

SOUTRON GLOBAL™

SOFTWARE LICENSE AGREEMENT

This Software License Agreement and its Schedules (the “**License**”) is between Soutron Global Inc, (the “**Licensor**”) and the client or user of the software (the “**Licensee**”) and sets out the terms for use of all Soutron software and any related documentation (the “**Software**”). This License becomes effective on the day the Software is installed or made available on a hosted server and is deemed to have been accepted upon use of the Software.

If any of the terms below are unacceptable, you agree to return or stop using the software and documentation. Soutron Global software and documentation are both protected by U.S. Copyright Law (Title 17 United States Code 506). Unauthorized reproduction and/or sales may result in imprisonment and/or fines. Copyright infringers may also be subject to civil liability. This is a "License Agreement" between SOUTRON GLOBAL INC called "Licensor" and the user of the software referred to as "You." This License Agreement is based on the following terms.

1. GRANT OF LICENSE. The Licensor hereby grants to the Licensee, a non-transferable and non-exclusive license to use the Software with a single Microsoft SQL database instance, the documentation and related materials (Soutron application software, online documentation and video materials) collectively referred to as the "Materials") delivered with this License Agreement depending on the licence type delivered to the Licensee. License types are either:

- **Software as a Service (SaaS)** where the Software is installed on a Hosted Server controlled by the Licensor and made available to the Licensee for use via the web as an annual subscription service at (a) a single site or across (b) multiple sites. SaaS fees are payable annually by the Licensor to the Licensee for Maintenance and Support service of the Soutron software that is provided under this license.
- **Software Subscription** where the Software is installed In–Premise by the Licensee on equipment owned and/or managed by the Licensee and the Licensor makes the Software available to the Licensee as an annual subscription service to include provision of maintenance of the Software and updates to the Software for the period of subscription.

1.1 SOFTWARE MAINTENANCE AND SUPPORT. The Licensor will provide a Software maintenance and application support service to the Licensee as defined in Schedule 1. From time to time, the Licensor will provide to the Licensee, Software updates to include bug fixes and enhancements to the Software. Such updates will become part of the Software and shall be governed by the terms of this License. Software Maintenance and Support fees become due on the date of ‘first use’ of the Software and are renewable on the anniversary date thereafter. For the avoidance of doubt, ‘first use’ of the Software means the date the Software is made available as a URL to the systems administrator or the date the Software is handed over to the Licensee or downloaded by the Licensee. The terms of the maintenance and support service are detailed in Schedule1.

1.2 USE OF LICENSEES NAME. Soutron Global may use or refer to the name of any Licensee for promotion or marketing purposes unless informed otherwise in writing by the Licensee.

2. TERM OF LICENSE. This License shall become effective on the date of installation of the Software and will be automatically renewed each year, subject to payment of all fees due, until the License is terminated. THIS SOFTWARE LICENSE WILL REMAIN IN EFFECT AS LONG AS A SOFTWARE MAINTENANCE AND SUPPORT AGREEMENT IS IN PLACE WITH SOUTRON GLOBAL INC.

3. PROTECTION OF LICENSED SOFTWARE. The Licensee acknowledges that the Licensor shall have sole and exclusive ownership of all rights, title, Copyright and interest in and to the Software including all modifications and enhancements thereof (including ownership of all trade secrets and copyrights pertaining thereto), subject only to the rights and privileges expressly granted by Licensor. This Agreement does not provide you with title or ownership of the Licensed Program, but only a right of limited use.

3.1 All Confidential Information provided to the Licensee pursuant to this Agreement or otherwise, or acquired by the Licensee from the Licensor, represents and contains valuable trade secrets of the Licensor, developed at great effort and expense. The Licensee agrees that it shall (a) hold all Confidential Information in the strictest confidence, and make no use thereof except as contemplated by this Agreement, (b) allow access and use only by its employees or contractors, (who will be subject to a confidentiality agreement or similar restrictions as part of their status as employees or contractors) and only as required for use by the Licensee as contemplated by this Agreement, and (c) not transfer the Confidential Information or any portion thereof to any third party. You acknowledge that, in the event of you breaching of any of the foregoing provisions, Licensor will not have an adequate remedy in money or damages. Licensor shall therefore be entitled to obtain an injunction against such breach from any court of competent jurisdiction

immediately upon request. Licensor's right to obtain injunctive relief shall not limit its right to seek further remedies. Your obligations hereunder shall remain in effect for as long as you continue to possess or use the Licensed Program or any trade secrets derived therefrom.

