

DOCUMENT 1: SOFTWARE TERMS OF USE

1 Introduction

- 1.1 These Software Terms of Use (as Updated from time to time) are incorporated into our Agreement pursuant to the SaaS Terms. They govern how the Customer and Authorised Users may access and use the Services
- 1.2 Defined terms in these Software Terms of Use have the meaning given in the SaaS Terms and the same rules of interpretation apply. In addition, in these Software Terms of Use the following definitions have the meanings given below:

Licensed School means the single site of a school at which the use of the Services is licensed in accordance with the Agreement;

Parents' Materials means any and all speech and language activities provided by the Supplier for use by parents or carers with their children;

SaaS Terms means the latest version of the document available at [*insert URL*], as Updated from time to time;

Speech and Language Materials means any or all images, videos, texts, PDFs and other document provided with or as part of the Services;

Virus means any virus, disabling code (including code intended to limit or prevent any use any software or system) or other malicious software (including malware, trojan horses, ransomware and spyware).

- 1.3 The Customer and Authorised Users are only permitted to use and access the Services for the Permitted Purpose as defined in the Agreement and in accordance with its terms. Use of the Services (or any part) in any other way, including in contravention of any restriction on use set out in these Software Terms of Use, is not permitted. If any person does not agree with these Software Terms of Use, they may not use the Services.
- 1.4 These Software Terms of Use should be read in conjunction with the Supplier's Privacy Notice.
- 1.5 By agreeing to these Software Terms of Use the Authorised User is also accepting the SaaS Terms and entering into the Agreement on behalf of the Customer (if the SaaS Terms and the Agreement have not already been accepted). The Authorised User warrants (on their own behalf and on behalf of the Customer) that they have the authority to accept the SaaS terms and to enter into the Agreement on behalf of the Customer.

2 Authorised Users' obligations.

- 2.1 The Customer (on its own behalf and on behalf of Authorised Users) and each Authorised User agrees:

- 2.1.1 to keep confidential any login details and password;
- 2.1.2 to keep secure any materials (digital or otherwise) provided by the Supplier; and
- 2.1.3 to use the Services **only** within the precincts of the Licensed School (save where the Authorised User accesses the Services solely for planning or review purposes).

3 Restrictions on use

- 3.1 As a condition of use of the Services, the Customer (on its own behalf and on behalf of Authorised Users) and each Authorised User agrees not to use the Services nor permit them to be used:
 - 3.1.1 for any purpose that is unlawful under any applicable law or prohibited by these Software Terms of Use or the Agreement;
 - 3.1.2 to commit any act of fraud;
 - 3.1.3 to distribute any Virus;
 - 3.1.4 for the purposes of promoting unsolicited advertising or sending spam;
 - 3.1.5 to simulate communications from the Supplier or another service or entity in order to collect identity information, authentication credentials, or other information ('phishing');
 - 3.1.6 in any manner that disrupts the operations, business, equipment, websites or systems of the Supplier or any other person or entity (including any denial of service and similar attacks);
 - 3.1.7 in any manner that harms or may endanger minors or any other person;
 - 3.1.8 in connection with any service, use or purpose where the failure of the Services (or any part) may endanger the health or life of any person or cause damage or loss to any tangible property or the environment;
 - 3.1.9 to promote any unlawful activity;
 - 3.1.10 to represent or suggest that the Supplier endorses any other business, product or service unless the Supplier has separately agreed to do so in writing;
 - 3.1.11 to gain unauthorised access to or use of any computers, data, systems, accounts or networks of any person;
 - 3.1.12 in any manner which may impair any other person's use of the Services or use of any other services provided by the Supplier to any other person;
 - 3.1.13 in any manner which is liable to result in the blacklisting of any of the Supplier's IP addresses;
 - 3.1.14 to attempt to circumvent any security controls or mechanisms;

- 3.1.15 to attempt to circumvent any password or user authentication methods of any person;
- 3.1.16 in any manner inconsistent with our Agreement or with the relevant User Manual or other instructions provided by the Supplier from time to time;
- 3.1.17 in any manner which does not comply with the provisions relating to Intellectual Property Rights contained in our Agreement (including, but not limited to copyright and trade marks); or
- 3.1.18 to conduct any systematic or automated data scraping, data mining, data extraction or data harvesting, or other systematic or automated data collection activity by means of or in relation to the Services.
- 3.1.19 for commercial exploitation;
- 3.1.20 in any manner that involves storing the Materials, Documentation or other content provided by or through the Services on another website or electronic retrieval system;

4 Customer Data and communication standards

- 4.1 Any Customer Data or communication made on or using the Services by any person must conform to appropriate and lawful standards of accuracy, decency and lawfulness, which shall be applied in the Suppliers discretion, acting reasonably. In particular, the Customer warrants and undertakes that any Customer Data and each such communication shall at all times be:
 - 4.1.1 submitted lawfully and without infringement of any Intellectual Property Rights of any person;
 - 4.1.2 free of any Virus (at the point of entering the Subscribed Service or Supplier's systems);
 - 4.1.3 factually accurate;
 - 4.1.4 provided any necessary consent of any third party;
 - 4.1.5 not defamatory or likely to give rise to an allegation of defamation;
 - 4.1.6 not obscene, seditious, vulgar, pornographic, sexually explicit, discriminatory or deceptive;
 - 4.1.7 not abusive, threatening, offensive, harassing or invasive of privacy;
 - 4.1.8 not racist, sexist or xenophobic or homophobic or otherwise discriminatory;
 - 4.1.9 not liable to offend religious sentiments or deeply held beliefs; and
 - 4.1.10 unlikely to cause offence, embarrassment or annoyance to any person.

5 Linking and other intellectual property matters

5.1 As a condition of use of the Services, the Customer (on its own behalf and on behalf of Authorised Users) and each Authorised User agrees not to:

5.1.1 link to any material using or by means of the Services that would, if it were made available through the Services, breach the provisions of these Software Terms of Use;

5.1.2 create a frame or any other browser or border environment around the content of the Services (or any part);

5.1.3 display any of the trade marks or logos used on the Services without the Supplier's permission together with that of the owner of such trade marks or logos;

5.1.4 use the Supplier's trade marks, logos or trade names in any manner;

5.1.5 distribute, reproduce, communicate to the public or adapt part or all of any content provided in any form through the Services except:

(a) Speech and Language Materials may be printed for use within the precincts of the Licensed School (but not elsewhere); and

(b) Parents Materials may be printed for distribution to parents.

6 Monitoring

6.1 The Customer and each Authorised User acknowledges that the Supplier may actively monitor their use of the Services.

DOCUMENT 2: SOFTWARE AS A SERVICE TERMS AND CONDITIONS

1 Definitions and interpretation

1.1 The definitions and rules of interpretation set out in the schedule shall apply to our Agreement.

1.2 In our Agreement:

1.2.1 each order entered into by the Customer shall form a separate agreement, incorporating these SaaS Terms together with the Statement of Works (if any), Software Terms of Use and the Data Protection Addendum (**Agreement**);

1.2.2 in the event of any conflict in respect of the provisions of our Agreement and/or the documents referred to in it the following order of priority shall prevail (in descending order of priority):

- (a) the Statement of Works (if any);
- (b) the Software Terms of Use;
- (c) the SaaS Terms; and
- (d) the Data Protection Addendum; and

1.2.3 subject to the order of priority between documents in clause 1.2.2, later versions of documents shall prevail over earlier ones if there is any conflict or inconsistency between them.

