otherwise for any loss of profits, loss of business, depletion of goodwill and/or similar losses or loss or corruption of data

or information, or pure economic loss, or for any special, indirect or consequential loss, costs, damages, charges or expenses however arising under the Agreement; and

- (b) the Supplier's total aggregate liability in contract (including in respect of the indemnity at clause 12.2), tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of the Agreement shall be limited to the total Subscription Fees paid for the User Subscriptions or the total Charges paid for Other Services during the 12 months immediately preceding the date on which the claim arose.

14. Term and termination

- 14.1 The Agreement shall, unless otherwise terminated as provided in this clause 14, commence on the Effective Date and shall continue for the Initial Subscription Term and, thereafter, the Agreement shall be automatically renewed for successive periods of 12 months or as otherwise stated in the Agreement (each a **Renewal Period**), unless:

- (a) either party notifies the other party of termination, in writing, at least 60 days before the end of the Initial Subscription Term or any Renewal Period, in which case the Agreement shall terminate upon the expiry of the applicable Initial Subscription Term or Renewal Period; or
- (b) otherwise terminated in accordance with the provisions of these Terms and Conditions;

and the Initial Subscription Term together with any subsequent Renewal Periods shall constitute the **Subscription Term**.

- 14.2 Without affecting any other right or remedy available to it, either party may terminate the Agreement with immediate effect by giving written notice to the other party if:

- (a) the other party fails to pay any amount due under the Agreement on the due date for payment and remains in default not less than 60 days after being notified in writing to make such payment;
- (b) the other party commits a material breach of any other term of the Agreement or these Terms and Conditions which breach is irremediable or (if such breach is remediable) fails to remedy that breach within a period of 60 days after being notified in writing to do so;
- (c) the other party repeatedly breaches any of the terms of the Agreement or these Terms and Conditions in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of the Agreement;
- (d) the other party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, as if the words

"it is proved to the satisfaction of the court" did not appear in sections 123(1)(e) or 123(2) of the Insolvency Act 1986;

- (e) the other party commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors other than for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;
- (f) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of that other party other than for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;
- (g) an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is given or if an administrator is appointed, over the other party;
- (h) a person becomes entitled to appoint a receiver over the assets of the other party or a receiver is appointed over the assets of the other party;
- (i) any event occurs, or proceeding is taken, with respect to the other party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 14.2(d) to clause 14.2(h) (inclusive);
- (j) the other party suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business; or
- (k) there is a change of control of the other party.

14.3 On termination of the Agreement for any reason:

- (a) all licences granted under the Agreement shall immediately terminate and the Customer shall immediately cease all use of the Services and/or the Documentation;
- (b) each party shall return and make no further use of any equipment, property, Documentation and other items (and all copies of them) belonging to the other party;
- (c) the Supplier may destroy or otherwise dispose of any of the Customer Data in its possession in accordance with clause 5.7(c), unless the Supplier receives, no later than ten days after the effective date of the termination of the Agreement, a written request for the delivery to the Customer of the then most recent back-up of the Customer Data. The Supplier shall use reasonable commercial endeavours to deliver the back-up to the Customer within 30 days of its receipt of such a written request, provided that the Customer has, at that time, paid all fees and charges outstanding at and resulting from termination (whether or not due at the date of termination). The Customer shall pay all reasonable expenses incurred by the Supplier in returning or disposing of Customer Data; and

- (d) any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the Agreement or these Terms and Conditions which existed at or before the date of termination shall not be affected or prejudiced.

15. Force majeure

The Supplier shall have no liability to the Customer under the Agreement or these Terms and Conditions if it is prevented from or delayed in performing its obligations under the Agreement, or from carrying on its business, by acts, events, omissions or accidents beyond its reasonable control, including, without limitation, strikes, lock-outs or other industrial disputes (whether involving the workforce of the Supplier or any other party), failure of a utility service or transport or telecommunications network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or sub-contractors, provided that the Customer is notified of such an event and its expected duration.

16. Non-Solicitation

Neither Party shall, for the Term of the Agreement and for 12 months following the Agreement employ or contract the services of any person who is or was employed or otherwise engaged by the other Party at any time in relation to the Agreement without the express written consent of that Party.

17. Conflict

If there is an inconsistency between any of the provisions in the Agreement or these Terms and Conditions, the provisions in the Agreement shall prevail.

18. Variation

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

19. Waiver

No failure or delay by a party to exercise any right or remedy provided under these Terms and Conditions or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

20. Rights and remedies

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

21. Severance

- 21.1 If any provision or part-provision of the Agreement or these Terms and Conditions is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of the Agreement or these Terms and Conditions.
- 21.2 If any provision or part-provision of the Agreement or these Terms and Conditions is deemed deleted under clause 22.1 the parties shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the intended commercial result of the original provision.

