

## BUSINESS TERMS AND CONDITIONS

The company with whom you are contracting is Responsive Healthcare Solutions Ltd (Service Provider), a company registered in England and Wales with registered number 07445405 whose registered office is 33 Brentwood Place, Brentwood, Essex, CM15 9DN.

**IT IS AGREED** as follows:

### 1. Definitions and Interpretation

1.1 In this Agreement, unless the context otherwise requires, the following expressions have the following meanings:

|                                    |                                                                                                                                                                                                                                     |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>“Applications”</b>              | means the selected software applications provided by the ASP which shall be available to the Customer, as set out in Schedule 2 of this Agreement;                                                                                  |
| <b>“ASP Infrastructure”</b>        | means the Service Provider’s computer hardware, firmware, software and communications infrastructure which is used to facilitate access to the Applications by the Customer;                                                        |
| <b>“Business Day”</b>              | means any day other than Saturday or Sunday that is not a bank or public holiday;                                                                                                                                                   |
| <b>“Business Hour”</b>             | means any time between 08:00 and 18:00 on a Business Day, during which the Service Provider is open for business;                                                                                                                   |
| <b>“Commencement Date”</b>         | means the commencement date set out in the applicable Order Form or agreement;                                                                                                                                                      |
| <b>“Confidential Information”</b>  | means all business, technical, financial or other information created or exchanged between the Parties throughout the Term of this Agreement;                                                                                       |
| <b>“Customer Computer Systems”</b> | means the Customer’s computer hardware, firmware, software and communications infrastructure through and on which the Applications are to be used;                                                                                  |
| <b>“Customer Data”</b>             | means any data belonging to the Customer or to third parties and used by the Customer under licence which is created using the Applications or otherwise stored in the ASP Infrastructure;                                          |
| <b>“Fees”</b>                      | means the sums payable by the Customer in return for access to the Applications, the ASP Infrastructure and support services provided by the Service Provider in accordance with Clauses 4 and 12 and Schedule 1 of this Agreement; |

|                                       |                                                                                                                                                                                                                                                                      |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>“Intellectual Property Rights”</b> | means all vested contingent and future intellectual property rights including but not limited to copyright, trademarks, service marks, design rights (whether registered or unregistered), patents, know-how, trade secrets, inventions, get-up and database rights; |
| <b>“Non-Customer User”</b>            | means a non-employee of the Customer who may not use the Service in the absence of written consent from the Service Provider as per sub-Clause 10.4;                                                                                                                 |
| <b>“Service”</b>                      | means, collectively, the Applications, ASP Infrastructure and support services provided by the Service Provider to the Customer; and                                                                                                                                 |
| <b>“Users”</b>                        | means an employee of the Customer who shall, from time to time, access the Applications through the ASP Infrastructure.                                                                                                                                              |

## 2. The Service

- 2.1 The Service Provider shall, with effect from the Commencement Date, will provide the Service to the Customer on a non-exclusive basis for the duration of the Term of the Agreement and in accordance with the terms and conditions of the Agreement.
- 2.2 The Service Provider shall provide access to the Applications through the ASP Infrastructure and shall use its best and reasonable endeavours to ensure that such access is available, without interruption, 24 hours a day, 7 days a week, 365 days a year. This undertaking shall be subject to the exceptions contained in Clauses 4, 12, 18 and 19 of this Agreement.

## 3. Term

- 3.1 The Service will be provided by the Service Provider during the term of this agreement (the “Term”), which shall commence on the Commencement Date and will continue unless otherwise terminated in accordance with Clause 19 of this Agreement.
- 3.2 The Term may be renewed on the same terms and conditions as set out in this Agreement on an annual basis upon the mutual consent of both Parties.

## 4. Fees and Payment

- 4.1 The Fees due for the Service are specified in Schedule 1 to this Agreement.
- 4.2 The Customer shall pay to the Service Provider all Fees due within 30 days of receipt of an invoice from the Service Provider for the same.
- 4.3 In the event that the Customer does not pay all Fees due within the time period specified in sub-Clause 4.2 above, the Service Provider shall suspend the Customer’s use of the Service by whatever means it deems appropriate, subject to the requirement that such shall not disrupt any other of the Customer’s operations.
- 4.4 In the event that the Customer fails to pay under sub-Clause 4.3 then, without prejudice to sub-Clause 4.3, that amount shall bear interest from the due date until payment is made in full, both before and after any judgment, at 8% per annum over the Bank of England base rate obtaining at the time.
- 4.5 The Service Provider reserves the right to vary the Fees from time to time as it

may deem appropriate. The Customer shall receive 30 days' written notice of any such variation. Such variations shall take effect upon expiry of such notice.