1.3 Any obligation of the Supplier under our Agreement to comply or ensure compliance by any person or the Services with any law shall be limited to compliance only with laws within the United Kingdom as are generally applicable to businesses and to providers of software as a service solutions.

2 Rights of use

2.1 Upon Order Acceptance and subject to the terms of our Agreement, the Supplier grants the Customer a non-exclusive, non-transferable, personal right to:

2.1.1 use each Subscribed Service during Service Hours; and

2.1.2 copy and use the Documentation as strictly necessary for its use by Authorised Users of the Subscribed Services,

during the Subscribed Service Period for the Permitted Purpose.

2.2 The Customer acknowledges that access to the Subscribed Services may take up to two Business Days from Order Acceptance to initially set up and that use of the Subscribed Services is at all times subject to the Customer's compliance with our Agreement and the requirements identified in our Agreement (including all minimum system requirements).

2.3 The Customer acknowledges that the Services do not include:

- 2.3.1 any services, systems or equipment required to access the internet (and that the Customer is solely responsible for procuring access to the internet and for all costs and expenses in connection with internet access, communications, data transmission and wireless or mobile charges incurred by it in connection with use of the Services); or
- 2.3.2 dedicated data back up or disaster recovery facilities (and the Customer should ensure it at all times maintains copies of all Customer Data).

3 Authorised Users

- 3.1 The Customer shall ensure that only Authorised Users use the Subscribed Services and that such use is at all times in accordance with our Agreement. The Customer shall ensure that Authorised Users are, at all times whilst they have access to the Subscribed Services, the employees or contractors of the Customer or the Authorised Affiliates.
- 3.2 The Customer shall keep a list of all Authorised Users and shall notify the Supplier within two Business Days if any updates to any list of Authorised Users are made or required, including when Authorised Users cease to be employed or engaged by a relevant entity such that they are no longer entitled to be Authorised Users.
- 3.3 The Customer shall:
 - 3.3.1 be liable for the acts and omissions of the Authorised Users and the Authorised Affiliates as if they were its own;
 - 3.3.2 only provide Authorised Users with access to the Services and shall not provide access to (or permit access by) anyone other than an Authorised User; and
 - 3.3.3 procure that each Authorised User (and each Authorised Affiliate) is aware of, and complies with, the obligations and restrictions imposed on the Customer under our Agreement, including all obligations and restrictions relating to the Supplier's Confidential Information.
- 3.4 The Customer warrants and represents that it, and all Authorised Users and all others acting on its or their behalf (including systems administrators) shall, keep confidential and not share with any third party (or with other individuals except those with administration rights at the Customer and its Authorised Affiliate's organisation as necessary for use of the Service) their password or access details for any Subscribed Service.
- 3.5 The Customer shall (and shall ensure all Authorised Affiliates and Authorised Users shall) at all times comply with the Software Terms of Use and all other provisions of our Agreement.
- 3.6 If any password has been provided to an individual that is not an Authorised User, the Customer shall notify the Supplier immediately.
- 3.7 Clauses 3.3 to 3.6 (inclusive) shall survive termination or expiry of our Agreement.

4 Indemnity

- 4.1 The Customer shall indemnify, keep indemnified and hold harmless the Supplier (on the Supplier's own behalf on behalf of each of the Supplier's Affiliates) from and against any losses, claims, damages, liability, Data Protection Losses, costs (including legal and other professional fees) and expenses incurred by it (or any of its Affiliates) as a result of the Customer's breach of our Agreement.
- 4.2 This clause 4 shall survive termination or expiry of our Agreement.

5 Support

- 5.1 Support Services shall be available for each Subscribed Service to the Customer for the duration of the respective Subscribed Service Period, to the extent and in the manner specified in the relevant Subscription Service Specific Terms and Statement of Works.
- 5.2 The Supplier will use reasonable endeavours to notify the Customer in advance of scheduled maintenance but the Customer acknowledges that it may receive no advance notification for downtime caused by Force Majeure or for other emergency maintenance.

6 Changes to services and terms

- 6.1 The Supplier may at its absolute discretion make, and notify the Customer of, updated versions of the documents referred to in clause 1.2.2 or other documents referred to in any part of our Agreement (excluding in each case the Statement of Works) from time to time by notifying the Customer of such update by e-mail (together with a copy of the update or a link to a copy of the update) or by any other means which the Supplier elects (**Update Notification**). The Supplier will comply with its related obligations in the Data Protection Addendum.
- 6.2 The document(s) subject to such Update Notification shall replace the preceding version of the same document(s) for the purposes of our Agreement from the date 30 Business Days' after Update Notification of such revised document(s) (the **Update**) (or at such later date as the Supplier may specify).
- 6.3 In the event that the Customer reasonably believes that any Update materially impacts it negatively in any manner it may by notice elect to terminate our Agreement in respect of all impacted Subscribed Services provided it exercises such right prior to such Update taking effect pursuant to clause 6.2 on not less than 10 Business Days prior written notice and notifies the Supplier at the time of exercising such right of the negative impact which has caused it to exercise this right. In the event of such termination the Customer shall receive a refund of any pre-paid Fees (pro rata) in respect of such terminated Services.
- 6.4 The Customer acknowledges that the Supplier shall be entitled to modify the features and functionality of the Services. The Supplier may, without limitation to the generality of this clause 6.4, establish new limits on the Services (or any part), including limiting the volume of data which may be used, stored or transmitted in connection with the Service, remove or restrict application programming interfaces or make alterations to default data retention periods, provided such changes are introduced by Update to the relevant impacted

contractual documents. The Supplier will comply with its related obligations in the Data Protection Addendum.

- 6.5 The Customer acknowledges that the Supplier shall apply appropriate statistical analysis to the Customer Data for the purpose of modifying the features and functionality and further evaluating the efficacy of the Services where the reported results do not constitute Protected Data.

7 Fees

- 7.1 The Subscription Fee shall be paid by the Customer at the rates and in the manner described in the Pricing Terms.

- 7.2 The Supplier shall invoice the Customer:

7.2.1 annually in advance for all Subscription Fees; and

7.2.2 in advance for any other Fees,

due under our Agreement, and the invoices shall be paid within 30 calendar days of the date on the invoice.

- 7.3 The Fees are exclusive of VAT which shall be payable by the Customer at the rate and in the manner prescribed by law.

- 7.4 Fees payable to the Supplier under our Agreement shall be paid into the Supplier's bank account by bank transfer unless otherwise notified by the Supplier to the Customer in writing in accordance with our Agreement.

- 7.5 The Supplier shall have the right to charge interest on overdue invoices at the rate of 8% per year above the base rate of the Bank of England, calculated from the date when payment of the invoice becomes due for payment up to and including the date of actual payment whether before or after judgment.