3.2 The License will automatically terminate and legal action will be taken if the Licensee makes any unauthorised reproduction, modifies or attempts to decompile the Software, sells or transfers possession of any copy, adaptation, transcription, or merged portion of the Software to any other party in any way not expressly authorised by the Licensor.

3.3 The Licensor reserves the right to enter the premises of the Licensee in any reasonable manner during regular business hours to inspect the Software, License type and installation where it has reason to suspect that there has been a breach of this License. Where a breach is identified, the Licensor will seek remedy through a court of law.

3.4 Except as provided for within this License, copies of the Software are authorised for back-up purposes only. The Licensee agrees to provide to the Licensor upon request, records of the number and location of all such copies. The original and all copies in whole or in part, shall remain the property of Licensor.

4. CLIENT DATA. The data created and stored in the application software database licenced by the Licensor to the Licensee and provided as part of the Services, is owned solely by the Licensee and is confidential to the Licensee and is not to be shared, used, copied, amended whatsoever without written authorisation by the Licensee.

5. LIMITED WARRANTY. The Licensor warrants that the Software will perform in accordance with the Licensor's published specification and it will be free from any material or frequent defects.

5.1 The Intellectual Property Rights in all of the Software is owned by the Licensor, and the Software and any deliverables provided hereunder will not infringe or otherwise violate the intellectual property rights of any third party, including, but not limited to, copyrights, patents, trade secrets, trademarks, or other proprietary rights.

5.2 The Licensor shall not be responsible for performance deficiencies caused by installation on unsupported environments, incompatible computer hardware, operating systems, or use of the Software in conjunction with any applications programs not supplied by the Licensor.

5.3 In no event shall the Licensor be responsible for any indirect, special, incidental, consequential, or similar damages or lost data or profits of the Licensee or any other person or entity regardless of the legal theory, even if the Licensor has been advised of the possibility of such damage.

5.4 The Licensee agrees that regardless of the form of any claim, the Licensor's liability to the Licensee or any party for any reason shall not exceed the sums received by the Licensor for the Software during the previous twelve (12) month period.

5.5 The warranties set forth in this Section are exclusive and are in lieu of all other warranties, express or implied. Such warranties shall not be deemed to have failed of their essential purpose so long as the Licensor is making good faith efforts to correct defects in the Software under the terms of the warranty. NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS, TITLE, AND AGAINST INFRINGEMENT, ARE MADE BY THE LICENSOR.

6. TERMINATION. This License can be terminated by the Licensee by providing three months' notice in writing prior to the renewal date of the License. Upon termination, the Licensee will return to the Licensor all copies of the Software in its possession and confirm in writing that all copies have been deleted from all media owned or used by the company. This License can be terminated by the Licensor for any breach of this License.

Upon termination, however so arising, the contents of the application database in respect of catalogue data and item copy data, as exists in the database at the effective date of termination, will be made available to the Licensee in electronic format within ten working days of a formal request in an XML structured format.

In addition to the above, any confidential data that the Licensee defines as data that is confidential and which is duly notified to the Licensor, all copies thereof will be expunged from the application software system and all backups of the same will be removed from back up devices and deleted and the Licensor will certify to the Licensee in writing that the same has been done.

7. AMENDMENTS. No amendment to this License shall be effective unless it is in writing and signed by a duly authorised representative of each party.

8. SEVERABILITY. In the event any provision of this License is held illegal, void or unenforceable, to any extent, in whole or in part, as to any situation or person, the balance shall remain in effect and the provision in question shall remain in effect as to all other persons or situations, as the case may be.

9. NOTICES. All communications required or permitted hereunder shall be in writing and shall be deemed to have been duly given if delivered in person or sent (a) by a standard messenger or delivery service such as Federal Express, (b) via e-mail or facsimile transmission (with confirmed receipt), or (c) by prepaid first-class registered or certified mail, return receipt requested, in each case to the following physical or electronic address and addressed to the CEO, Managing Director or Principal.

10. FORCE MAJEURE. Neither party shall be responsible for delays or failures in performance resulting from causes beyond the control of such party. Such causes shall include, but not be limited to, inability to obtain export licenses or import authorisation, acts of God, labour disturbances, acts of war, epidemics, government regulations imposed after the fact, fire, communications line failures, or power failures.

11. ENTIRE AGREEMENT. This License, including the Schedules attached hereto, constitutes the entire agreement between the parties with respect to its subject matter; except as provided herein, all other prior agreements, representations, statements, negotiations and undertakings are terminated and superseded hereby.

