

SOFTWARE SERVICES ORDER (USERS)

Commercial Terms																																								
Master Services Agreement	This Services Order is made in accordance with the Sona UK Master Services Agreement entered into by the parties separately (MSA). This Services Order shall form part of the MSA.																																							
Customer Representative:	Name (job title): [INSERT NAME (job title)] Email: [INSERT E-MAIL]																																							
Services Order Effective Date	The date that the last party to sign this Services Order does so.																																							
Number of User Subscriptions and Subscription Fees:	<table border="1"> <thead> <tr> <th>Module(s)</th> <th>Monthly Subscription Fees per User Subscription (£)</th> <th>No. of initial User Subscriptions</th> <th>Annual Subscription Fees (£)</th> </tr> </thead> <tbody> <tr> <td>HR</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scheduling and T&A</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Time to Gross Pay Engine</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Comms & Engagement</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Payroll software</td> <td></td> <td></td> <td></td> </tr> <tr> <td>LP & Forecasting</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Raffy (in beta)</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="3">Total annual Subscription Fees (£)</td> <td></td> </tr> </tbody> </table>				Module(s)	Monthly Subscription Fees per User Subscription (£)	No. of initial User Subscriptions	Annual Subscription Fees (£)	HR				Scheduling and T&A				Time to Gross Pay Engine				Comms & Engagement				Payroll software				LP & Forecasting				Raffy (in beta)				Total annual Subscription Fees (£)			
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[User Subscription decrease threshold]	[The Customer may, a maximum of [once] per calendar year and on providing at least 14 days' written notice to Sona, reduce the number of User Subscriptions under this Services Order, provided that the number of User Subscriptions operative at the time of such request does not decrease by more than [10%.]																																							
Subscription Start Date	[The completion of UAT] OR [The later of: (i) [DATE]; and (ii) the completion of UAT] OR [The later of: (i) the date of expiry or termination of the Customer's contract(s) with its incumbent third-party service provider(s), which, as at the Services Order Effective Date,																																							

	govern(s) the provision of services to the Customer which are similar to the Subscription Services; and (ii) the completion of UAT] OR [The date the Customer begins its roll-out of the Modules] OR [The date of the Customer's signature of this Services Order] [PAYROLL SOFTWARE - INSERT POINT AT WHICH PAYROLL SOFTWARE SUBSCRIPTION SHALL BE CONSIDERED LIVE, IF DIFFERENT TO OTHER MODULES]
Target Subscription Start Date	[DATE] OR [NOT APPLICABLE] [PAYROLL SOFTWARE - INSERT PAYROLL SOFTWARE TARGET SUBSCRIPTION START DATE, IF DIFFERENT]
Initial Subscription Term:	[36] months
Additional User Subscriptions fee structure:	The monthly single User Subscription Subscription Fees, per additional User Subscription per month. For the avoidance of doubt, these Fees relate to additional User Subscriptions only (not all existing User Subscriptions). Additional User Subscriptions shall only be available in increments of 10 User Subscriptions.
Payment Frequency (Subscription Fees only)	The first invoice shall be raised on or shortly after the earlier of the (i) Target Subscription Start Date (if any); and (ii) Subscription Start Date, subject to the SO Terms. Thereafter invoices shall be raised [yearly] in advance until the end of the Subscription Term.
Payment Term	[14] days from the date the relevant invoice was issued.
Implementation Services:	Implementation of the Modules listed above, as more specifically set out in Appendix 2.
Implementation Fees:	£[AMOUNT], plus any other fees set out in the Appendices (for example, relating to integration and/or reporting) or otherwise agreed in writing. Implementation Fees will be invoiced on or shortly following the Services Order Effective Date, and any Implementation Fees agreed in writing following the Services Order Effective Date shall be billed once agreed.
VAT	Subscription Fees, Implementation Fees, and any other Fees are exclusive of VAT, which will be added to each invoice (as applicable) and payable by the Customer.
[Credit]	[A credit in the amount of £[AMOUNT] shall be given to the Customer by Sona, such amount to be subtracted from the Subscription Fees in the [first] billing cycle only (as determined by the Payment Frequency).]

[Additional Commercial Terms]	[The SO Terms shall be considered amended to give effect to the following principals: [Differing Subscription Start Dates] • the Payroll Software Module may have a different Implementation Period, Target Subscription Date, and Subscription Start Date, as set out in these Commercial Terms and in other areas of this Services Order; • once the Payroll Software Module's Target Subscription Start Date or Subscription Start Date (whichever occurs earlier, subject to the SO Terms) occurs, Sona shall be entitled to begin invoicing the Customer for the Subscription Fees associated with the Payroll Software Module; and • the parties acknowledge and agree that as at the commencement of the Initial Subscription Term, the Payroll Software Module shall not have reached its Subscription Start Date and this Services Order shall be interpreted accordingly. The Payroll Software Module and the other Modules shall not have separate Initial Subscription Terms, meaning the expiry of the Initial Subscription Term, and any subsequent renewal, applies in respect of all Modules at the same time.]] [Termination of previous agreement] [The SO Terms shall be considered amended to insert the following new clauses: The parties agree that the MSA and this Services Order shall supersede any previous agreement(s) between the parties that relates to the Subscription Services (Previous Agreement) and that as at the Services Order Effective Date the Previous Agreement shall automatically terminate. Save as set out in the clause directly below, termination of the Previous Agreement shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination of the Previous Agreement, including the right to claim damages in respect of any breach of the Previous Agreement which existed prior to the date of termination of the Previous Agreement (with any such claims being subject to the terms of the Previous Agreement and not the terms of this Agreement). In acknowledgement of this Agreement superseding the Previous Agreement, terms of the Previous Agreement requiring the return of information, data etc. shall not apply and the Confidential Information and Customer Data shared in connection with the Previous Agreement shall be, from the Services Order Effective Date onwards, subject to the relevant provisions in the MSA and this Services Order, in each case unless the parties agree otherwise.]
SO Terms	This Services Order incorporates the Appendices below. If there is any conflict or ambiguity between these Commercial Terms and the SO Terms, these Commercial Terms shall take precedence. Any capitalised words and expressions defined in the MSA or the SO Terms shall carry the same meaning when used in this SO.

We agree to sign this Services Order by electronic signature (whatever form the electronic signature takes) and that this method of signature is as conclusive of our intention to be bound by this Agreement as if signed by each party's manuscript signature.