- 7.6 The Supplier shall be entitled to increase the Fees for any and all Services at any time by notice to the Customer provided that the Supplier shall not be entitled to increase the Fees on less than six weeks prior notice or more than once every 12 months.

- 7.7 To the extent our Agreement terminates or expires the Customer shall not be entitled to any refund or discount of Fees paid for any parts of any year during which the Services cease to be provided.

8 Warranties

- 8.1 Subject to the remainder of this clause 8, the Supplier warrants that:

8.1.1 each Subscribed Service shall operate materially in accordance with its Description when used in accordance with our Agreement under normal use and normal circumstances during the relevant Subscribed Service Period; and

- 8.1.2 it will provide each of the Services with reasonable care and skill.
- 8.2 The Customer acknowledges that clause 8.1 does not apply to Free or Trial Services or to Support Services provided in connection with the same. Without prejudice to the Supplier's obligations under our Agreement in respect of Protected Data, Free or Trial Services and Support Services provided in connection with the same are provided 'as is' and without warranty to the maximum extent permitted by law.
- 8.3 The Services may be subject to delays, interruptions, errors or other problems resulting from use of the internet or public electronic communications networks used by the parties or third parties. The Customer acknowledges that such risks are inherent in internet-based services and that the Supplier shall have no liability for any such delays, interruptions, errors or other problems.
- 8.4 If there is a breach of any warranty in clause 8.1 the Supplier shall at its option: use reasonable endeavours to repair or replace the impacted Services within a reasonable time or (whether or not it has first attempted to repair or replace the impacted Service) refund the Fees for the impacted Services which were otherwise payable for the period during which the Supplier was in breach of any such warranty (provided such period is at least 30 consecutive days). To the maximum extent permitted by law, this clause 8.4 sets out the Customer's sole and exclusive remedy (however arising, whether in contract, negligence or otherwise) for any breach of any of the warranties in clause 8.1.
- 8.5 The warranties in clause 8.1 are subject to the limitations set out in clause 17 and shall not apply to the extent that any error in the Services arises as a result of:
 - 8.5.1 incorrect operation or use of the Services by the Customer, any Authorised Affiliate or any Authorised User (including any failure to follow the Documentation or failure to meet minimum specifications);
 - 8.5.2 use of any of the Services other than for the purposes for which it is intended;
 - 8.5.3 use of any Services with other software or services or on equipment with which it is incompatible (unless the Supplier recommended or required the use of that other software or service or equipment in the Instructions for Use);
 - 8.5.4 any act by any third party (including hacking or the introduction of any virus or malicious code);
 - 8.5.5 any modification of Services (other than that undertaken by the Supplier or at its direction); or
 - 8.5.6 any breach of our Agreement by the Customer (or by any Authorised Affiliate or Authorised User).
- 8.6 The Supplier may make Non-Supplier Materials available for the Customer's use in connection with the Services. The Customer agrees that:
 - 8.6.1 the Supplier has no responsibility for the use or consequences of use of any Non-Supplier Materials;

- 8.6.2 the Customer's use of any Non-Supplier Materials shall be governed by the applicable terms between the Customer and the owner or licensor of the relevant Non-Supplier Materials;
 - 8.6.3 the Customer is solely responsible for any Non-Supplier Materials used in connection with the Services and for compliance with all applicable third party terms which may govern the use of such Non-Supplier Materials; and
 - 8.6.4 the continued availability, compatibility with the Services and performance of the Non-Supplier Materials is outside the control of the Supplier and the Supplier has no responsibility for any unavailability of or degradation in the Services to the extent resulting from the availability, incompatibility or performance of any of the Non-Supplier Materials;
- 8.7 The Customer acknowledges that no liability or obligation is accepted by the Supplier (howsoever arising whether under contract, tort, in negligence or otherwise):
- 8.7.1 that the Subscribed Services shall meet the Customer's individual needs, whether or not such needs have been communicated to the Supplier;
 - 8.7.2 that the operation of the Subscribed Services shall not be subject to minor errors or defects; or
 - 8.7.3 that the Subscribed Services shall be compatible with any other software or service or with any hardware or equipment except to the extent expressly referred to as compatible in the Instructions for Use or Description.
- 8.8 The Supplier makes no warranty:
- 8.8.1 that it provides identical or similar services to a those of a qualified speech and language therapist;
 - 8.8.2 that any specific intervention described or demonstrated within the Supplier Provided Materials will produce the successful remediation of an identified speech or language difficulty in respect of every individual child;
 - 8.8.3 that the results of any assessments (language or speech) will provide a complete and accurate diagnosis of any speech or language issues that an individual child may be experiencing;
 - 8.8.4 that, in the case of language assessments, a child assessed as requiring a particular intervention does, in fact, require that intervention or that they do not require another type of intervention;
 - 8.8.5 that, in the case of speech assessments, a child assessed as having a specific speech sound problem has that problem at all, or a child assessed as not having a specific speech sound problem does not have or will not subsequently develop such a problem.

- 8.9 The Customer accepts that the Services are not intended to provide a full diagnostic assessment of a child's speech and language abilities and that this can only be provided by a qualified speech and language therapist.
- 8.10 Other than as set out in this clause 8, and subject to clause 17.7, all warranties, conditions, terms, undertakings or obligations whether express or implied and including any implied terms relating to quality, fitness for any particular purpose or ability to achieve a particular result are excluded to the fullest extent allowed by applicable law.

9 Customer's responsibilities

- 9.1 The Customer shall (and shall ensure all Authorised Affiliates and Authorised Users shall) at all times comply with all applicable laws relating to the use or receipt of the Services, including laws relating to privacy, data protection and use of systems and communications and with the Software Terms of Use.

10 Intellectual property

- 10.1 All Intellectual Property Rights in and to the Services (including in all Applications, Documentation and all Supplier Provided Materials) belong to and shall remain vested in the Supplier or the relevant third party owner. To the extent that the Customer, any of its Affiliates or any person acting on its or their behalf acquires any Intellectual Property Rights in the Applications, Documentation, Supplier Provided Materials or any other part of the Services, the Customer shall assign or procure the assignment of such Intellectual Property Rights with full title guarantee (including by way of present assignment of future Intellectual Property Rights) to the Supplier or such third party as the Supplier may elect. The Customer shall execute all such documents and do such things as the Supplier may consider necessary to give effect to this clause 10.1.
- 10.2 The Supplier has no obligation to deliver any copies of any software to the Customer in connection with our Agreement or the Services.
- 10.3 The Customer and Authorised Users may be able to store or transmit Customer Data using one or more Subscribed Service and the Subscribed Services may interact with Customer Systems. The Customer hereby grants a royalty-free, non-transferable, non-exclusive licence for the Supplier (and each of its direct and indirect sub-contractors) to use, copy and otherwise utilise the Customer Data and Customer Systems to the extent necessary to perform or provide the Services or to exercise or perform the Supplier's rights, remedies and obligations under our Agreement.
- 10.4 To the extent Non-Supplier Materials are made available to, or used by or on behalf of the Customer, any Authorised Affiliate or any Authorised User in connection with the use or provision of any Subscribed Service, such use of Non-Supplier Materials (including all licence terms) shall be exclusively governed by applicable third party terms notified or made available by the Supplier or the third party and not by our Agreement. The Supplier grants no Intellectual Property Rights or other rights in connection with any Non-Supplier Materials.
- 10.5 The Supplier may use any feedback and suggestions for improvement relating to the Services provided by the Customer, the Authorised Affiliates or any Authorised User without charge

or limitation (**Feedback**). The Customer hereby assigns (or shall or procure the assignment) of all Intellectual Property Rights in the Feedback with full title guarantee (including by way of present assignment of future Intellectual Property Rights) to the Supplier at the time such Feedback is first provided to the Supplier.