## 5. **The Applications**

- 5.1 The Applications to which the Customer shall have access are detailed in Schedule 2 to this Agreement.
- 5.2 The Customer is free during the term of this Agreement to either add to or remove from the selection of Applications, subject to availability of required applications from the Service Provider. The Fees shall be amended accordingly in the event of such modification.

## 6. **Training**

- 6.1 On the deployment of the system the service provider will provide user training either on site or remotely. Two days training will be provided in the price of the application. Training materials will be available in PDF format. Floor walking support can also be provided on the day of "go live".

## 7. **Security**

- 7.1 The Service Provider shall ensure that at all times the ASP Infrastructure includes firewall protection restricted by IP address and site to site VPN to the database servers. Security vulnerability monitoring will be switched on so administrators are notified of any potential attacks. Data will be AES256 bit encrypted. Web access will be via TLS1.2 encryption.
- 7.2 The Service Provider shall make daily backups of all data on the ASP server. Such backups will be made to an Azure storage blob based in the UK. Backups will be retained for 90 days. Hourly snapshots will be taken and retained for 7 days. Database and web servers will be geo-replicated.

## 8. **Maintenance**

- 8.1 The Service Provider shall be responsible for all maintenance and upgrades to the ASP Infrastructure which may from time to time be required.
- 8.2 Subject to the provisions of Clause 12, the Customer shall be responsible for all maintenance and upgrades to the Customer Computer Systems which may from time to time be required.
- 8.3 Whenever possible, the Service Provider shall use its best and reasonable endeavours to undertake maintenance work outside of the Customer's business hours.
- 8.4 Unless maintenance is corrective in nature, the Service Provider shall provide at least 5 Business Days' notice of any maintenance which may affect the Customer's use of the Service. The Service Provider shall use its best and reasonable endeavours to provide as much notice as possible in the case of corrective maintenance, however advance notice may not always be possible.
- 8.5 Where maintenance will disrupt the Service, the Service Provider shall aim to complete all necessary work within 6 Business Hours or as soon as possible thereafter where resolution in that time is not possible.

- 8.6 Whenever possible, the Service Provider shall provide a workaround solution to the Customer to enable the Customer's continued use of the Service or to enable use that is as close to normal as is possible under the prevailing circumstances.

## 9. **Software Licences**

- 9.1 The Customer shall use all Applications under a non-exclusive, non-transferrable licence, as set out in this Agreement. This licence permits Users to access the Applications at any given time and such access is only permitted via authenticated Microsoft Entra ID accounts (single sign-on with multi-factor authentication).
- 9.2 All Applications provided by the Service Provider are the property of the Service Provider unless otherwise stated and shall be covered by the terms of the licence included in this Agreement. Where Applications are the property of a third party, the relevant licences for those Applications shall be annexed to this Agreement in Schedule 3.
- 9.3 Where Applications are the property of a third party, the Service Provider warrants that they have all requisite authority to sub-licence such applications to the customer for the purposes of this Agreement and for use under its terms.

## 10. **Applications and ASP Infrastructure Terms of Use**

- 10.1 Under this Agreement, as indicated in sub-Clause 9.1 above, users providing a service for the Customer may access the Applications through the ASP Infrastructure at any given time.
- 10.2 Users' access to the Applications and the ASP Infrastructure shall be controlled by means of Microsoft Entra ID authentication (single sign-on with multi-factor authentication).
- 10.3 Use by Non-Customer Users is not permitted under this Agreement in the absence of express written consent from the Service Provider, such consent not to be unreasonably withheld. The Service Provider may require such details as the reason that access to the Applications and ASP Infrastructure is required by the Non-Customer User, details of the Non-Customer User and other information which may be specified from time to time.
- 10.4 The Customer shall use the Service exclusively for the purposes of carrying on its business of the provision of endoscopy services.
- 10.5 The Service Provider shall monitor the Customer's use of the Applications and ASP Infrastructure from time to time to ensure compliance with the terms and conditions of this Agreement and with the Reasonable Usage Policy annexed to this Agreement as Schedule 4. In the event that the Customer's use of the Service exceeds levels deemed reasonable by the Reasonable Usage Policy, the Service Provider reserves the right to increase Fees, in accordance with Schedule 1, as it deems appropriate, supplying 30 days' written notice to the Customer of such an increase.
- 10.6 The Customer may only access the Applications detailed in Schedule 2 to this Agreement. No access to other parts of the ASP Infrastructure shall be permitted in the absence of express written permission from the Service Provider.