Parties	
SONA TECHNOLOGIES LTD (Sona).	Company number: 13431655 1-3 Worship Street, London, England EC2A 2AB
Signed for and on behalf of Sona by: Steffen Wulff Petersen	
Date:	
[NAME OF CUSTOMER] (the Customer)	Company number: [COMPANY NUMBER] [REGISTERED ADDRESS]
Signed for and on behalf of Customer by: [NAME, TITLE]	
Date:	

Appendix 1 Product (Modules)

This Appendix outlines the general overview of the Modules, integrations, and reporting purchased by the Customer. This Appendix will be supplemented by a detailed Solution Design Document agreed in accordance with Appendix 2.

1 Modules

1.1 The Modules purchased by the Customer under this Services Order are:

Module	Description
HR	● Employee details: able to store desired information relating to a User, including (for example): ○ RTI data for HMRC; ○ RTW data for Home Office; ○ EDI data for internal reporting; and ○ document storage. ● Employment records: store employment related information in a structured way intrinsically linked to scheduling and pay: ○ Contract types: contract types can impact anything from pay to holiday entitlements to absence policies and more; ○ Contracted hours: capture contracted hours across a week, rolling period or calendar month as required to ensure staff are rostered and paid accurately; ○ Rates of pay: ensure staff are paid the correct rate of pay no matter where they are working or what type of work they are undertaking; ○ Skills & working preferences: store skills and working preferences on a User's profile which is directly linked to the roster; and ○ Customisable HR pages: custom HR pages to support any documentation & data fields that require storage (examples include grievances, suspension and disciplinarys, asset management). ● Holiday: ○ easy to use Holiday Management, Notifications & Tracking in the manager portal which is directly linked to the Roster; ○ ability for Users to request time off via the Sona app, see and track holiday requests, and track how much holiday entitlement they have left; ○ auto-calculations for full time, part time, flexible and casual holiday entitlement in conjunction with scheduling data; and ○ ability to manually input allowances where required. ● Absences: store and report on all absences captured in Sona scheduling, length of absences and occurrences of missed work are both captured separately to enable reporting on a range of absence metrics, including the Bradford factor. ● Permissions: sophisticated permissions system with custom permissions configuration to ensure Users only have access to the data that they should be able to see. ● Task management: integrated task management system for HR processes: ● Task creation & assignment: create and assign tasks to managers, operations, HR with due dates and categories;

Module	Description
	• Task tracking: monitor task completion status and overdue items with automated reminders; and • Employee integration: tasks automatically link to relevant User records and employment periods. • Workflow automation: automated workflows that streamline routine HR processes; • Pre-built templates: ready-to-use workflows for common HR processes, including: ○ Compliance checks: DBS renewals, Right to Work verification, and NMC pin expiry tracking; ○ Employment management: probation reviews and National Minimum Wage compliance checks; and ○ Skill assignment: automatic assignment of skills and attributes based on User age or other criteria. • Automated triggering: workflows automatically start based on data changes, dates, or User milestones; • Sequential processing: multi-step workflows that execute actions in sequence, such as task creation and email notifications; and • Monitoring & notifications: monitoring of User data and expiry dates with automated task generation to relevant staff.
Scheduling & T&A	• Building a schedule: build weekly schedules for Users efficiently with access across departments and sites in one view: ○ Templates: store a week as a template and load into upcoming weeks to make schedule creation faster - templates can be updated when shift patterns change; ○ Drag & drop: move shifts between Users and days of the week, knowing Users will only ever be assigned into types of work they are qualified for; ○ Approvals: two step roster approval available when required, giving senior manager oversight of all rosters ahead of publishing; ○ Contracted hours: visibility of contracted hours and contracted hours overage/underage in the roster; ○ Staffing levels: visibility of headcount on the roster at set times of day; ○ Skills on shift: ability to assign skills to Users to track who on the roster has required skills & qualifications and to restrict access to shifts where required; ○ Working preferences: display Users' fixed working patterns on the schedule to aid availability visibility; ○ Wage budgets & wage costs: see wage budgets and wage costs directly in the roster; ○ Annualised hours: ability to handle annualised hours & seasonal contracts; and ○ Commissioned hours: ability to schedule against commissioned hours directly in the roster. • Org hierarchies: ability to handle complex and multilevel org hierarchies. • OpenShifts: AI-driven shift distribution to available and relevant Users.

Module	Description
	● Agency: visibility of named agency workers on the roster when required, enabling agency and agency personnel usage to be monitored. ● T&A: ○ Mobile first: geofenced clocking in and out, allowing Users to check in to shifts on their mobile for the most accurate time keeping records; ○ Kiosk: where mobile cannot be used, Sona's Kiosk app will ensure all Users have the capability to clock in and out for shifts via a kiosk (eg iPad, tablet). Hardware is not included. ○ Exceptions: managers are left to process T&A records by exception, where staff have clocked in and out within tolerances no additional action is required; ○ Locking rosters: lock completed rosters by week, or by date range to ensure the correct days are locked down matching your payroll cycles; and ○ Shift locking for early wage access: worked shifts without exceptions can be locked down daily and passed to third party EAW systems, ensuring fast and accurate early pay for Users.
Time to Gross Pay Engine	● Pay rules: ○ configuration of multiple pay rules that can be applied or filtered by an extensive list of User and shift criteria e.g. location, contract, job, type of work, date, day etc.; ○ ingest all worked and absence hours that have been approved through T&A; ○ identify correct pay rates for each shift or part of shift; ○ calculate base pay for all payable time based on an applicable combination of pay rate, multiplier, fixed rate or single fixed value; and ○ calculate shift and overtime premiums based on configured rules. ● Payroll output file: ○ generate output for payroll by pay group by period in bespoke format.
Payroll Software	● Payroll processing: ○ integrated across HR and Scheduling & T&A; ○ integrated with HMRC to transfer payment records through RTI; ○ manage all pension schemes, with automatic enrolment and postponement periods; ○ pension provider specific new starter, status and contribution reporting; and ○ support for multiple BACs files to facilitate payments to employees. ● Reporting: ○ variance reporting to highlight any significant changes across pay periods; and ○ configurable journal export to integrate to accounting system packs.
Comms &	● Communication & engagement:

Module	Description
Engagement	○ Messaging: Messaging between Users within the Module. Messaging usage and content can be monitored and audited as required: ■ 1 to 1 messaging: peer to peer messaging between any Users (depending on permission configuration); and ■ Group messaging: group messaging between Users can be achieved utilising channels. These channels can be locked to only specific invited team members or open for all to join; ○ Newsfeed: relevant Users can have access to post stories on a newsfeed for consumption by the desired audience (role and/or location based). Newsfeed items can be reacted to and commented upon (depending on permission configuration); and ○ Staff directory: enabling Users to see a complete who's who of people across the business. ● Wellbeing ● Wellbeing check-ins: get a pulse check on staff wellbeing, staff mood, and gathering regular feedback on the issues that are driving sentiment; and ● Staff praise: empower managers to regularly and easily praise top performers utilising praise prompts or freestyling notes of gratitude.
Sona LP / Forecasting	● Forecasting & labour metrics ○ Forecasting demand: models are created based on location and external data feeds. The forecast is used to determine headcount required; ○ Forecasting engine: Sona will consume internal data sources including item-level PoS, Sales and Bookings data, and combine with external sources such as weather and localised school holidays to provide a comprehensive set of data sources from which to determine an accurate forecast; ○ Configurable labour metrics in the schedule; and ○ Workload demand graphs: workload demand is displayed to the User showing team members required by role by time intervals. ● Auto Scheduling - <i>subject to the Customer providing robust and specific labour rules that specify demand to a role level:</i> ○ AI Auto Scheduling: Leveraging Algorithms to analyse factors such as past scheduling data, employee availability, skills, preferences, and workload demand to automatically generate the most optimal schedule for each location; ○ Auto scheduling – Data: system gathers relevant data such as employee availability, skills, shift preferences, business demand patterns, and constraints; ○ Auto Scheduling - Analysis: algorithms analyse the data to understand patterns, predict future demand, and identify the most efficient way to schedule team members; ○ Auto Scheduling - Optimisation: the Module then optimises the schedule, considering factors such as labour cost, productivity,

Module	Description
	balancing team member workload, ensuring service delivery and compliance with employment laws and regulation; ○ Auto Scheduling - Decision Making: the AI creates an optimal schedule that meets business needs; and ○ Auto Scheduling - Continuous Learning: the AI continuously learns from new data and feedback to improve scheduling accuracy and efficiency over time.
Raffy (in beta)	● Security-first: all agentic access to data within Sona is tied to a User, and respects the permissions of that User; ● BI Agents: datasets, including those from outside of Sona, can be, pivoted and reasoned about by LLMs. Ask agents questions about your key business drivers (demand, scheduling, compliance, HR) and get answers, backed up by data, in seconds; ● Daily briefing. As C-suite, Area Manager or General Manager, the Customer can receive data-driven briefings on important developments in my business, with the aim of encouraging better decision making. ● HR Agents: upload policies, and have agents answer questions on how these will apply on the frontline <i>The Customer acknowledges that Raffy is in beta and its features may change as Sona builds out the tool.</i> <i>Agentic usage will be subject to Sona's fair usage policy. Should the Customer provide their own API key (e.g. Anthropic or OpenAI), then the fair usage policy is waived.</i>

1.2 The roadmap items agreed under this Services Order are:

Module	Item	Description	Ready by*
*Sona shall use its reasonable endeavours to make the roadmap items available by the relevant 'Ready by' date			

2 Integrations

2.1 The following integrations will be delivered via the Implementation Services:

Integration scope*	Maximum number of days included	Fees per day	Fees (£)**
[INSERT DETAILS OF INTEGRATION AND APPROPRIATE CAVEATS E.G. WHO IS RESPONSIBLE FOR DOING WHAT]			
[INSERT DETAILS OF INTEGRATION AND APPROPRIATE CAVEATS E.G. WHO IS RESPONSIBLE FOR DOING WHAT]			

RESPONSIBLE FOR DOING WHAT]			
Total Fees for integrations		£	
*Any data or activities not listed in the integration scope is not included and will be subject to scoping and additional charge.			
**Subject to increase if the maximum number of days needs to increase due in whole or in part to Customer and/or integration partner delays.			

3 Reports

3.1 The following standard Reports will be made available:

Standard reporting suite		
Name	Module	Description
Employee Directory	All	Directory of all Users
HR Report	HR	All relevant HR details
Turnover Report	HR	Metrics and data concerning new starters, leavers (terminated Users), and headcount turnover
Workforce Demographics	HR	Analysis of the workforce's demographics, including information on age, gender and seniority
Address Changes	HR	An overview of Users who have changed address details
Right To Work	HR	Report with RTW details including expiry dates
Wages Overview	HR	An overview of wages across the organisation
Reporting Lines & Permissions	HR	Who Users report to and what their permission roles and levels are
Absence Report	HR	Metrics and data concerning absences, including an 'Absent Today' report and 'Consecutive Absences' report
Absence Map	HR	A colour coded map showing absence patterns across the organisation
Holiday	HR	Holiday requests, holiday allowance, holiday entitlement (taken, remaining)
Pay Rates	HR	Current pay rates for Users (which can be filtered to a historic date to view the then-current rates)
Gender Pay Gap Report	Payroll	Reporting the difference between the average pay of men and women
Shift Fulfilment	Scheduling	Analysis of shifts and hours by allocation (claimed in app or assigned by manager) and by fulfilment status (claimed, unclaimed, assigned)
Shifts Overview	Scheduling	A report to look at shifts across multiple locations, date ranges, Users etc. at once and export them

Contracted Hours	Scheduling	A comparison of rostered or clocked hours against contracted hours
Rota Compliance	Scheduling	Percentages of allocated shifts on the roster by week
Time and Attendance	Scheduling	Time and attendances analysis against the related rostered shifts
Agency Usage	Scheduling	Why, where and when agency staff are being used
Fire Report	Scheduling	A report showing who is on site right now
Shift Cancellations	Scheduling	Metrics and data concerning cancelled shifts
Shifts Worked In Other Locations	Scheduling	Cross site shift working
Locked Weeks Overview	Scheduling	An overview of locked and unlocked weeks allowing Users to filter and view details such as department, date range, and locking status facilitating easy tracking and management of locked periods
Shift Audit Logs	Scheduling	Audit logs of all events relating to shifts
Commissioned hours	Scheduling	Over and under staffing analysis for PWSs
Sleep-in Report	Scheduling	Who is working or scheduled to work sleep in shifts, where and when
TRONC	Scheduling	TRONC Report
Open Pay Queries	Scheduling	An aggregate of unresolved pay queries (flags)
<i>Total Fees</i>		<i>Included in Subscription Fees</i>

3.2 The following Custom Reports will be developed via the Implementation Services:

Custom reports			
Reporting	Maximum number of days included	Fees per day	Fees (£)*
<i>Total Fees for reporting</i>			£
<i>*Subject to increase if the maximum number of days needs to increase due in whole or in part to Customer delays</i>			

Appendix 2 Implementation Services

This Appendix covers the different Phases of the Implementation Services and estimated timelines.