22. Entire agreement

- 22.1 The Agreement constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
- 22.2 Each party acknowledges that in entering into the Agreement and signing up to or these Terms and Conditions it does not rely on, and shall have no remedies in respect of, any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in the Agreement or these Terms and Conditions.
- 22.3 Each party agrees that it shall have no claim for innocent or negligent misrepresentation based on any statement in the Agreement or in these Terms and Conditions.
- 22.4 Nothing in this clause shall limit or exclude any liability for fraud.

23. Assignment

- 23.1 The Customer shall not, without the prior written consent of the Supplier, assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under the Agreement.
- 23.2 The Supplier 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 the Agreement.

24. No partnership or agency

Nothing in the Agreement or in or these Terms and Conditions is intended to or shall operate to create a partnership between the parties, or authorise either party to act as agent for the other, and neither party shall have the authority to act in the name or on behalf of or otherwise to bind the other in any way (including, but not limited to, the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).

25. Third party rights

The Agreement and or these Terms and Conditions do not confer any rights on any person or party (other than the parties to the Agreement and, where applicable, their successors and permitted assigns) pursuant to the Contracts (Rights of Third Parties) Act 1999.

26. Notices

26.1 Any notice required to be given under the Agreement or these Terms and Conditions shall be in writing and shall be delivered by hand or sent by pre-paid first-class post or recorded delivery post to the other party at its address set out in the Agreement, or such other address as may have been notified by that party for such purposes, or sent by fax to the other party's fax number as set out in the Agreement.

26.2 A notice delivered by hand shall be deemed to have been received when delivered (or if delivery is not in business hours, at 9 am on the first business day following delivery). A correctly addressed notice sent by pre-paid first-class post or recorded delivery post shall be deemed to have been received at the time at which it would have been delivered in the normal course of post. A notice sent by fax shall be deemed to have been received at the time of transmission (as shown by the timed printout obtained by the sender).

27. Governing law

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

28. Jurisdiction

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

Schedule 1 Service Level Agreement

Service incident – is an unexpected event or failure that degrades or threatens the agreed quality of service and that causes the product to not operate as specified

Service Response - where the reaction time and solution time depend on the nature (Critical / Major / Minor) of the interruption, used in the Services are shown below.

Response Time "Response Time" - is counted of the point in time when the incident or interruption is detected, means the time during which the correction of an interruption or the processing of an incident shall be initiated.

The Response Time usually depends on the level of urgency of the incident. An interruption may be detected either from the incident report of the Customer (incident) or based on an independent surveillance alarm or other observation of Metastreet. Metastreet shall, during the Service Time (9a.m to 5p.m Mondays to Fridays, excluding bank holidays) initiate the correction of an interruption within the Response Time as follows:

Reporting – The service incident should be reported through the agreed process with details of the incident and contact information

The Supplier will use reasonable endeavours to ensure that work will commence within the times specified below.

Severity	Description	Target Completion
Critical	Service interruption (over 2 hours); the performance and/or service of the server, platform or application which are the object of the Service are unusable; application, process or server is halted; the Services are so unstable that normal operations cannot be conducted. If the interruption concerns numerous users or an entire function, an interruption is classified as critical.	1 working day
Major	Interruption disturbs significantly the usability of the Service but allows the continued use of the service albeit restrictively; seriously reduces the efficiency of the users within the business	1 month
Minor	Interruption is stochastic and does not substantially impede use; interruption concerns rarely used special services and/or a work around is available. Other interruption which does not risk the Customer's activities.	Next agreed release date

Fix Time - "Fix Time" - means the time period which is calculated from the point in time when an incident or problem is reported and during which Metastreet shall correct the interruption or problem or otherwise

normalise the Service. Metastreet shall during the Service Time correct a fault and return the normal operability (incidents) within the Solution Times as shown above.

Target Level: The target level is that Metastreet has processed 90 per cent of the incident situations within the above-described reaction and solution times.

Exemptions

- 1) First line support is not provided (i.e with the councils customers)
- 2) Where the reported issue is beyond the scope of the existing service. E.g this maybe a feature which is part of the planned roadmap of enhancements
- 3) Specific edge cases where the solution and development time exceeds the benefit of the workaround solution
- 4) Where the service interruption is caused by data or information supplied by the customer

Sanctions and Bonuses

No sanctions or bonuses are applied to this Service Level Agreement.

Performance monitoring

A common understanding of the service classifications must be reached.

In the unlikely event of any failure to meet targets. The service failures against targets/service classifications must be properly documented by the client and brought to Metastreets attention if there is a risk of the target level being breached as soon as possible.

This will allow for a performance review to take place to understand the critical pathways and so that action can be taken to improve performance.