12. GOVERNING LAW. This License shall be governed by and construed in accordance with the License Agreement, and your relationship with Soutron Global under the License Agreement, shall be governed by the laws of the State of California without regard to its conflict of laws provisions. You and Soutron Global agree to submit to the exclusive jurisdiction of the courts located within the county of Santa Clara, California to resolve any legal matter arising from the License Agreement.

SCHEDULE 1. MAINTENANCE AND SUPPORT AGREEMENT

1. BACKGROUND AND RESOURCES

(a) The Software requires Microsoft SQL Server 2019 database software to function correctly. A License for Microsoft SQL Server 2019 is included as part of the SaaS License and is incorporated into the annual fees. Where a Software Subscription is the form of License, the Licensee will provide all Microsoft Licenses.

(b) To maintain the Software and provide support services to the Licensee, the Licensor employs Microsoft qualified software engineers to man the Service Desk. Experienced business analysts and software consultants further support this resource. The Service Desk staff have access to the software development team, all of whom are skilled in Microsoft technologies and have in-depth knowledge and understanding of the Software. The Licensor is also a Microsoft Certified Partner and can access support directly from Microsoft Corp.

(c) The maintenance and support service is provided to Licensees subject to the Annual Fees being paid in full by the date they fall due. Annual Fee levels are detailed in the quotation and subject to annual increase.

SERVICE DESK

The Licensor will support and maintain the Software via the Service Desk from the date of commencement of this License as follows:

- Assistance in the day-to-day use of the Software (Not to replace training or consultancy)
- Investigation of non-conformities in the software and their correction through the application of fixes and updates to the software
- Assistance in solving problems arising from the use of the Software
- Resolving bugs or functionality not conforming to the current published system specifications and user documentation
- Remote assistance via telecommunications to staff employed by the Licensee who are responsible for installation of updates to the software

The Service Desk is available to Licensees using any of the following methods and between the stated hours:

By Telephone: +44 (0)1332 844032
By Email: helpdesk@soutron.com
Via Support Portal <http://support.soutron.com/Main/Default.aspx>

Normal hours: 9.00am to 5.00pm GMT (Monday to Friday except UK Bank Holidays and the Xmas/New Year period between 24th December to 1st January inclusive) During the Xmas/New Year period there will be an emergency contact number available for Critical errors only. This can be obtained by calling the normal helpdesk number during this period.

CALL LOGGING PROCEDURES AND SERVICE LEVELS:

All calls placed with the Licensor are given a case reference number. This is a unique identifier and is used to track each opened case. The person registering the call on behalf of the Licensee should use the case reference number in all subsequent calls to track and report information.

The Licensee must provide all necessary information to the Service Desk and to make available systems, data and personnel who may be required to help to resolve the reported problem.

The Service Desk staff and the Licensee will jointly grade the severity of the error and classify it based on the information provided by the Licensee. This will determine the level of response provided:

Soutron will use reasonable endeavours to resolve support tasks within the target period. Each priority has a target period for resolving the support task. For details of the target support task resolution period, refer to table below. Support tasks related to functional modifications to the software (i.e. where the Customer has requested that the functionality be modified), or third-party products are handled separately from this procedure.

Severity Level	Severity Definition	Target Response	Target to Resolution
1 Critical	Software is inoperable, such that the Software cannot be initiated or a mainstream program error has rendered an entire module or major business function inoperable. The failure is critical and has an immediate and material impact on the day-to-day business operation of a customer.	1 hour	1 working day
2 Urgent	Software error in a mainstream day to day function which renders an important function unusable and for which there is no practical workaround. The module or business function itself is still largely operable and/or there is not an immediate and material business impact.	3 hours	5 working days
3 Medium	Software error in a function which is not part of the mainstream day to day functions which renders it unusable and for which there is no practical workaround.	3 hours	Future shipment determined by Soutron
4 Low	Program or function completes but has a fault in the day-to-day function but does not render it unusable or a severity level 2 with a workaround.	3 hours	Future shipment determined by Soutron

Definition of “response”

A response to a call reported to the Service Desk is the acknowledgement by the Licensor of the error reported by the Licensee, a case number allocated and an understanding being reached between both parties as to the level of severity of the error and the actions that will then be taken to find a resolution.

The time taken for a detailed diagnosis and resolution to the error cannot be defined, as it is entirely dependent on the nature of the error but the Licensor will use its best endeavours to resolve any error in the shortest possible time.