1 Implementation Services Phases – estimated timelines

- 1.1 During Phase 1 of the Implementation Period, Sona will create a detailed Implementation Plan based on the outputs from the discovery workshop (as described below), taking into account the Customer's internal timeframes. Sona expects the Implementation Period to approximately follow these timelines:

Phase	Estimated timeline
Phase 1 (Scoping)	[X] [weeks/months]
Phase 2 (Configure)	[X] [weeks/months]
Phase 3 (UAT)	[X] [weeks/months]
Phase 4 (Go Live & Rollout)	[X] [weeks/months]
Target Implementation Period start date (estimated): [DATE]	
Target Subscription Start Date (estimated): [DATE]	
Target implementation plan (estimated):	

2 Implementation Services Phases - overview

Phase	Item	Sona responsibilities	Customer responsibilities
1 - Scoping	Implementation Services kick off call	- Introduce the Customer to the Implementation Period process - Preparation of kick off slides - Confirmation of Implementation Period goals, objectives, stakeholders, ways of working and targeted timelines	- Attendance of key stakeholders on the call to provide relevant information
	Demo for Customer project team (optional)	- Run a demo for the Customer project team to see the functionality within the Modules purchased	- Decide if a demo is required - Attendance of key stakeholders for the demo

Phase	Item	Sona responsibilities	Customer responsibilities
	Discovery workshop	- Lead a 1-to-2-day discovery workshop covering all aspects of Sona configuration - The workshop will use the standard Sona configuration as a base for discussion around which elements need configuration based on the Customer's requirements - Examples of workshop focus areas are: • Broad Operational Discovery • Scheduling & Org Hierarchy • Pay Rules & Absence rules • Payroll Process Workshop • HR & Permissions • Reporting • Integrations • Wellbeing & Communication	- Attendance of relevant stakeholders at workshops - Timely sharing of relevant data and information, including documentation
	Data exchange & account set up	- Send Customer data sheets to populate with guidance - Set up Sona account once data is received	- Populate datasheets accurately and send to Sona in a secure and timely manner
	Implementation Plan	- Create a detailed Implementation Plan with timescales and roll-out approach	- Approve detailed Implementation Plan (to take precedence over the target implementation plan and estimated dates set out above) - Confirm roll-out approach
	Solution design overview	- Prepare and finalise a solution design overview based on the discovery workshop detailing process maps, workflows and integrations	None
2 - Configure	Configuration	- Configuration of Modules	- To be available to give feedback on specific workflows and questions that arise throughout the configuration process.

Phase	Item	Sona responsibilities	Customer responsibilities
3 – UAT	UAT	- Demo of account configuration and set up - Support Customer with guidance on how to create User Acceptance Testing (UAT) - Internal system testing - Provide support in UAT against tickets raised (excluding the Sona Payroll Software Module) - Create Solution Design Document based on solution design overview and UAT - Commence Subscription Fee Billing, subject to the SO Terms	- Approve account configuration and set up - Ensure capacity is available and perform UAT (excluding the Sona Payroll Software Module, in respect of which no UAT is carried out) in a timely manner and provide feedback - Sign off UAT
	Test of payroll output (applicable to TGP and Payroll Software Modules only)	- On hand support for tickets and queries raised by Customer Super Admins - Load shift data into the Module to provide the Customer with TGP output to be used for the TGP test - If the Customer is not entering into a Bureau Services Order with Sona, support with parallel payroll run - If the Customer is entering into a Bureau Services Order, refer to the Bureau Services Order for details of Bureau implementation	- Provide Sona a minimum of one pay period of shift data (in Sona's required format) to be loaded into the system for the TGP test - Undertake TGP test - If the Customer is not entering into a Bureau Services Order with Sona, undertake parallel test of payroll output - If the Customer is entering into a Bureau Services Order, refer to the Bureau Services Order for details of Bureau implementation
	'Super Admin' training	- Deliver Super Admin training	- Confirm a list and availability of Super Admins for training in line with the timelines within the Implementation Plan
4 – Go Live & Rollout	Manager training	- On hand support for Super Admins with queries around manager training	- Undertake manager training
	Go live	- On hand support for tickets and queries raised by Customer Super Admins - Support with reporting around the usage of Sona	- Users begin using Sona
	Hyper care	- Provide 4 weeks of hyper care following the Subscription Start Date or such other date as is agreed in writing by the parties, where the Customer retains access to the Sona Project Manager & Solutions Manager	- Ensuring Sona is being used by all Users and is being used accurately

Phase	Item	Sona responsibilities	Customer responsibilities
	Handover to Success Manager	- Sona Project Manager to facilitate a handover meeting where Sona's Success Manager is introduced	- Availability and attendance of handover meeting

3 Implementation Services - training

- 3.1 Sona uses a blended approach to training Customer managers involving a 'Train the trainer' method as well as Sona led remote drop-in training during the Implementation Period:

Training	Personnel trained	Description of training	Delivery format
Super Admin Training	Super Admins	Customer Super Admins will be selected by the Customer during the Implementation Period. Typically, subject to the Implementation Plan, Sona will start by training the Customer Super Admins and any dedicated Product trainers who will assist with execution of the Product roll-out, to enable them to become experts in the Product, the manager training method, the resource library and the Support Services. These sessions cover: • a run through of the full manager training; • HR / payroll training; • set up, administration and maintenance of the Product; and • Support Services and escalation process.	The Super Admin training program consists of 2 x 3-hour remote training sessions.