- 10.7 The Customer is exclusively responsible for its use of the Service, including the conduct of individual Users (Users to include any authorised Non-Customer Users) and must ensure that all use is in accordance with this Agreement. The Customer shall notify the Service Provider immediately of any breaches of this Agreement by any Users or Non-Customer Users.
- 10.8 Access to the Applications is only permitted through the use of Username and Password via the ASP Infrastructure. Under no circumstances may the Customer download, store, reproduce or redistribute the Applications or any other part of the ASP Infrastructure, without first obtaining the express written permission of the Service Provider.
- 10.9 The Customer's use of the Applications and ASP Infrastructure may, from time to time, be governed by statutory or regulatory rules and requirements external to the terms and conditions of this Agreement. It shall be the Customer's exclusive responsibility to ensure that their use of the Service is in compliance with any such laws.
- 10.10 The Customer's use of the Service shall be subject to the following limitations, any of which may be waived by the Service Provider giving their express written consent:
  - 10.10.1 The Customer may not use or redistribute the Applications or the ASP Infrastructure for the purpose of conducting the business of an Application Service Provider;
  - 10.10.2 The Customer may not redistribute or reproduce the Applications or the ASP Infrastructure through any network; and
  - 10.10.3 The Customer may not allow any unauthorised third party to access the Applications or the ASP Infrastructure.
- 10.11 Neither the Customer, nor anyone on their behalf may, in the absence of written consent from the Service Provider:
  - 10.11.1 Make changes of any kind to the Applications or the ASP Infrastructure; or
  - 10.11.2 Attempt to correct any fault or perceived fault in the Applications or the ASP Infrastructure.

## 11. Customer Computer Systems

- 11.1 Where, in the opinion of the Service Provider, Customer Computer Systems are likely to cause disruption to the ASP Infrastructure, the Service Provider may request that the Customer disconnects from the ASP Infrastructure until advised that reconnection is possible. The Service Provider may require changes such as upgrades or equipment replacement to be made to the Customer Computer Systems prior to reconnection.
- 11.2 In the event of any unauthorised access by the Customer of Applications or the ASP Infrastructure, in breach of sub-Clause 10.3 or otherwise the Service Provider shall be entitled to terminate access indefinitely or temporarily as it deems appropriate and to terminate this Agreement in accordance with Clause 19 below.
- 11.3 The Customer shall ensure that no Customer Computer Systems are connected to a third party ASP system or other service, communications system or network in such a way that the Service may be accessed by unauthorised third parties.

## 12. **Support**

- 12.1 The Service Provider shall provide telephone, email, integrated online support services during their normal business hours of 08:00 to 18:00, Monday to Friday, excluding public holidays. The support provided by the Service Provider shall relate only to the Applications and ASP Infrastructure. Any problems which are related to Customer Computer Systems must be resolved by the Customer's own support staff.
- 12.2 When seeking support the Customer shall use its best and reasonable endeavours to provide the fullest information possible to aid the Service Provider in diagnosing any faults in either the Applications or the ASP Infrastructure.
- 12.3 The Service Provider shall aim to resolve all support problems within 6 Business Hours or as soon as possible thereafter where resolution in that time is not possible.
- 12.4 Whenever possible, the Service Provider shall provide a workaround solution to the Customer to enable the Customer's continued use of the Service or to enable use that is as close to normal as is possible under the prevailing circumstances.