Escalation procedures

1. Calls at Level 3 and 4 are dealt with on the Service Desk and are not escalated unless the resolution requires a system enhancement or change to functionality. The change request is then transferred to a business analyst who prepares the change request for submission to the development team to incorporate into a scheduled update.
2. Calls at Level 1 and 2 are reported to the Head of Technical Services and the Vice President R & D following assessment so that the necessary resources can be scheduled to find a timely resolution.

SAAS – MANAGED HOSTING SERVICE:

Where a SaaS License has been provided, the Licensor will provide to the Licensee, access to the application software using the Licensor’s managed hosting service, which comprises the following:

- i) Hardware equipment including server(s) and operating system software on which the Software is installed
- ii) Use of licensed Microsoft SQL Server 2019 database software
- iii) Internet connectivity to and from the Data Centre via HTTP / HTTPS
- iv) 24 hours, 7 days a week use of the software
- v) Upgrading software including application and database software
- vi) Backups are taken both hourly and daily. Hourly snapshots are retained for a maximum of 24 hours onsite. Daily backups are retained for a maximum of 30 days offsite. 256-bit AES encryption is used for the storing and transmission of any backup. Only Soutron System Engineers have access to take and restore backups

HOSTING SERVICE LEVELS

Soutron Global outsources its hosting arrangement to 3rd party specialist Hosting Companies to ensure the highest service and security levels available in this specialist area. The 3rd party Hosting Provider may change from time to time at Soutron Global's discretion in an attempt to provide the very best service available. Soutron Global agrees terms with its supplier to provide a minimum of 99.5% up time on Soutron servers, which is based on 365 x 7 x 24 availability. However, our partners cannot be held liable for upstream problems, outside of their network.

UPDATES - To include Corrections and Enhancements

The Licensor will provide periodic updates to the Software and will follow professional standards to produce such Updates including but not limited to, testing, documenting and providing suitable data migration from a previous release where it is necessary to do so. Where a SaaS License is provided, the Licensor will automatically install Updates onto the hosted server as part of the Annual Fee. Where a Software Subscription is provided, assistance can be provided to the Licensees via the Service Desk or the Licensee can purchase the services of the Licensor to install the Updates on their behalf.

RESPONSIBILITY OF THE LICENSEE

It is the responsibility of the Licensee to ensure that all personnel using the system are authorised to do so and have the appropriate level of training for the tasks that they undertake within the system. The Licensor cannot be held responsible for acts by the employees of the Licensee that are wilful or neglectful and have caused damage to the data or the proper functioning of the system.

When the Software is used In Premise, the Licensee must keep a minimum of 3 (three) disk back-ups of the database (for use in rotation) of a standard and frequency to allow the Licensor to recover current data without undue loss of staff time.

Software support and maintenance will only apply to Software, which has not been altered or amended in any way by the Licensee.

GENERAL DATA PROTECTION REGULATION - GDPR

DEFINITIONS

"Data Protection Laws" means (i) unless and until the General Data Protection Regulation ("GDPR") ((EU) 2016/679)) is no longer directly applicable in the UK, the GDPR and any national laws, regulations and secondary legislation, as amended or updated from time to time, in the UK and then (ii) any successor legislation to the GDPR or the Data Protection Act 1998.

"Client" means a current client of Soutron Global Inc.

"Data Controller" means an entity that determines the purposes and means of the processing of Personal Data.

"LED" means the Law Enforcement Directive (Directive (EU) 2016/680).

"Data Processor" means an entity that processes Personal Data on behalf of a Data Controller.

"Sub-Processor" means any Data Processor engaged by Soutron or its Affiliates to assist in fulfilling its obligations with respect to providing the Services pursuant to the Agreement or this SSLA. Sub-processors may include third parties of Soutron.

"SSLA" means the Soutron Software License Agreement. The existing software licence agreement in place between Soutron Global Inc. and the Client.

"Personal Data" means any information relating to an identified or identifiable natural person.

"User or End User" means any User of Soutron software applications added by the Client to provide access to the application.

PRIVACY & DATA PROTECTION

CLIENT DATA - Soutron shall act in accordance with industry practice in protecting that personal data and shall not sell or otherwise transfer it to third parties for marketing activities under any circumstance. On occasion, where permission has been granted, Soutron may need to provide the Client's name and contact details to third parties where the client has agreed to be a reference for Soutron's software and services.