Training	Personnel trained	Description of training	Delivery format
Full deployment training	Managers	Customer Super Admins will complete the training of Customer managers with support from Sona. Unless agreed otherwise in writing, the manager training typically consists of: • Sona introduction; • manager onboarding • how to create and maintain a rota including using templates, adding absence, agency and confirming any "rules" or "best practices" around rostering as set out by the Customer e.g.: create a 'People We Support' template first to ensure commissioned hours are met; • clocking in and out + payroll process; • HR: ○ viewing/editing HR records; ○ holiday management; and ○ absence management, • Dashboards; • managers build their own (2-4 week) rosters using the Product. This will uncover any issues and gaps in knowledge; • Sona and Customer Super Admins run joint Q&A sessions with managers to address questions and best practices; and • once the fully agreed rotas are in the system, employee communication goes out and Users are onboarded.	Sona will support the Customer Super Admins during the first 2 x 1.5 hour manager training sessions.
		Q&A session – we will usually cover off the questions that our customers frequently ask, but this is predominantly a session for the Customer's managers to raise any queries they may have in relation to the Modules purchased	1 x 2-hour Q&A session
Training materials included:			
• Full video run-through of the end-to-end Customer set-up on the Product • Short training videos for different features			

4

Implementation Services and other Services – out of scope

4.1 Anything not explicitly detailed in this Services Order is outside the scope of this Services Order. For the avoidance of doubt this includes, without limitation:

- (a) any modules not referred to within this Services Order;
- (b) any integrations not referred to within this Services Order;
- (c) any reports not referred to within this Services Order; and

- (d) provision of single-sign-on not scoped or charged for in this Services Order.

Appendix 3 Support Services

This Appendix covers the Support Services that Sona will provide throughout the Subscription Term.

1 Support Services

Support Services	Description
Support access	<u>Super Admins</u> 3 x Super Admins who have access to direct line support via: • Support Agent Live Chat • Email – support@getsona.com • Critical Support Email – criticalsupport@getsona.com • Webform – Link to webform Super Admins are the Users nominated by the Customer (up to a maximum of 3 Users unless agreed otherwise in writing) who have mandates to make changes to the Customer's configuration and rules. <u>Other Users</u> All other Users will have access to system support via: • Super Admins (first line) • Email – support@getsona.com • Webform – Link to webform • Extensive Sona Knowledge base with FAQs, training videos and PDF guides Users who are not designated Super Admins cannot request changes to Customer's configuration and rules. Before Users other than Super Admins utilise the Support Services for a particular query, the Customer shall first use reasonable endeavours to resolve the query via the Super Admins.
Support Hours	Monday - Friday: 08:00-18:00 (UK time)
Your Success Manager can produce certain monthly reports on Support Services such as performance vs. SLAs, if requested.	

SLAs				
Support response SLAs	Priority 0 System Outage	Priority 1 Critical Issues	Priority 2 Urgent Issues	Priority 3 Non-Urgent Issues
Description	An emergency situation defined by complete unavailability of the Product	A critical situation which can be defined by any of the following: - core parts of the Product are non-functional, inoperable, or	A significant performance issue, in which the Product is operable but materially incomplete, has significant delays in performance,	The Product is usable, but there is a mildly inconvenient impact due to a deviation from intended behaviour. Desired

SLAs				
		inaccessible; - the incident impacts immediate staff payroll or shift operation; or - there is a breach of User data via the Product.	and/or a single main function of the Product is inoperable.	performance may be achievable via a workaround and there is minimal impact to the overall standard usage of the Product.
Response SLA* *measured from the moment the relevant issue is logged by the Customer	4 hours	4 hours (during Support Hours)	8 hours (during Support Hours)	48 hours (during Support Hours)
Method of logging issue	Webform Critical Support Email	Live Chat Support Email Webform	Live Chat Support Email Webform	Live Chat Support Email Webform

Appendix 4 Governance

This Appendix sets out the identity of the key stakeholders of Sona and the Customer that are important for the delivery of the Services covered by this Services Order.

1 Stakeholders

Party	Resource	Description
Sona	Project Manager	The named individual appointed with the responsibility for overseeing successful implementation of the Product. They will be the Customer's key point of contact during the Implementation Period and will have overall responsibility for delivery of the Implementation Services. The Customer may contact the Project Manager via email.
	Solutions Manager	The named individual appointed with the responsibility of ensuring a successful Solutions Design & Configuration of the Product. They will be involved in conversations around configuration, data and integrations during the Implementation Period. The Customer may contact the Solutions Manager via email.
	Success Manager	The named individual appointed with responsibility for overseeing the success of the Services Order and business relationship after the Implementation Period. They will facilitate ongoing communication and collaboration and will establish a quarterly meeting cadence. During these sessions, the Success Manager will provide personalised guidance, offer insights into new features and best practices, and address any questions or concerns the Customer may have. Sona understands that flexibility is key, and the meeting schedule can be adjusted to accommodate the Customer's specific preferences or urgent demands. The Customer may contact the Success Manager via email.
Customer	Customer Representative	The individual appointed by the Customer in respect of Services to be received under this Services Order. The Customer Representative will be the main point of contact for the Success Manager following the Implementation Period.
	Customer Project Manager	The Customer Project Manager is the single point of contact who will work closely with the Sona Project Manager in the delivery of the Implementation Services in a timely manner.
	Customer Data and Analysis Manager(s)	The individual or group responsible for cleansing and providing data and analytical expertise to the delivery of the Implementation Services during the Implementation Period.
	Customer Integrations Manager(s)	The individual or group responsible for ensuring that third party integration partners provide data and take necessary actions in a timely manner during the Implementation Period.

Party	Resource	Description
	Super Admins	The Users nominated by the Customer (up to a maximum of 3 Users unless otherwise agreed in writing by Sona) who are the day-to-day owners of the Customer account, responsible for triaging issues and support questions internally. Super Admins will hold the relationship with the Sona support desk. The Super Admins are often also the people responsible for training managers during roll-out. If the Super Admins are not responsible for training, the Customer will need to specify the relevant Module trainers. The Super Admins are also the designated contacts who have authority to request changes to configuration of the Customer's account.
	HR, Payroll, Finance & Operations	Dedicated Customer resource from each of these departments (or their equivalent within the Customer) who will be required for timely execution of the Implementation Services.
We both acknowledge and agree that from time to time either Sona or the Customer may, due to internal business reasons or turnover of employees, need to replace any of the individuals referred to above. In doing so, Sona or the Customer (as appropriate) shall ensure that such replacement is of a similar skill and experience as the departing employee. We also both acknowledge and agree that, where the Customer has multiple Services Orders, the stakeholder roles above may be combined across Services Orders for operational efficiency.		