## 13. **Intellectual Property**

- 13.1 Subject to sub-Clause 13.2 all Intellectual Property Rights subsisting in the Applications and the ASP Infrastructure, including any supporting software and documentation are the property of the Service Provider. For the purposes of this Clause 13, 'Applications' and 'ASP Infrastructure' along with supporting software and documentation are taken to include the manner in which all such material is compiled and presented.
- 13.2 Where expressly indicated, the Intellectual Property Rights subsisting in certain Applications including any supporting software and documentation may be the property of named third parties.
- 13.3 The Customer shall not either during the term or after the expiry of this Agreement permit or cause to occur any infringement of any Intellectual Property Rights covered by this Clause 13. Use by the Customer and its employees of the Service shall be only within the terms of this Agreement.
- 13.4 The Customer shall not, in the absence of the Service Provider's written consent, reproduce, adapt, translate, reverse-engineer, or make available to any third party any of the Applications, any part of the ASP Infrastructure, or any other material associated with this Agreement where such activity goes beyond the scope of actions permitted by the terms and conditions of this Agreement.
- 13.5 Where the Customer either suspects or is aware of any breach of Intellectual Property Rights covered by this Clause 13 it shall be under a duty to inform the Service Provider of such breach immediately.

## 14. **Customer Data**

- 14.1 Subject to sub-Clause 14.2 all Intellectual Property Rights subsisting in

Customer Data are and shall remain the property of the Customer.

- 14.2 Certain Customer Data may belong to third parties. In such cases, the Customer warrants that all such Customer Data is used with the consent of relevant third parties.

**15. Confidentiality**

- 15.1 During the Term of an Agreement and after the termination or expiration of an Agreement for any reason, the Service Provider shall use its best and reasonable endeavours to ensure that all Customer Data is kept secure and confidential. The Service Provider shall not, in the absence of express written consent from the Customer, disclose Customer Data to any third party unless such disclosure is required by law in which case the Customer shall be notified in writing of the disclosure.
- 15.2 During the Term of an Agreement, the following obligations shall apply to the Party receiving Confidential Information (the "Receiving Party") from the other Party (the "Disclosing Party").
- 15.3 Subject to sub-Clause 15.4, the Receiving Party:
- 15.3.1 may not use any Confidential Information for any purpose other than the performance of their obligations under an Agreement;
  - 15.3.2 may not disclose any Confidential Information to any third party except with the prior written consent of the Disclosing Party; and
  - 15.3.3 shall make every effort to prevent the unauthorised use or disclosure of the Confidential Information.
- 15.4 The obligations of confidence referred to in this Clause 15 (excluding sub-Clause 15.1) shall not apply to any Confidential Information that:
- 15.4.1 is in the possession of and is at the free disposal of the Receiving Party or is published or is otherwise in the public domain prior to its receipt by the Receiving Party;
  - 15.4.2 is or becomes publicly available on a non-confidential basis through no fault of the Receiving Party;
  - 15.4.3 is required to be disclosed by any applicable law or regulation; or
  - 15.4.4 is received in good faith by the Receiving Party from a third party who, on reasonable enquiry by the Receiving Party claims to have no obligations of confidence to the Disclosing Party in respect thereof and who imposes no obligations of confidence upon the Receiving Party.
- 15.5 Without prejudice to any other rights or remedies the Disclosing Party may have, the Receiving Party acknowledges and agrees that in the event of breach of this Clause the Disclosing Party shall, without proof of special damage, be entitled to an injunction or other equitable remedy for any threatened or actual breach of the provisions of this Clause in addition to any damages or other remedies to which they may be entitled.
- 15.6 The obligations of the Parties under all provisions of this Clause shall survive the expiry or the termination of this Agreement irrespective of the reason for such expiry or termination.

**16. Liability**

- 16.1 The Service Provider shall not be liable to the Customer for any indirect or consequential loss the Customer may suffer even if such loss is reasonably

foreseeable or if the Service Provider has been advised of the possibility of the Customer incurring it.

- 16.2 The Service Provider's entire liability to the Customer in respect of any breach of its contractual obligations, any breach of warranty, any representation, statement or tortious act or omission including negligence arising under or in connection with this Agreement shall be limited to a sum equal to the total Fees paid by the Customer in the 12 months preceding the event giving rise to the claim.
- 16.3 Notwithstanding any other provision in this Agreement, the Service Provider's liability to the Customer for death or injury resulting from the Service Provider's own negligence or that of their employees, agents or sub-contractors shall not be limited.