Soutron shall not provide any of the Client's personal information to other companies or individuals for marketing purposes without the Client's permission. Soutron shall however be entitled to use the personal data of the Client in the due performance of the Services provided to the Client, this Agreement and (unless opted out in writing) for communication to the Client of Soutron's own marketing information. Personal data of the Client will include client employee names, email addresses and office contact telephone numbers to allow Soutron to communicate service updates, maintenance updates and any other communication deemed necessary to carry out its service for the benefit of the Client.

For personal data supplied by or through the Client in the course of its business (including that of its customers and end users), the remaining part of this section shall apply:

1.1 Both parties will comply with their respective obligations under the applicable requirements of the Data Protection Laws.

1.2 Both parties acknowledge that for the purpose of Data Protection Law, the Client is the Data Controller and Soutron is the Data Processor (where Data Controller and Data Processor have the meanings as defined in the Data Protection Laws). The following clauses set out the scope, nature and purpose of processing by Soutron, the duration of the processing and the types of personal data (as defined in the Data Protection Laws, Personal Data) and categories of Data Subject:

1.2.1 Processing by Soutron: The provision of data hosting services for the Client and indirectly its customers.

1.2.2 Types of personal data: Each Client or its customers decide individually which users' data is processed by configuration of data specific fields in the provided software or interface. Often, these are: first name(s), surname, department / organisation, telephone number, fax number, e-mail address, IP-address, address, internal employee number, other contact detail, location and personal data within the content of material transmitted and/or stored. Special or sensitive personal data is not usually collected unless incidentally within content itself or unless the Client notifies Soutron of any in writing.

1.2.3 Categories of data subject:

1.2.3.1 Each Client or its customers decide individually the category of data subjects. Usually, these are: employees or workers within the organisation as well as employees or workers of their partners and customers or members of the public.

1.2.3.2 To submit, create or maintain content, users need to have an account. In these accounts, personal data is managed by the user or client or both (in particular, registration, correction, deletion) in each case subject to any agreed written variation or addition between the Client and Soutron. When Single Sign-On (SSO) or similar technologies are used by the Client, the Client becomes responsible.

1.3 The Client acknowledges that Soutron has no control, involvement, role or responsibility for the type or use of data input by the Client itself or third parties generally nor, without limitation, the Client's servants, agents, customers or suppliers or end-users of the Client's services or those of the Client's customers and Soutron merely provides a data repository for data with a specified conduit for its movement to and from the Client.

Soutron's processing does not include the manipulation, selection, ordering, searching or monitoring of such Personal Data other than in a generic sense of storage in the scope of the Services. The Client is wholly responsible for the cleansing, updating, timely deletion and maintenance of Personal Data.

1.4 The Client will ensure that it has all necessary consents and notices in place to enable lawful transmission of the Personal Data to Soutron and its processing in accordance with this Agreement for the duration and purposes of this Agreement.

1.5 Without prejudice to the generality of clause 1.1, Soutron shall, in relation to any Personal Data processed in connection with the performance by Soutron of its obligations under this Agreement:

1.5.1 process that Personal Data only in accordance with the performance of the Services and otherwise either required under this Agreement (this Agreement being agreed to constitute written instructions from the Client for processing of Personal Data) or by variation of Services agreed with Soutron; or

1.5.1.1 process that Personal Data if required by the laws of any member of the European Union or by the laws of the European Union applicable to Soutron to process Personal Data (Applicable Laws). Where Soutron is relying on laws of a member of the European Union or European Union law as the basis for processing Personal Data outside of pre-agreed processing, Soutron shall promptly notify the Client of this before performing the processing required by the Applicable Laws unless those Applicable Laws prohibit Soutron from so notifying the Client;

1.5.1.2 ensure that it has in place appropriate, industry-standard for England, technical and organisational measures to protect against unauthorised or unlawful processing of that Personal Data and against accidental loss or destruction of, or damage to, those Personal Data, having regard to the state of technological development and the cost of implementing any;

1.5.1.3 ensure that all personnel who have access to and/or process the Personal Data are obliged not to permit disclosure of the Personal Data except as required by law or for the purposes of this Agreement. All employees and personnel will operate under the duty of confidence to which they are contractually employed by Soutron; and

1.5.1.4 not transfer any Personal Data outside of the European Economic Area other than the Client's transmission and receipt of data over the Internet and the use of similar networks that may involve part of the network being located outside the European Economic Area and/or the UK), unless the prior written consent of the Client has been obtained;

1.5.1.5 assist the Client, at the Client's expense using Soutron's then current standard price rates, in responding to any request from a Data Subject and in ensuring compliance with its obligations under the Data Protection Laws with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;