- 10.6 The Customer hereby waives (and shall ensure all relevant third parties have waived) all rights to be identified as the author of any work, to object to derogatory treatment of that work and all other moral rights in the Intellectual Property Rights assigned to the Supplier under our Agreement.
- 10.7 Except for the rights expressly granted in our Agreement, the Customer, any Authorised User, any Customer Affiliate and their direct and indirect sub-contractors, shall not acquire in any way any title, rights of ownership, or Intellectual Property Rights of whatever nature in the Services (or any part including the Applications or Documentation) and no Intellectual Property Rights of either party are transferred or licensed as a result of our Agreement.
- 10.8 This clause 10 shall survive the termination or expiry of our Agreement.

11 Customer Systems and Customer Data

- 11.1 Customer Data shall at all times remain the property of the Customer or its licensors.
- 11.2 The Customer shall ensure (and is exclusively responsible for) the accuracy, quality, integrity and legality of the Customer Data and that its use (including use in connection with the Service) complies with all applicable laws and Intellectual Property Rights.
- 11.3 If the Supplier becomes aware of any allegation that any Customer Data may not comply with the Software Terms of Use or any other part of our Agreement the Supplier shall have the right to permanently delete or otherwise remove or suspend access to any Customer Data which is suspected of being in breach of any of the foregoing from the Services and/or disclose Customer Data to law enforcement authorities (in each case without the need to consult the Customer). Where reasonably practicable and lawful the Supplier shall notify the Customer before taking such action.
- 11.4 Except as otherwise expressly agreed in our Agreement, the Supplier shall not be obliged to provide the Customer with any assistance extracting, transferring or recovering any data whether during or after the Service Period. The Customer acknowledges and agrees that it is responsible for maintaining copies of any Customer Data to ensure the continuation of the Customer's and Authorised Affiliates' businesses.
- 11.5 The Supplier routinely undertakes regular backups of the Subscribed Services (which may include Customer Data) for its own business continuity purposes. The Customer acknowledges that such steps do not in any way make the Supplier responsible for ensuring the Customer Data does not become inaccessible, damaged or corrupted. To the maximum extent permitted by applicable law, the Supplier shall not be responsible (under any legal theory, including in negligence) for any loss of availability of, or corruption or damage to, any Customer Data.

11.6 The Supplier shall at the end of the provision of the Services (or any part) relating to the processing of the Customer Data anonymise such Customer Data processed in relation to the Services (or any part) which have ended (and all existing copies of it) except to the extent that any Applicable Law (as defined in the Data Protection Addendum) requires the Supplier to store such Customer Data in its original form.

11.7 The Supplier shall have no liability (howsoever arising, including in negligence) for any deletion or destruction of any such Customer Data undertaken in accordance with our Agreement.

12 Confidentiality and security of Customer Data

12.1 The Supplier shall maintain the confidentiality of the Customer Data and shall not without the prior written consent of the Customer or in accordance with our Agreement, disclose or copy the Customer Data other than as necessary for the performance of the Services or its express rights and obligations under our Agreement.

12.2 The Supplier shall implement technical and organisational security measures as stated in the Data Protection Addendum.

12.3 The Supplier:

12.3.1 undertakes to disclose the Customer Data only to those of its officers, employees, agents, contractors and direct and indirect sub-contractors to whom, and to the extent to which, such disclosure is necessary for the purposes contemplated under our Agreement or as otherwise reasonably necessary for the provision or receipt of the Services, and

12.3.2 shall be responsible to the Customer for any acts or omissions of any of the persons referred to in clause 12.3.1 in respect of the confidentiality and security of the Customer Data as if they were the Supplier's own.

12.4 The provisions of this clause 12 shall not apply to information which:

12.4.1 is or comes into the public domain through no fault of the Supplier, its officers, employees, agents or contractors;

12.4.2 is lawfully received by the Supplier from a third party free of any obligation of confidence at the time of its disclosure;

12.4.3 is independently developed by the Supplier (or any of its Affiliates or any person acting on its or their behalf), without access to or use of such information; or

12.4.4 is required by law, by court or governmental or regulatory order to be disclosed, provided that clauses 12.4.1 to 12.4.3 (inclusive) shall not apply to Protected Data.

12.5 This clause 12 shall survive the termination or expiry of our Agreement for a period of 10 years.

12.6 To the extent any Customer Data is Protected Data, the Supplier shall ensure that such Customer Data may be disclosed or used only to the extent such disclosure or use does not conflict with any of the Supplier's obligations under the Data Protection Addendum. Clauses 12.1 to 12.5 (inclusive) are subject to this clause 12.6.

13 Supplier's Confidential Information

13.1 The Customer shall maintain the confidentiality of the Supplier's Confidential Information and shall not without the prior written consent of the Supplier, disclose, copy or modify the Supplier's Confidential Information (or permit others to do so) other than as necessary for the performance of its express rights and obligations under our Agreement.

13.2 The Customer undertakes to:

13.2.1 disclose the Supplier's Confidential Information only to those of its officers, employees, agents and contractors to whom, and to the extent to which, such disclosure is necessary for the purposes contemplated under our Agreement;

13.2.2 procure that such persons are made aware of and agree in writing to observe the obligations in this clause 13; and

13.2.3 be responsible for the acts and omissions of those third parties referred to in this clause 13.2 as if they were the Customer's own acts or omissions.

13.3 The Customer shall give notice to the Supplier of any unauthorised use, disclosure, theft or loss of the Supplier's Confidential Information immediately upon becoming aware of the same.

13.4 The provisions of this clause 13 shall not apply to information which:

13.4.1 is or comes into the public domain through no fault of the Customer, its officers, employees, agents or contractors;

13.4.2 is lawfully received by the Customer from a third party free of any obligation of confidence at the time of its disclosure;

13.4.3 is independently developed by the Customer, without access to or use of such information; or

13.4.4 is required by law, by court or governmental or regulatory order to be disclosed provided that the Customer, where possible, notifies the Supplier at the earliest opportunity before making any disclosure.

13.5 This clause 13 shall survive the termination or expiry of our Agreement for a period of 10 years.

14 Monitoring compliance

14.1 The Supplier may monitor, collect, store and use information on the use and performance of the Services (including Customer Data) to detect threats or errors to the Services and/or

Supplier's operations and for the purposes of the further development and improvement of the Supplier's services, provided that such activities at all times comply with the Privacy Notice and Data Protection Addendum.

14.2 This clause 14 shall survive termination or expiry of our Agreement for a period of seven years.

15 Relief

To the maximum extent permitted by law, the Supplier shall not be liable (under any legal theory, including negligence) for any breach, delay or default in the performance of our Agreement to the extent the same (or the circumstances giving rise to the same) arises or was contributed to by any Relief Event.