2 Escalation path

Party	Resource	Description
Escalation from Customer to Sona	Relating to Implementation Services (if any)	Initial Point of Contact: Project Manager at Sona First Escalation Point: Head of Implementation at Sona Second Escalation Point: VP Customer at Sona
	Relating to Services other than Implementation Services	Initial Point of Contact: Success Manager First Escalation Point: Head of Customer Success at Sona Second Escalation Point: VP Customer at Sona
Escalation from Sona to Customer	Relating to Implementation Services (if any)	Initial Point of Contact: Project Manager at Customer First Escalation Point: Customer Representative at Customer Second Escalation Point: Contract signatory at Customer
	Relating to Services other than Implementation Services	Initial Point of Contact: Super Admins First Escalation Point: Customer Representative at Customer Second Escalation Point: Contract signatory at Customer

Appendix 5 SO Terms

1 Interpretation

- 1.1 The definitions and rules of interpretation in this clause apply in this Services Order. Any capitalised words or expressions used in this Services Order and defined in the MSA shall carry the meaning set out in the MSA, unless otherwise defined in these SO Terms.

App	the web and mobile application developed and offered by Sona for use by Users as part of the Subscription Services.
Commercial Terms	the commercial terms set out at the top of this Services Order.
Dashboard	the web-based user interface(s) that enables the Customer to access and manage portions of the Subscription Services.
Documentation	any documentation made available to the Customer from time to time which sets the user instructions for the Subscription Services.
Implementation Fees	the fees payable by the Customer for the Implementation Services.
Implementation Period	the period during which the Implementation Services (if any) are performed in connection with the Services (as may be broken down into 'Phases' in this Services Order), typically commencing on the Services Order Effective Date and ending on the expiry of the hyper care period.
Implementation Plan	the separate timeline for the Implementation Services which may be agreed in writing by the parties during the Implementation Period (if any).
Implementation Services	the implementation services set out in this Services Order (if any), including any integrations, custom reporting, or similar carried out during the Implementation Period.
Initial Subscription Term	the initial term of the Subscription Services, as set out in the Commercial Terms and beginning on the Subscription Start Date.
Modules	the online software modules subscribed to by the Customer in this Services Order.
MSA	the master services agreement entered into by the parties and referred to in the Commercial Terms.
Payment Frequency	the invoicing frequency for the Subscription Fees, as set out in the Commercial Terms.
Payment Term	the period of time from receipt within which the Customer must pay Sona's invoices, as set out in the Commercial Terms.

Product	Sona's proprietary frontline workforce technology platform as configured for the Customer with applicable Modules and integrations (if any).
Renewal Period	the period for which the Initial Subscription Term shall renew, being 12 months.
Reports	pro-forma outputs of the Product such as time reports, employee schedules, and similar documents.
Services	the Subscription Services, Implementation Services, Support Services, and any other services provided in accordance with or in connection with this Services Order (e.g. integrations and/or custom reporting carried out after the Implementation Period).
Service Credit	5% of the Subscription Fees attributable to the quarter in which the Service Failure occurred.
Service Failure	complete unavailability of the Subscription Services in a quarter for a period of time equating to more than 0.1% of the total minutes in that quarter, subject to the exceptions set out in clause 3.1.
Services Order	this Services Order.
Services Order Effective Date	the date that the last party to sign this Services Order does so.
Solution Design Document	the final specification for the Subscription Services and Product produced by Sona during the Implementation Period.
Subscription Fees	the subscription fees payable by the Customer to Sona for the User Subscriptions and the Subscription Services, as set out in the Commercial Terms and as may be adjusted in accordance with the terms of the MSA and/or this Services Order.
Subscription Services	the subscription services provided by Sona to the Customer under this Services Order, as described in the Solution Design Document (if applicable), including provision of the Product, App, Dashboard, Reports and incidental hosting and maintenance services.
Subscription Start Date	the date on which the Subscription Services are available for use by the Customer, as more specifically defined in the Commercial Terms.
Subscription Term	the Initial Subscription Term and any subsequent Renewal Periods.
Support Services	the support services set out in this Services Order.