1.5.1.6 notify the Client without undue delay on becoming aware of a Personal Data breach and take reasonable steps to prevent further disclosure or breach and mitigate the potential adverse effects on affected data subjects in cooperation with the Client;

1.5.1.7 at the written direction of the Client, delete or return to the Client or allow the Client to retrieve from dedicated equipment the Personal Data and copies thereof on termination of the Agreement unless required by Applicable Law to store the Personal Data;

1.5.1.8 maintain appropriate records and information to demonstrate its compliance with this clause 1;

1.5.1.9 in accordance with Data Protection Laws, make available to the Client such information as is reasonably necessary to demonstrate Soutron's compliance with its obligations under Article 28 of the GDPR (and under any Data Protection Laws equivalent to that Article 28), and allow for and contribute to audits, including inspections, by the Client's professional appointee for this purpose, subject to the Client:

1.5.1.9.1 giving Soutron reasonable prior notice of such information request, audit and/or inspection being required by the Client;

1.5.1.9.2 ensuring that all information obtained or generated by the Client or its auditor(s) in connection with such information requests, inspections and audits is kept strictly confidential (save for disclosure to the supervisory authority under Data Protection Laws or as otherwise required by Applicable Laws);

1.5.1.9.3 ensuring that such audit or inspection is undertaken during normal business hours, with minimal disruption to Soutron's business, any sub-processors' business and the business of other customers of Soutron; and

1.5.1.10 paying Soutron's costs using the then current standard price rates of Soutron for assisting with the provision of information and allowing for and contributing to inspections and audits. Except when it falls under the scope of the responsibility of Soutron as data processor under GDPR, EUDPR.

1.6 The Client consents to Soutron Global appointing third-party processor of Personal Data under this Agreement. Soutron Global will notify the client in advance of any changes to sub-processor. Soutron Global confirms that it has entered into a written agreement substantially on that third party's standard terms of business (to be supplied to the

Client if requested other than commercially sensitive information). In addition, and notwithstanding any other provisions of this clause, the approval requirements for subcontracting shall not apply in cases where Soutron subcontracts ancillary deliverables to third parties; such including, the provision of external contractors, data back-up and disaster recovery, telecoms providers, third party hosting providers, third party colocation providers, mail, and maintenance services. Soutron may conclude, with such third parties, any agreement reasonably necessary for the adequate protection of Personal Data.

1.7 Soutron shall nominate a point of contact for all issues related to data privacy and protection within the scope of the Agreement and pending notification this will be the Vice President Research & Development. For further information and to review our latest privacy policy please see here: www.soutron.com/app-privacy-policy

1.8 The Client shall immediately confirm oral instructions (at the minimum in text form) relevant to Personal Data.

1.9 If Soutron Global informs the Client that it considers that an instruction violates Data Protection Laws then it shall be entitled to suspend the execution of the relevant instructions until the Client satisfactorily confirms compliance or changes them.

1.10 The Client shall, without delay inform Soutron Global of any defect that the Client considers has occurred in its and/or Soutron Global's compliance with Data Protection Laws.

1.11 The Client shall be obliged to maintain the public register of processing in accordance with Article 30 (1) GDPR.

1.12 Soutron Global retains logs of IP addresses for all websites and servers for security and system monitoring purposes. In addition, the logging of email filtering and monitoring Soutron Global may record names and email addresses in its log files of all emails sent from its servers and/or third-party mail providers.

2.1 TRACKING TECHNOLOGIES. Customer acknowledges that in connection with the performance of the Services, Soutron employs the use of cookies, unique identifiers and similar tracking technologies. Customer shall maintain appropriate notice, consent, opt-in and opt-out mechanisms as are required by Data Protection Laws to enable Soutron Global to deploy Tracking Technologies lawfully on, and collect data from, the devices of users in accordance with and as described in the Soutron Global Application Cookie Policy. You can view this here: www.soutron.com/app-cookie-policy

3.1 AUTHORISED SUB-PROCESSORS. Client agrees that Soutron may engage Sub-Processors to process Customer Data on Customer's behalf. Soutron reserves the right change the Sub-Processors from time to time.

3.2 SUB-PROCESSOR OBLIGATIONS. Soutron shall: (i) enter into a written agreement with the Sub-Processor imposing data protection terms that require the Sub-Processor to protect the Customer Data to the standard required by Data Protection Laws; and (ii) remain responsible for its compliance with the obligations of this agreement and for any acts or omissions of the Sub-Processor that cause Soutron to breach any of its obligations under this agreement.