16 Limitation of liability

16.1 The extent of the Supplier's liability under or in connection with our Agreement (regardless of whether such liability arises in tort, contract or in any other way and whether or not caused by negligence or misrepresentation or under any indemnity) shall be as set out in this clause 17.

16.2 Subject to clauses 16.3, 16.4 and 16.7, the Supplier's aggregate liability in respect of each individual Subscribed Service (and all Support Services provided in connection with the same) (howsoever arising under or in connection with our Agreement) shall not exceed the greater of:

16.2.1 an amount equal to the Subscription Fees for the relevant Subscribed Service paid to the Supplier by the Customer in the 12-month period immediately preceding the first incident giving rise to any claim under our Agreement; or

16.2.2 an amount equal to 10 times the Subscription Fees for the relevant Subscribed Service due or paid to the Supplier for the first month of the relevant Subscribed Service Period.

16.3 Subject to clauses 16.4 and 16.7, the Supplier's aggregate liability in respect of each individual Free or Trial Service (and all Support Services provided in connection with the same) (howsoever arising under or in connection with our Agreement) shall not exceed £250.

16.4 Subject to clause 16.7, the Supplier's total aggregate liability howsoever arising under or in connection with our Agreement shall not exceed the greater of:

16.4.1 an amount equal to the Fees for all Services paid to the Supplier in the 12-month period immediately preceding the first incident giving rise to any claim under our Agreement; or

16.4.2 an amount equal to 10 times the Fees due or paid to the Supplier for the Services provided in the first month of the Service Period.

16.5 Subject to clause 16.7, the Supplier shall not be liable for consequential, indirect or special losses.

16.6 Subject to clause 16.7, the Supplier shall not be liable for any of the following (whether direct or indirect):

16.6.1 loss of profit;

16.6.2 destruction, loss of use or corruption of data;

16.6.3 loss or corruption of software or systems;

16.6.4 loss or damage to equipment;

16.6.5 loss of use;

16.6.6 loss of production;

16.6.7 loss of contract;

16.6.8 loss of opportunity;

16.6.9 loss of savings, discount or rebate (whether actual or anticipated); and/or

16.6.10 harm to reputation or loss of goodwill.

16.7 Notwithstanding any other provision of our Agreement, the Supplier's liability shall not be limited in any way in respect of the following:

16.7.1 death or personal injury caused by negligence;

16.7.2 fraud or fraudulent misrepresentation; or

16.7.3 any other losses which cannot be excluded or limited by applicable law.

16.8 This clause 16 shall survive the termination or expiry of our Agreement.

17 Suspension

17.1 The Supplier may suspend access to the Services to all or some of the Authorised Users if:

17.1.1 the Supplier suspects that there has been any misuse of the Services or breach of our Agreement; or

17.1.2 the Customer fails to pay any sums due to the Supplier by the due date for payment.

17.2 Where the reason for the suspension is suspected misuse of the Services or breach of our Agreement, without prejudice to its rights under clause 19, the Supplier will take steps to investigate the issue and may restore or continue to suspend access at its discretion.

17.3 In relation to suspensions under clause 17.1.2, access to the Services will be restored promptly after the Supplier receives payment in full and cleared funds.

17.4 Fees shall remain payable during any period of suspension notwithstanding that the Customer, Authorised Affiliates or some or all of the Authorised Users may not have access to the Services.

17.5 Where access to the Services is suspended for 365 days or more, the Supplier may at its discretion terminate our Agreement and permanently anonymise Customer Data pursuant to clause 11.6.

18 Renewals

18.1 Unless the Statement of Works specifies that there shall be no automatic renewals and subject to clause 18.2, on expiry of the Subscribed Service Period indicated in the Statement of Works for each Subscribed Service the Subscribed Service Period shall continue and automatically renew for a further period of twelve months (**first Renewal Date**) and thereafter renew for a further period of twelve months on each anniversary of the first Renewal Date (each of the first Renewal Date and each such anniversary being a **Renewal Date**). This clause 18.1 shall not apply in respect of Free or Trial Services (which shall not renew unless otherwise expressly stated in the Statement of Works).

18.2 If either party wishes for the Subscribed Service Period to expire on the next Renewal Date, it may cause the Subscribed Service to expire on that Renewal Date by notice provided such notice is served at least 45 days prior to that Renewal Date. If notice is not served within the timeframes set out in this clause 18.2, the Subscribed Service shall renew at the next Renewal Date in accordance with clause 18.1.

19 Term and termination

19.1 Our Agreement shall come into force on Order Acceptance and, unless terminated earlier in accordance with its terms, shall continue for the duration of the Service Period after which it shall automatically expire.

19.2 Either party may terminate our Agreement immediately at any time by giving notice in writing to the other party if:

19.2.1 the other party commits a material breach of our Agreement and such breach is not remediable;

19.2.2 the other party commits a material breach of our Agreement which is not remedied within 20 Business Days of receiving written notice of such breach; or

19.2.3 the other party has failed to pay any amount due under our Agreement on the due date and such amount remains unpaid within 20 Business Days after the other party has received notification that the payment is overdue.

19.3 The Supplier may terminate or suspend the provision of Free or Trial Services (and all related Support Services) at any time with or without notice.

19.4 Any breach by the Customer of the Software Terms of Use or of clauses 3, 9, 10 or 13 shall be deemed a material breach of our Agreement which is not remediable.

20 Consequences of termination

20.1 Immediately on termination or expiry of our Agreement (for any reason), the rights granted by the Supplier under our Agreement shall terminate and the Customer shall (and shall procure that each Authorised User and Authorised Affiliate shall):

20.1.1 stop using the Services; and

20.1.2 destroy and delete or, if requested by the Supplier, return any copies of the Materials in its possession or control (or in the possession or control of any person acting on behalf of any of them).

20.2 Termination or expiry of our Agreement shall not affect any accrued rights and liabilities of either party at any time up to the date of termination or expiry and shall not affect any provision of our Agreement that is expressly or by implication intended to continue beyond termination.

21 Entire agreement

21.1 Our Agreement constitutes the entire agreement between the parties and supersedes all previous agreements, understandings and arrangements between them in respect of its subject matter, whether in writing or oral.

21.2 Each party acknowledges that it has not entered into our Agreement in reliance on, and shall have no remedies in respect of, any representation or warranty that is not expressly set out in our Agreement.

21.3 Nothing in our Agreement shall limit or exclude any liability for fraud.

22 Notices

22.1 Any notice given by a party under our Agreement shall be:

22.1.1 in writing and in English;

22.1.2 signed by, or on behalf of, the party giving it (except for notices sent by email); and

22.1.3 sent to the relevant party at the address set out in clause 22.3.

22.2 Notices may be given, and are deemed received:

22.2.1 by hand: on receipt of a signature at the time of delivery;

22.2.2 by Royal Mail Recorded Signed For post: at 9.00 am on the second Business Day after posting;

22.2.3 by email: on receipt of a delivery email from the correct address.