Target Subscription Start Date	the relevant date, if any, set out in the Commercial Terms, being the date on which the parties intend for the Subscription Services to commence.	3	Subscription Services
UAT	user acceptance testing.	3.1	During the Subscription Term, Sona warrants Subscription Service availability of 99.9% per quarter, providing that the following periods of unavailability shall not be counted toward the Subscription Services availability percentage:
UAT Criteria	the user acceptance testing criteria defined by Sona and the Customer working together during the Implementation Period.	(a)	maintenance carried out during the maintenance window of 00:00 to 04:00;
Upgrades	(a) maintenance releases and revisions that correct defects or provide other incidental updates and corrections; and/or (b) changes or additions to the Modules that improve or add new functions.	(b)	unscheduled maintenance performed outside of Business Hours, provided that Sona has used reasonable endeavours to give the Customer at least 24 hours' notice in advance; and
Users	the personnel of the Customer who have Sona user credentials which enable access to the Product, in accordance with the User Subscriptions, and who have not been deactivated.	(c)	unavailability caused by a force majeure event (as described in the MSA) or the acts or omissions of the Customer or its personnel in breach of the Agreement or the instructions of Sona.
User Subscriptions	the subscriptions purchased by the Customer which entitle the Users to access and use the Subscription Services, whether as an end user or on an administrative basis, and in respect of which the Subscription Fees are payable by the Customer.	3.2	In the event of a Service Failure, an amount equivalent to the Service Credit shall be deducted from the next invoice raised by Sona in accordance with this Services Order subject to the Customer requesting the Service Credit within two weeks of the end of the quarter in which the Service Failure occurred. This and the remedy set out in clause 7.1 shall be the Customer's exclusive remedies in respect of Service Failures.
2 Implementation Services		3.3	Sona shall perform the Support Services with reasonable skill and care and use reasonable endeavours to meet any response times (or 'SLAs') set out in this Services Order.
2.1	If this Services Order details Implementation Services to be provided, Sona shall perform the Implementation Services during the Implementation Period in accordance with this clause 2. If there are no Implementation Services detailed in this Services Order, this clause 2 shall not apply.	3.4	Sona may from time to time deploy Upgrades to the Subscription Services.
2.2	Should the parties agree a separate written Implementation Plan during the Implementation Period, Sona shall use its reasonable endeavours to meet the dates set out in that Implementation Plan.	4	Users
2.3	Sona and the Customer shall work together, acting reasonably and in good faith, to develop and agree UAT Criteria during the Implementation Period.	4.1	Subject to the Customer paying the Subscription Fees and the other provisions of the MSA, Sona hereby grants to the Customer and its Group a non-exclusive, non-transferable right, without the right to grant sub-licences, to:
2.4	Sona will inform the Customer in writing when the Product is ready for UAT. The Customer is then responsible for reviewing and testing the Product in full against UAT Criteria. The Customer shall accept or reject the Product in writing to Sona within a reasonable time period, but in any event within 10 Business Days from Sona's notification. Failure to reject within 10 Business Days shall be deemed acceptance of the Product by the Customer.	(a)	permit Users to access and use the Product in accordance with their permissions;
2.5	Where the Customer, acting reasonably and in good faith, rejects the Product, it shall within two Business Days of the Customer's rejection, specify any perceived deficiencies against the UAT Criteria in detail. Sona shall use its reasonable endeavours to correct the deficiency and shall resubmit the Product to the Customer for acceptance in accordance with the process set out above. The process set out in this clause 2.5 shall be repeated until the Customer accepts the Product. The UAT process set out in clause 2.4 and 2.5 can also apply to part of the Product (e.g. a Module), in which cases those clauses shall be interpreted accordingly.	(b)	download a reasonable number of copies of the App to devices owned and controlled by the Customer; and
2.6	For the avoidance of doubt, if the Customer chooses to roll out the Product gradually across its organisation following the successful completion of UAT, Sona's obligations regarding provision of the Subscription Services shall be interpreted accordingly.	(c)	access, download, copy, store, display, and use the Reports,
4.2		solely for the Customer's and its Group's internal business operations.	
4.3		The number of Users shall not exceed the number of User Subscriptions purchased by the Customer. The Customer undertakes that it will not allow or suffer any User accounts to be used by more than one individual User and that each User shall keep a secure password for their use of the Subscription Services and any Documentation such User is permitted to access and that each User shall keep their password confidential.	
4.4		The Customer shall not distribute the Reports to any third party except as reasonably required in connection with Customer's legal and compliance obligations, nor shall Customer use the Reports for any competitive or benchmarking purposes.	
4.4		Without prejudice to the Customer's obligations in this Services Order, the Customer shall procure that its Users enter into any end user licence agreement provided by Sona from time to time.	
4.5		The Customer shall not, and shall not allow any User to, access, store, distribute or transmit any viruses, or any material during the course of its use of the Subscription Services that is unlawful or facilitates illegal activity, is harmful, threatening, violent, defamatory, obscene, infringing, harassing or racially or ethnically offensive and Sona reserves the right, without liability or prejudice to its other rights, to disable the Customer's access to any material that breaches the provisions of this clause.	

4.6	The Customer shall not, nor allow any User to:	Subscription Fees for additional User Subscriptions shall be determined in accordance with the Commercial Terms (as may be adjusted in accordance with the MSA). For recording keeping purposes, the Customer, if requested by Sona, shall enter into a Change Order to document any increase. The Customer shall not be entitled to decrease its User Subscriptions at any point.
(a)	except as may be allowed by any Applicable Laws which is incapable of exclusion by agreement between the parties:	
(i)	attempt to copy, modify, duplicate, create derivative works from, frame, mirror, republish, download, display, transmit, or distribute all or any portion of the Product (as applicable) in any form or media or by any means; or	5.3 If the purchase of additional User Subscriptions will alter the basis on which the Subscription Fees are calculated, then such increase and the impact it has on future invoicing must be agreed by way of Change Order.
(ii)	attempt to de-compile, reverse compile, disassemble, reverse engineer or otherwise reduce to human-perceivable form all or any part of the Product;	6 Connectivity
(b)	adapt the Documentation without the prior written approval of Sona, and only then for the purpose of educating the Users in relation to the Subscription Services;	6.1 The Customer shall:
(c)	access all or any part of the Subscription Services and Documentation in order to build a product or service which competes with the Product and/or the Documentation;	(a) ensure that its network and systems comply with the relevant specifications provided by Sona from time to time; and
(d)	use the Subscription Services and/or Documentation to provide the Subscription Services to third parties;	(b) be, to the extent permitted by law, solely responsible for procuring, maintaining and securing its network connections and telecommunications links from its systems to Sona's data centres, and all problems, conditions, delays, delivery failures and for all loss or damage arising from or relating to the Customer's network connections or telecommunications links or caused by the internet.
(e)	save as explicitly set out otherwise, 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 Users; and	6.2 The Customer acknowledges that the Subscription Services may enable or assist it to access the website or platform content of, correspond with, and/or purchase products and subscription services from, third parties via third-party websites or platforms and that the Customer does so solely at its own risk. Sona 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 platform, or any transactions completed, and any contract entered into by the Customer, with any such third party. Where applicable, Sona recommends that the Customer refers to the third party's website or platform terms and conditions and privacy notice prior to using the relevant third-party website or platform.
(f)	attempt to obtain, or assist third parties in obtaining, access to the Subscription Services and/or Documentation, other than as provided under this clause 4.	
4.7	The Customer shall 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 Sona.	7 Sona's obligations
4.8	The Customer shall ensure that the Users use the Subscription Services and the Documentation in accordance with this Services Order and the MSA and shall be responsible for any User's breach of the same. Breach of this clause 4 by the Customer shall be considered a material breach of the Agreement and, without prejudice to Sona's other rights and remedies, shall entitle Sona to suspend any or all of the Services.	7.1 Sona warrants that during the Subscription Term, the Subscription Services will be performed substantially in accordance with the Solution Design Document. If the Subscription Services do not conform with the foregoing warranty, Sona will, at its own expense, use commercially reasonable 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 warranty set out in this clause 7.1, save where such breach also constitutes a Service Failure in which case clause 3.2 shall also apply.
4.9	The Customer agrees that Sona may suspend the Subscription Services in order to contain or remediate a security incident.	7.2 Notwithstanding clause 7.1 and to the extent permitted by Applicable Laws:
5 User Subscription flex		(a) Sona does not warrant that the Subscription Services and/or the Customer's use of the Subscription Services will be uninterrupted, free of errors or inaccuracies, complete, or that the Subscription Services, Solution Design Document (if any) and/or the information obtained by the Customer through the Subscription Services will meet the Customer's requirements;
5.1	Subject to clauses 5.2 and 5.3, the Customer may, from time to time during the Subscription Term, purchase additional User Subscriptions via the Subscription Services and Sona shall grant access to the Subscription Services and the Documentation to such additional Users in accordance with these SO Terms.	(b) the Customer assumes sole responsibility for results obtained from the use of the Subscription Services and the Documentation by the Customer, and for conclusions drawn from such use, and the Customer is encouraged to verify information obtained from the Subscription Services; and
5.2	Sona shall, during each quarter, review the number of Users to determine the amount of additional User Subscriptions that have been purchased by the Customer in that quarter. The Subscription Fees for such additional User Subscriptions shall be invoiced by Sona, and payable by the Customer, following the commencement of the next quarter and that invoice shall cover the Subscription Fees for the additional User Subscriptions from the first day of such next quarter through to the last day of the current billing cycle. From then on throughout the Subscription Term, the Subscription Fees for the additional User Subscriptions shall be invoiced in accordance with the Payment Frequency. The	

