

RI Platform Terms of Service

Effective Date: 01/01/2026

1. Introduction

These Terms of Service (“Terms”) govern your access to and use of services provided by Reliable Insights Ltd (“Reliable Insights”, “we”, “us”, or “our”), including our software-as-a-service platforms, leased or purchased hardware, and any related support or professional services (collectively, the “Services”).

Where the Customer is procuring the Services under a relevant Framework Agreement, the applicable Framework Agreement and Call-Off Contract shall take precedence over these Terms in the event of any conflict.

2. Acceptance of Terms

By accessing or using the Services, you agree to be bound by these Terms. If you do not agree to these Terms, you must not access or use the Services.

3. Services Provided

Services may include software-as-a-service access, optional professional services, and support. Unless otherwise agreed, the Services are provided as a multi-tenant cloud-hosted software-as-a-service.

The specific Services made available to you will be as set out in the applicable order form, Call-Off Contract, subscription, or statement of work.

4. Use of the Services

You agree to use the Services solely for lawful business purposes and in accordance with these Terms. You must not use the Services in a manner that infringes intellectual property rights, compromises security, or interferes with the operation of the Services or systems.

No service levels are guaranteed unless expressly set out in a Call-Off Contract.

5. Software Access and Licensing

5.1 Reliable Insights Software

We grant you a non-exclusive, non-transferable, limited licence to access and use the Reliable Insights software solely in accordance with the applicable service level and subscription agreement. You may not copy, modify, reverse engineer, decompile, or sublicense the software, except to the extent expressly permitted by law.

5.2 TangentWorks Software

Certain functionality of the Reliable Insights Platform is enabled through the use of the Tangent modelling engine provided by TangentWorks.

Where applicable, the Customer acknowledges that use of these capabilities requires a valid licence to the TangentWorks service. Where such licence is purchased through the Platform, it is provided by TangentWorks UK Ltd (or another authorised TangentWorks reseller) and is licensed to the Customer directly under TangentWorks' applicable terms.

Reliable Insights does not grant, transfer, or sublicense any rights in the TangentWorks service. Reliable Insights' Services integrate and orchestrate the TangentWorks modelling engine solely for the purpose of delivering Reliable Insights Platform functionality.

The Customer's rights to use the TangentWorks service are governed exclusively by the terms agreed with TangentWorks or its authorised reseller.

5.3 Other Third-Party Software

Where the Reliable Insights Platform incorporates or integrates with software, services, or components provided by third parties (other than TangentWorks), such third-party software is licensed to the Customer under the applicable third-party terms.

Reliable Insights does not grant, assign, or sublicense any rights in third-party software unless expressly stated in writing. The Customer's use of third-party software is subject solely to the terms and conditions imposed by the relevant third-party provider.

Reliable Insights makes no representations or warranties in respect of third-party software and shall have no liability arising from the Customer's use of

such software, except to the extent required by applicable law or expressly agreed in a call off contract.

The availability or performance of the Reliable Insights Platform may depend on the availability and proper functioning of third-party software, for which Reliable Insights is not responsible.

6. Support and Maintenance

Support services will be provided in accordance with the applicable Service Level Agreement or call off contract. Unless otherwise specified, support is provided during UK business hours. Updates, upgrades, and patches may be applied periodically at our discretion.

Incident management and escalation procedures are defined in the applicable Service Level Agreement or Call-Off Contract.

7. Fees and Payment

You agree to pay all applicable fees as set out in the relevant call off contract, order form or agreement. Invoices are payable within 30 days of issue unless otherwise stated.

8. Data and Privacy

We process personal data in accordance with our Privacy Policy and applicable data protection law. You retain ownership of your data. For SaaS Services, Reliable Insights acts as a data processor and implements appropriate technical and organisational measures in accordance with UK GDPR.

Within 30 days of termination or expiry of the Services, Reliable Insights will, at the Customer's request, provide the facility to access Customer Data in a commonly used, machine-readable format and will securely delete remaining copies in accordance with applicable law and any agreement.

9. Term and Termination

These Terms remain in effect until terminated. Termination rights are subject to any minimum term or notice provisions set out in the applicable Call-Off Contract or subscription order.

Upon termination, your access to the Services will cease and any leased hardware must be returned in accordance with our instructions. Termination does not affect the Customer's right to retrieve Customer Data in accordance with Section 8.

10. Liability and Warranties

The Services are provided "as is", subject to any warranties or obligations implied by law which cannot be excluded, and to the extent expressly set out in an applicable Call-Off Contract.

Our total liability arising out of or in connection with the Services shall be limited to the total fees paid by you for the Services in the twelve months preceding the claim. We shall not be liable for any indirect, incidental, or consequential loss. This limitation of liability shall not apply to any liability expressly agreed in a Call-Off Contract.

Nothing in these Terms shall override any liability, service level, availability, or assurance commitments expressly agreed in a Call-Off Contract.

Nothing in these Terms limits or excludes liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded under applicable law.

11. Confidentiality

Each party agrees to keep confidential any proprietary or confidential information disclosed in connection with the Services and to use such information solely for the purposes of performing under these Terms.

12. Governing Law

These Terms are governed by the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction to settle any dispute arising out of or in connection with these Terms.

13. Contact

If you have any questions regarding these Terms, please contact:

Reliable Insights Ltd

Email: legal@reliable-insights.com

Website: <https://reliable-insights.com>