## 17. **Indemnity**

- 17.1 The Customer will fully indemnify the Service Provider against all costs, expenses, liabilities, losses, damages and judgments that the Service Provider may incur or be subject to as a result of any of the following:
  - 17.1.1 The Customer's misuse of the Applications, ASP Infrastructure or any other element of the Service;
  - 17.1.2 The Customer's breach of this Agreement; or
  - 17.1.3 The Customer's negligence or other act of default.
- 17.2 The Service Provider shall be under no obligation to indemnify the Customer against any costs, expenses, liabilities, losses, damages and judgments that the Customer may incur or be subject to arising out of any matter covered by this Agreement.

## 18. **Force Majeure**

- 18.1 Neither the Service Provider nor the Customer shall be liable for breaching this Agreement where that breach results from Force Majeure.
- 18.2 Force Majeure refers to any event that is beyond the reasonable control of the parties and includes, but is not limited to: power failure, internet service provider failure, industrial action, civil unrest, theft, fire, flood, storms, earthquakes, acts of terrorism, acts of war, governmental action or any other event that is beyond the control of the Party in question.

## 19. **Termination**

- 19.1 The Service Provider reserves the right to terminate this Agreement or to suspend the Service in the following circumstances:
  - 19.1.1 If the Customer fails to pay Fees due under Clause 4 of this Agreement;
  - 19.1.2 If the Customer is in breach of the terms of this Agreement;
  - 19.1.3 If the Customer becomes the subject of a voluntary arrangement under Section 1 of the Insolvency Act 1986;
  - 19.1.4 If the Customer is unable to pay its debts within the definition of Section 123 of the Insolvency Act 1986; or

- 19.1.5 If the Customer has a receiver, manager, administrator or administrative receiver appointed over all or a substantial part of its undertakings, assets, or income; has passed a resolution for its winding up; or is the subject of a petition presented to a court for its winding up or for an administration order.
- 19.2 The Customer reserves the right to terminate this Agreement in the following circumstances:
  - 19.2.1 If the Service Provider is in breach of the terms of this Agreement;
  - 19.2.2 If the Service Provider becomes the subject of a voluntary arrangement under Section 1 of the Insolvency Act 1986;
  - 19.2.3 If the Service Provider is unable to pay its debts within the definition of Section 123 of the Insolvency Act 1986; or
  - 19.2.4 If the Service Provider has a receiver, manager, administrator or administrative receiver appointed over all or a substantial part of its undertakings, assets, or income; has passed a resolution for its winding up; or is the subject of a petition presented to a court for its winding up or for an administration order.
- 19.3 Within 30 Business Days of the termination of this Agreement in accordance with this Clause 19 or the expiry of this Agreement, the Customer shall uninstall or otherwise remove any means of access to the Applications and ASP Infrastructure including, but not limited to, client software supplied by the Service Provider for that sole purpose. Immediately following taking such action, the Customer shall inform the Service Provider in writing that such action has been taken.

## 20. **Notices**

- 20.1 All notices under this Agreement shall be in writing.
- 20.2 Notices shall be deemed to have been duly given:
  - 20.2.1 when delivered, if delivered by courier or other messenger (including registered mail) during normal business hours of the recipient; or
  - 20.2.2 when sent, if transmitted by fax or e-mail and a successful transmission report or return receipt is generated; or
  - 20.2.3 on the fifth business day following mailing, if mailed by national ordinary mail, postage prepaid; or
  - 20.2.4 on the tenth business day following mailing, if mailed by airmail, postage prepaid.
- 20.3 In each case notices should be addressed to the most recent address, e-mail address, or facsimile number notified to the other Party.

## 21. **Relationship of Parties**

Nothing in this Agreement shall create, or be deemed to create, a partnership, the relationship of principal and agent, or of employer and employee between the Service Provider and the Customer.

**22. Assignment**

Neither Party shall assign, transfer, sub-contract, or in any other manner make over to any third party the benefit and/or burden of this Agreement without the prior written consent of the other, such consent not to be unreasonably withheld.

**23. Severance**

The Parties agree that, in the event that one or more of the provisions of this Agreement is found to be unlawful, invalid or otherwise unenforceable, that / those provisions shall be deemed severed from the remainder of this Agreement. The remainder of this Agreement shall be valid and enforceable.

**24. Entire Agreement**

24.1 This Agreement embodies and sets forth the entire agreement and understanding between the Parties and supersedes all prior oral or written agreements, understandings or arrangements relating to the subject matter of this Agreement. Neither Party shall be entitled to rely on any agreement, understanding or arrangement not expressly set forth in this Agreement, save for any representation made fraudulently.