- (c) Sona shall have no liability for any damage caused by errors or omissions in any information, instructions or scripts provided to Sona by the Customer in connection with the Subscription Services, or any actions taken by Sona at the Customer's direction.

7.3 Save as explicitly stated in this Services Order, the Subscription Services and the Documentation are provided to the Customer on an "as is" basis.

8 Charges and payment

8.1 The Customer shall pay the Subscription Fees to Sona for the User Subscriptions in accordance with this clause 8 and the MSA.

8.2 Save as set out in clause 5.2, Sona shall invoice the Customer for the Subscription Fees in accordance with the Payment Frequency, with the first invoice being raised, subject to clause 8.3, on the earlier of the Target Subscription Start Date and the Subscription Start Date. For the avoidance of doubt, if the first invoice is raised on the Target Subscription Start Date, prior to the Subscription Start Date, this shall not affect the commencement of the Initial Subscription Term which shall commence on the Subscription Start Date, with Sona being entitled to invoice additional pro-rata Subscription Fees accordingly at any point during the Subscription Term.

8.3 If the Subscription Start Date is later than the Target Subscription Start Date due to Sona's breach of its obligations to the Customer contained within the Agreement, the first invoice for the Subscription fees shall be raised on the Subscription Start Date.

8.4 If there is no Target Subscription Start Date, then the first invoice for the Subscription Fees shall be raised on the Subscription Start Date.

8.5 The Customer shall pay each invoice within the Payment Term.

8.6 The Customer shall pay the Implementation Fees to Sona in consideration of the Implementation Services. Sona shall raise an invoice for the Implementation Fees on or following the Services Order Effective Date, and shall raise any subsequent invoices related to further Implementation Fees which are agreed by the Customer during the Implementation Period at any stage after those further Implementation Fees have been agreed, and the Customer shall pay each invoice within the Payment Term.

8.7 Sona may adjust its day rates, fee structures and Fees on each anniversary of the Subscription Start Date by:

- (a) a percentage amount up to a maximum equivalent to the percentage increase in the UK Consumer Prices Index in the previous 12 months; plus
- (b) an additional innovation adjustment of 5% per year to reflect any improvement to the Services made in the previous year (for example only, additional features delivered via Upgrades).

9 Term and termination

9.1 This Services Order shall commence on the Services Order Effective Date, shall continue for the Implementation Period and, once commenced, the Initial Subscription Term. On expiry of the Initial Subscription Term this Services Order shall be automatically renewed for successive Renewal Periods, unless:

- (a) either party notifies the other party of termination, in writing, at least six months before the end of the Initial Subscription Term or the then current Renewal Period, in which case this Services Order shall terminate upon the expiry of the Initial Subscription Term or then current Renewal Period (as applicable); or
- (b) it is otherwise terminated in accordance with the provisions of the MSA.

Appendix 6 Details of Data Processing

This Appendix covers the personal data that Sona will process on the Customer's behalf by virtue of providing the Services covered in this Services Order.

Details of processing activities	
Subject matter, nature, scope and purposes of the processing	To provide the Services in accordance with this Services Order.
Duration of the processing	For the Subscription Term.
Types of personal data	Types of personal data processed can depend on the Modules subscribed to by the Customer, but typical types of personal data include: • Contact details. Email addresses, telephone numbers, addresses, and any additional information Users add to their profile. • Personal details. Names, ages, dates of birth, skills, attributes, job titles, national insurance numbers, racial or ethnic origin, data concerning sex life or sexual orientation. • Certain employment details. Holiday entitlements and booked holiday, sickness and other absence records, disciplinary records. • Financial information. Salary, bank account details, pension details. • Documentation. Copies of passports, driving licences, employment contracts. • Log data. Including information that the user's browser sends whenever the user visits a website or the mobile app sends when the user is using it. This log data may include the User's Internet Protocol address, the address of the web page the user visited before coming to the Modules, the user's browser type and settings, the date and time of the user's request, information about the User's browser configuration and plug-ins, language preferences, and cookie data. • Device information. Information about the device the user is using the Modules on, including what type of device it is, what operating system the User is using, device settings, unique device identifiers, and crash data. Whether we collect some or all of this information often depends on what type of device the User is using and its settings. • Geo-location information. GPS from mobile devices is collected only with the User's permission. WiFi and IP addresses received from the User's browser or device may be used to determine approximate location. • Usage information. This is information about which teams, channels, groups, people, features, content, and links the user interacts with within the Modules and what integrations with related services the User uses. • Communication content that Users send and receive within the Modules. This includes: • The message content itself. This content can include messages, pictures, files and video among other types of files.

	• When messages or files were sent and by whom, when or if they were seen by certain Users, and where a user received them (in a channel, private group, or direct message, for example). • Input information. Personal data which may be inputted by Users of Sona's generative AI tools.
Categories of data subject	All personnel of the Customer who register with the Subscription Services (i.e. Users) and other categories of data subject which the Customer may use the Services in connection with, such as job candidates.