22.3 Notices shall be sent to:

22.3.1 in the case of those to the Supplier, to Speech Link Multimedia Ltd for the attention of the Office Manager at:

Canterbury Innovation Centre, University Road, Canterbury, CT2 7FG; or

office2@speechlink.co.uk; and

22.3.2 in the case of those to the Customer, to any email or physical address or contact details provided to the Supplier (as may be updated from time to time pursuant to clause 22.4).

22.4 Any change to the contact details of a party as set out in clause 22.3 shall be notified to the other party in accordance with clause 22.1 and shall be effective:

22.4.1 on the date specified in the notice as being the date of such change; or

22.4.2 if no date is so specified, two Business Days after the notice is deemed to be received.

22.5 This clause does not apply to notices given in legal proceedings or arbitration.

23 Variation

23.1 No variation of our Agreement shall be valid or effective unless it is:

23.1.1 an Update made in accordance with our Agreement; or

23.1.2 made in writing, refers to our Agreement and is duly signed or executed by, or on behalf of, each party.

24 Assignment and subcontracting

24.1 Except as expressly provided in our Agreement, the Supplier may at any time assign, sub-contract, sub-licence (including by multi-tier), transfer, mortgage, charge, declare a trust of or deal in any other manner with any or all of its rights or obligations under our Agreement.

24.2 Except as expressly permitted by our Agreement, the Customer shall not assign, transfer, sub-contract, sub-licence, mortgage, charge, declare a trust of or deal in any other manner with any or all of its rights or obligations under our Agreement (including the licence rights granted), in whole or in part, without the Supplier's prior written consent.

25 Set off

Each party shall pay all sums that it owes to the other party under our Agreement without any set-off, counterclaim, deduction or withholding of any kind, save as may be required by law.

26 No partnership or agency

The parties are independent and are not partners or principal and agent and our Agreement does not establish any joint venture, trust, fiduciary or other relationship between them, other than the contractual relationship expressly provided for in it. Neither party shall have,

nor shall represent that it has, any authority to make any commitments on the other party's behalf.

27 Severance

27.1 If any provision of our Agreement (or part of any provision) is or becomes illegal, invalid or unenforceable, the legality, validity and enforceability of any other provision of our Agreement shall not be affected.

27.2 If any provision of our Agreement (or part of any provision) is or becomes illegal, invalid or unenforceable but would be legal, valid and enforceable if some part of it was deleted or modified, the provision or part-provision in question shall apply with such deletions or modifications as may be necessary to make the provision legal, valid and enforceable. In the event of such deletion or modification, the parties shall negotiate in good faith in order to agree the terms of a mutually acceptable alternative provision.

28 Waiver

28.1 No failure, delay or omission by either party in exercising any right, power or remedy provided by law or under our Agreement shall operate as a waiver of that right, power or remedy, nor shall it preclude or restrict any future exercise of that or any other right, power or remedy.

28.2 No single or partial exercise of any right, power or remedy provided by law or under our Agreement shall prevent any future exercise of it or the exercise of any other right, power or remedy.

28.3 A waiver of any term, provision, condition or breach of our Agreement shall only be effective if given in writing and signed by the waiving party, and then only in the instance and for the purpose for which it is given.

29 Third party rights

A person who is not a party to our Agreement shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its provisions.

30 Authority

Each party represents and warrants to the other that it has the right, power and authority to enter into our Agreement and grant to the other the rights (if any) contemplated in our Agreement and to perform its obligations under our Agreement.

31 Governing law

Our Agreement and any dispute or claim arising out of, or in connection with, it, its subject matter or formation (including non-contractual disputes or claims) shall be governed by, and construed in accordance with, the laws of England and Wales.

32 Jurisdiction

The parties irrevocably agree that the courts of England and Wales shall have exclusive non-exclusive jurisdiction to settle any dispute or claim arising out of, or in connection with, our Agreement, its subject matter or formation (including non-contractual disputes or claims).

THE SCHEDULE
DEFINITIONS AND INTERPRETATION

In our Agreement:

Affiliate	means, in respect of any entity, any entity that directly or indirectly controls, is controlled by or is under common control with that entity within the meaning set out in section 1124 of the Corporation Tax Act 2010;
Applications	means the software or applications used by or on behalf of the Supplier to provide the Subscribed Services;
Authorised Affiliates	means, in respect of the relevant Subscribed Service, the Affiliates of the Customer (if any) identified in the Statement of Works or in any other document as Authorised Affiliates in respect of that Subscribed Service;
Authorised Users	means, in respect of the relevant Subscribed Service, the named users authorised by the Customer to use that Subscribed Service in accordance with the terms of our Agreement;
Business Day	means a day other than a Saturday, Sunday or bank or public holiday in England;
Customer	means the purchaser of the Services;
Customer Data	means all data (in any form) that is provided to the Supplier or uploaded or hosted on any part of any Subscribed Service by the Customer or by any Authorised User (but excluding Feedback as defined in clause 10.5);
Customer Systems	means all software and systems used by or on behalf of the Customer, the Customer's Affiliates, any of its or their direct or indirect sub-contractors, or any Authorised User in connection with the provision or receipt any of the Services or that the Services otherwise, link, inter-operate or interface with or utilise (in each case whether directly or indirectly);
Data Protection Addendum	means the addendum identifying certain respective rights and obligations of the parties' in respect of personal data and privacy under our Agreement (as Updated from time to time), which as at Order Acceptance is the latest version available at <i>[insert URL]</i> ;

Data Protection Losses	has the meaning given to that term in the Data Protection Addendum;
Documentation	means: <ul style="list-style-type: none">(a) the description of the relevant Subscribed Service (as Updated from time to time), which as at Order Acceptance is the latest version available at [<i>Insert URL</i>] (the Description);(b) in respect of each Subscribed Service, the relevant instructions as to how to use that part of the Services made available by the Supplier at [<i>Insert URL</i>] (as Updated from time to time) (the Instructions for Use);
Fees	means the Subscription Fees together with any other amounts payable to the Supplier under our Agreement;
Force Majeure	means an event or sequence of events beyond a party's reasonable control preventing or delaying it from performing its obligations under our Agreement (provided that an inability to pay is not Force Majeure), including any matters relating to transfer of data over public communications networks and any delays or problems associated with any such networks or with the internet;
Free or Trial Service	means any Subscribed Service identified as being provided on a trial basis or provided without charge (for the duration of the period during which it is provided on such basis);
Intellectual Property Rights	means any and all copyright, rights in inventions, patents, know-how, trade secrets, trade marks and trade names, service marks, design rights, rights in get-up, database rights and rights in data, semiconductor chip topography rights, utility models, domain names and all similar rights and, in each case: <ul style="list-style-type: none">(a) whether registered or not;(b) including any applications to protect or register such rights;(c) including all renewals and extensions of such rights or applications;(d) whether vested, contingent or future; and

- (e) wherever existing;

Materials means all services, data, information, content, Intellectual Property Rights, websites, software and other materials provided by or on behalf of the Supplier in connection with the Services, but excluding all Customer Data;

Non-Supplier Materials means Materials provided, controlled or owned by or on behalf of a third party the use of which is subject to a separate agreement or licence between the Customer and the relevant third party (including such Non-Supplier Materials which may be linked to, interact with or used by the Services) and all other Materials expressly identified as Non-Supplier Materials in our Agreement;

Order Acceptance means the effective date of the relevant order;

Permitted Downtime means:

- (a) scheduled maintenance;
- (b) emergency maintenance; or
- (c) downtime caused in whole or part by Force Majeure.