24.2 Unless otherwise expressly provided elsewhere in this Agreement, this Agreement may be varied only by a document signed by both of the Parties.

**25. No Waiver**

The Parties agree that no failure by either Party to enforce the performance of any provision in this Agreement shall constitute a waiver of the right to subsequently enforce that provision or any other provision of this Agreement. Such failure shall not be deemed to be a waiver of any preceding or subsequent breach and shall not constitute a continuing waiver.

**26. Non-Exclusivity**

The relationship between the Parties under this Agreement is and shall remain non-exclusive. Both parties are free to enter into similar relationships with other parties.

**27. Dispute Resolution (Arbitration)**

27.1 It is agreed that where any dispute or difference relating to this Agreement arises between the Parties that matter shall be referred to the arbitration of a single arbitrator with appropriate qualifications and practical experience to resolve the particular dispute.

27.2 The arbitrator shall be agreed by the Parties or in the event of failure to agree shall be appointed by the President for the time being of the Law Society of England and Wales.

27.3 The arbitration shall be in accordance with the Arbitration Act 1996 or any re-enactment or modification of that Act for the time being in force.

27.4 The Parties shall promptly furnish to the arbitrator all information reasonably requested by him relating to the particular dispute, imposing appropriate

obligations of confidence.

- 27.5 The Parties shall require the arbitrator to use all reasonable endeavours to render his decision within 30 days following his receipt of the information requested or if this is not possible as soon thereafter as may reasonably be practicable. The Parties shall co-operate fully with the arbitrator to achieve this objective.
- 27.6 The Parties shall share the fees and expenses of the arbitrator equally. The decision of the arbitrator shall be final and binding upon both Parties.
- 27.7 The Parties agree to exclude any right of application or appeal to the courts of England and Wales concerning any question of law arising in the course of the arbitration.

**28. Law and Jurisdiction**

- 28.1 This Agreement shall be governed by the laws of England and Wales.
- 28.2 Any dispute between the Parties relating to this Agreement shall fall within the jurisdiction of the courts of England and Wales.

## SCHEDULE 1

### Service

#### 1. Support

Technical and End user support for users based on agreed sites Monday to Friday, 08:00 to 18:00 excluding public holidays.

The Service Provider will use all reasonable endeavours to provide technical support services in accordance with the following services levels:

- (a) Critical issue resolution time – 4 business hours
- (b) Serious issue resolution time – 6 business hours
- (c) Moderate issue resolution time – 1 business day
- (d) Minor issue resolution time – 3 business days

#### 2. Perpetual License

The licence is for the sole use of the Customer organisation and site(s) named in the applicable Order Form.

The Licence will include bug-fixes and developments that are agreed by the Service Provider to be an enhancement of the product.

The license includes permissions to use to the following modules within CliniBooks:

- Endoscopy

The license includes access to a Training instance as well as a Live instance.

An annual onsite visit by an ASP representative is included.

#### 3. Application Hosting

The Service Provider will provide a dedicated application service for each Customer instance, hosted on Microsoft Azure in the UK South region (.NET 10 on Linux App Service). Live and Training instances are provided, each with its own application, database and document container; isolation is by database, so no shared table holds two customers' patients.

Access is HTTPS only (TLS 1.2 minimum) with plain HTTP redirected; FTP and password-based publishing are disabled. The browser and administration applications hold only the compiled page bundle and no patient data. User authentication is by bearer tokens issued by the CliniBooks Microsoft Entra ID tenant, with multi-factor authentication enforced by Conditional Access.

Application Insights and Log Analytics monitoring are enabled with a daily collection cap. Microsoft's published platform availability commitments: application service 99.95%; database 99.99%; document storage 99.99% read / 99.9% write.

#### 4. Database and Document Storage

Records are held in a dedicated Azure SQL Database per instance (UK South; no shared multi-tenant schema; Transparent Data Encryption with AES-256; TLS 1.2 minimum).

The database holds metadata only.

Clinical documents, images, report PDFs and video are held in a dedicated private Azure Blob Storage container (read-access geo-zone-redundant across three UK South availability zones with a readable UK West replica; infrastructure encryption enabled; blob and container soft delete 30 days; blob versioning on).

All data remains in the United Kingdom.

Automated platform backups run continuously (weekly full, daily differential, transaction log approximately every 10 minutes) with point-in-time restore retention of 7 days (extendable to 35 days) and read-access geo-zone-redundant backup storage.