Permitted Purpose means use solely for the Customer's internal business operations and, in respect of each Subscribed Services, also for the internal business of operations of the Authorised Affiliates identified in respect of that Subscribed Service on the Statement of Works or elsewhere, in each case in accordance with the applicable Documentation and our Agreement. Permitted Purpose expressly excludes any of the following to the maximum extent permitted by law:

- (a) copying, reproducing, publishing, distributing, redistributing, broadcasting, transmitting, modifying, adapting, editing, abstracting, storing, archiving, displaying publicly or to third parties, selling, licensing, leasing, renting, assigning, transferring, disclosing (in each case whether or not for charge) or in any way commercially exploiting any part of any Subscribed Service or Documentation;
- (b) permitting any use of any Subscribed Service or Documentation in any manner by any third party

(including permitting use in connection with any timesharing or service bureau, outsourced or similar service to third parties or making any Subscribed Service or Documentation (or any part) available to any third party or allowing or permitting a third party to do any of the foregoing (other than to the Authorised Affiliates for the Permitted Purpose));

- (c) combining, merging or otherwise permitting any Subscribed Service (or any part of it or any Application) to become incorporated in any other program or service, or arranging or creating derivative works based on it (in whole or in part); or
- (d) attempting to reverse engineer, observe, study or test the functioning of or decompile the Applications or the Services (or any part),

except as expressly permitted under our Agreement.

Pricing Terms

means the details of pricing and fees in respect of each part of the Services and updated from time to time in accordance with clause 7.6 or, in respect of any part of the Services for which prices are not expressly agreed, on the Supplier's Standard Pricing Terms;

Protected Data

has the meaning given in the Data Protection Addendum;

Relief Event

means:

- (a) any breach of our Agreement by the Customer; or
- (b) any Force Majeure;

Renewal Date

has the meaning given in clause 19.1;

SaaS Terms

means the terms set out in the clauses and other provisions of this document (including the schedule), as Updated from time to time;

Service Period

means the period beginning on Order Acceptance and ending with the last of the Subscribed Service Periods;

Services

means the Subscribed Services and the Support Services;

Software Terms of Use

means the terms of use of the internet-based software to which the Customer has subscribed;

Statement of Works	means the electric or physical form (including its schedules, annexes and appendices (if any)) ordering the Subscribed Services entered into by or on behalf of the Customer and Supplier, incorporating these SaaS Terms and our Agreement (and as varied by the parties by agreement in writing from time to time);
Subscribed Service Period	means (subject to clauses 19 and 20) in respect of each Subscribed Service, the duration during which such services are to be provided;
Subscribed Service Specific Terms	means, in respect of each Subscribed Service, the specific additional or amended terms relevant to that Subscribed Service (as Updated from time to time);
Subscribed Services	means each internet-based service to which the Customer has subscribed (and Subscribed Service shall refer to each respective service separately);
Subscription Fee	means, in respect of each Subscribed Service, the fees payable by the Customer in consideration of that Subscribed Service as set out in the Pricing Terms;
Supplier	means Speech Link Multimedia Ltd, a private limited company (registration number 05304452) whose registered officer is at Canterbury Innovation Centre, University Road, Canterbury, Kent, CT2 7FG ;
Supplier Provided Materials	means all of the Materials provided or made available by or on behalf of the Supplier, but excluding all Customer Data and all Non-Supplier Materials;
Supplier's Confidential Information	means all information (whether in oral, written or electronic form) relating to the Supplier's business which may reasonably be considered to be confidential in nature including information relating to the Supplier's technology, know-how, Intellectual Property Rights, assets, finances, strategy, products and customers. All information relating to the Pricing Terms, the Instructions for Use, the Description and any other technical or operational specifications or data relating to each Subscribed Service shall be part of the Supplier's Confidential Information;
Supplier's Standard Pricing Terms	means the Supplier's standard pricing terms for each part of the Services, as amended by the Supplier from time to time;

Support Services	means, in respect of the relevant Subscribed Service, the support services provided by the Supplier to the Customer as described in the Subscribed Service Specific Terms;
Update	has the meaning given in clause 6.2, and Updated shall be construed accordingly;
Update Notification	has the meaning given in clause 6.1; and
VAT	means United Kingdom value added tax, any other tax imposed in substitution for it.

In our Agreement, unless otherwise stated:

- 1.1 the clause, paragraph, schedule or other headings in our Agreement are included for convenience only and shall have no effect on interpretation;
- 1.2 the Supplier and the Customer are together the **parties** and each a **party**, and a reference to a 'party' includes that party's successors and permitted assigns;
- 1.3 words in the singular include the plural and vice versa;
- 1.4 any words that follow 'include', 'includes', 'including', 'in particular' or any similar words and expressions shall be construed as illustrative only and shall not limit the sense of any word, phrase, term, definition or description preceding those words;
- 1.5 a reference to 'writing' or 'written' includes any method of reproducing words in a legible and non-transitory form (including email);
- 1.6 a reference to specific legislation is a reference to that legislation as amended, extended, re-enacted or consolidated from time to time and a reference to legislation includes all subordinate legislation made as at the date of our Agreement under that legislation; and
- 1.7 a reference to any English action, remedy, method of judicial proceeding, court, official, legal document, legal status, legal doctrine, legal concept or thing shall, in respect of any jurisdiction other than England, be deemed to include a reference to that which most nearly approximates to the English equivalent in that jurisdiction.

DOCUMENT 3: DATA PROTECTION ADDENDUM

IMPORTANT

- A. If a data processing agreement is in force between the Supplier and the Customer at the Order Acceptance for the duration of our Agreement, the terms of that data processing agreement shall apply.
- B. If a data processing agreement is in force between the Supplier and the Customer at the Order Acceptance (whether or not for the duration of our Agreement) but that data processing agreement is terminated or expires then, from the date of termination or expiry, the Supplier and the Customer agree to be bound by the terms of this Data Protection Addendum.
- C. If there is no data processing agreement in force between the Supplier and the Customer at the Order Acceptance, the terms of this Data Protection Addendum shall apply to our Agreement.