## 5. **Media Server and Capture Device**

Where image and video capture is taken, the Service Provider supplies: (a) an on-site capture device connected to the endoscopy processor's spare video output, making outbound-only encrypted connections, powered by a power supply certified to IEC 60601-1 with two means of patient protection (2 x MOPP), supplied, installed, maintained and supported by the Service Provider and remaining the Service Provider's property; and (b) a central media service hosted in Azure UK South (encrypted ingest over TLS, TLS playback, raw recordings retained 168 hours before automatic deletion; the durable clinical record is the procedure video written to the Customer's document store).

The capture device is a secondary record-keeping accessory: it is not intended for, and must not be used as, the primary display path or for diagnosis; the endoscopy processor and its own display remain the primary and definitive imaging system.

## 6. **Networking**

Every connection is initiated outbound from the Customer site over HTTPS/TLS (TCP 443), including the capture device's control channel (WebSocket over TLS). No inbound firewall rules, VPN, static IP address or port forwarding are required at the Customer

## SCHEDULE 2

### Applications

#### **CliniBooks Endoscopy**

CliniBooks Endoscopy is a pathway centric system managing endoscopy patients from referral to discharge (as well as tracking surveillance and histology).

The application supports:

- Data capture of demographics
- Triaging of patients
- Scheduling of appointments including new, follow-up and surveillance patients
- Patient tracking with configurable dashboards supporting waiting list management and alerts supporting patient safety
- Reporting to meet JAG and NED requirements
- Automated letter generation and SMS text reminding
- Nurse assessments
- Coding using SNOMED
- Document management system
- Full suite of reporting, including national reports e.g. the DMO1
- High-definition image and video capture via the supplied capture device, with captured images embedded in the clinical report
- Structured endoscopy clinical reporting with versioned amendment and distribution
- Pre-operative assessment and peri-operative nursing record, designed for tablet use at the patient side
- National Endoscopy Database (NEDi2) submission

The application has been developed in-house by the Service Provider.

## SCHEDULE 3

### Third Party Software License

The Services depend on third-party software components and services, summarised below. A complete itemised licence register (component, version, licence, obligations) is maintained by the Service Provider and provided at contract.

Server platform: all runtime components (Microsoft .NET 10 and ASP.NET Core, Entity Framework Core, the Microsoft identity stack, Azure SDKs, PDF and imaging libraries, HL7 FHIR libraries and supporting packages) are licensed under permissive terms (MIT, BSD-3-Clause, Apache-2.0, SIL Open Font License; one component under MS-PL).

No strong-copyleft component (GPL, AGPL or SSPL) exists in the server platform. As a hosted service, the Customer receives no copy of the server software and inherits no third-party licence obligation.

Browser client: Angular and Angular Material, Microsoft MSAL and SignalR client libraries, RxJS, Apache ECharts and supporting libraries, licensed under MIT, Apache-2.0 and 0BSD terms.

Capture device: the device runs Raspberry Pi OS (a Debian Linux aggregation that includes GPL/LGPL-licensed components such as the Linux kernel and ffmpeg/libx264). Supplying the device constitutes distribution of those components, and the Service Provider provides with each device a three-year written offer of source for them. The CliniBooks capture agent and associated device software are proprietary to the Service Provider. The Customer inherits no copyleft obligation provided the device is not re-imaged, cloned or passed on.

Third-party services: Microsoft Azure and Microsoft Entra ID provide hosting and identity (contracted by the Service Provider); an email delivery provider processes patient and GP correspondence within the European Economic Area under the UK adequacy regulations; SNOMED CT clinical terminology is used under the Service Provider's NHS TRUD licence, with an end-user sub-licence issued to the Customer carrying the prescribed attribution notice; National Endoscopy Database submission operates under the Customer's own agreement with JAG. A register of sub-processors is provided with the data processing agreement.

## **SCHEDULE 4**

### **Reasonable Usage Policy**

The number of referrals per annum should not exceed the volume band stated in the applicable Order Form.

The number of active users should not exceed the number stated in the applicable Order Form.

The number of concurrent users should not exceed the number stated in the applicable Order Form.

The database should not exceed the storage allocation (GB) stated in the applicable Order Form

Patient documents should not exceed the storage allocation (GB) stated in the applicable Order Form