1 Application and definitions

- 1.1 In this Data Protection Addendum defined terms shall have the same meaning, and the same rules of interpretation shall apply as in the remainder of our Agreement. In addition in this Data Protection Addendum the following definitions have the meanings given below:

Applicable Law means applicable laws of the European Union (EU), the European Economic Area (EEA) or any of the EU or EEA's member states from time to time together with applicable laws in the United Kingdom from time to time;

Appropriate Safeguards means such legally enforceable mechanism(s) for Transfers of Personal Data as may be permitted under Data Protection Laws from time to time;

Controller has the meaning given to that term in Data Protection Laws;

Data Protection Laws means all Applicable Laws relating to the processing, privacy and/or use of Personal Data, as applicable to either party or the Services, including the following laws to the extent applicable in the circumstances:

- (a) the GDPR;
- (b) the Data Protection Act 2018;
- (c) any laws which implement any such laws; and
- (d) any laws which replace, extend, re-enact, consolidate or amend any of the foregoing (including where applicable, the GDPR as it forms part of the law of England and Wales, Scotland and Northern

Ireland by virtue of the European Union (Withdrawal) Act 2018 as modified by applicable domestic law from time to time]);

Data Protection Losses	means all liabilities, including all: <ul style="list-style-type: none">(a) costs (including legal costs), claims, demands, actions, settlements, interest, charges, procedures, expenses, losses and damages (including relating to material or non-material damage); and(b) to the extent permitted by Applicable Law:<ul style="list-style-type: none">(i) administrative fines, penalties, sanctions, liabilities or other remedies imposed by a Supervisory Authority;(ii) compensation which is ordered by a Supervisory Authority to be paid to a Data Subject; and(iii) the reasonable costs of compliance with investigations by a Supervisory Authority;
Data Subject	has the meaning given to that term in Data Protection Laws;
Data Subject Request	means a request made by a Data Subject to exercise any rights of Data Subjects under Data Protection Laws;
GDPR	means the General Data Protection Regulation, Regulation (EU) 2016/679;
International Recipient	means the organisations, bodies, persons and other recipients to which Transfers of Protected Data are prohibited under paragraph 7.1 without the Customer's prior written consent;
SaaS Terms	means the latest version of the Supplier's master SaaS terms available at [<i>insert URL</i>], as Updated from time to time;
Onward Transfer	means a Transfer from one International Recipient to another International Recipient;
Personal Data	has the meaning given to that term in Data Protection Laws;
Personal Data Breach	means any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, any Protected Data;
processing	has the meanings given to that term in Data Protection Laws (and related terms such as process have corresponding

	meanings);
Processing Instructions	has the meaning given to that term in paragraph 3.1.1;
Processor	has the meaning given to that term in Data Protection Laws;
Protected Data	means Personal Data in the Customer Data;
Sub-Processor	means another Processor engaged by the Supplier for carrying out processing activities in respect of the Protected Data on behalf of the Customer;
Supervisory Authority	means any local, national or multinational agency, department, official, parliament, public or statutory person or any government or professional body, regulatory or supervisory authority, board or other body responsible for administering Data Protection Laws;
Transfer	bears the same meaning as the word 'transfer' in Article 44 of the GDPR. Without prejudice to the foregoing, this term also includes all Onward Transfers. Related expressions such as Transfers , Transferred and Transferring shall be construed accordingly; and

2 Processor and Controller

- 2.1 The parties agree that, for the Protected Data, the Customer shall be the Controller and the Supplier shall be the Processor.
- 2.2 To the extent the Customer is not sole Controller of any Protected Data it warrants that it has full authority and authorisation of all relevant Controllers to instruct the Supplier to process the Protected Data in accordance with our Agreement.
- 2.3 The Supplier shall process Protected Data in compliance with:
 - 2.3.1 the obligations of Processors under Data Protection Laws in respect of the performance of its and their obligations under our Agreement; and
 - 2.3.2 the terms of our Agreement.
- 2.4 The Customer shall ensure that it, its Affiliates and each Authorised User shall at all times comply with:
 - 2.4.1 all Data Protection Laws in connection with the processing of Protected Data, the use of the Services (and each part) and the exercise and performance of its respective rights and obligations under our Agreement, including maintaining all relevant regulatory registrations and notifications as required under Data Protection Laws; and

2.4.2 the terms of our Agreement.

2.5 The Customer warrants, represents and undertakes, that at all times:

- 2.5.1 all Protected Data (if processed in accordance with our Agreement) shall comply in all respects, including in terms of its collection, storage and processing, with Data Protection Laws;
- 2.5.2 all Protected Data shall comply with clauses 10.3 and 11.2 of the SaaS Terms;
- 2.5.3 all necessary fair processing and other information notices have been provided to the Data Subjects of the Protected Data (and all necessary consents from such Data Subjects obtained and at all times maintained) to the extent required by Data Protection Laws in connection with all processing activities in respect of the Protected Data which may be undertaken by the Supplier and its Sub-Processors in accordance with our Agreement;
- 2.5.4 the Protected Data is accurate and up to date;
- 2.5.5 it shall establish and maintain adequate security measures to safeguard Protected Data in its possession or control from unauthorised access and maintaining complete and accurate copies of all Protected Data provided to the Supplier (or anyone acting on its behalf) so as to be able to immediately recover and reconstitute such Protected Data in the event of loss, damage or corruption of such Protected Data by the Supplier or any other person;
- 2.5.6 all instructions given by it to the Supplier in respect of Personal Data shall at all times be in accordance with Data Protection Laws; and
- 2.5.7 it has undertaken due diligence in relation to the Supplier's processing operations and commitments and it is satisfied (and all times its continues to use the Services remains satisfied) that:
 - (a) the Supplier's processing operations are suitable for the purposes for which the Customer proposes to use the Services and engage the Supplier to process the Protected Data;
 - (b) the following technical and organisational measures shall (if the Supplier complies with its obligations) ensure a level of security appropriate to the risk in regards to the Protected Data:
 - (i) all data sent between a web browser and the Supplier's servers shall be encrypted in transit;
 - (ii) all personally identifiable pupil data shall remain encrypted at rest in the Supplier's database;
 - (iii) the Supplier's servers are located in a highly secure ISO27001 certified data centre;
 - (iv) all of the Supplier's staff have an up-to-date enhanced DBS check;
 - (v) the Supplier's offices are monitored by CCTV and security patrols;

- (vi) the Supplier has protocols in place to ensure that Protected Data is handled appropriately, securely and in a legally compliant manner;
 - (vii) all data is stored within the United Kingdom;
 - (viii) save for any data processing undertaken by the Supplier's ISO27001 certified UK based data centre provider, the Supplier does not subcontract any data processing activities;
 - (ix) all of the Supplier's staff are subject to non-disclosure terms and a duty of confidentiality with respect to information that comes into their possession during the course of employment; and
- (c) the Supplier has sufficient expertise, reliability and resources to implement technical and organisational measures that meet the requirements of Data Protection Laws.

3 Instructions and details of processing

3.1 Insofar as the Supplier processes Protected Data on behalf of the Customer, the Supplier:

3.1.1 unless required to do otherwise by Applicable Law, shall (and shall take steps to ensure each person acting under its authority shall) process the Protected Data only on and in accordance with the Customer's documented instructions as set out in this paragraph 3.1 and paragraphs 3.3 and 3.4 (including when making a Transfer of Protected Data to any International Recipient), as Updated from time to time (**Processing Instructions**); and

3.1.2 if Applicable Law requires it to process Protected Data other than in accordance with the Processing Instructions, shall notify the Customer of any such requirement before processing the Protected Data (unless Applicable Law prohibits such information on important grounds of public interest).

3.2 The Customer shall be responsible for ensuring all Authorised Affiliates' and Authorised User's read and understand the Privacy Notice (as Updated from time to time).

3.3 The Customer acknowledges and agrees that the execution of any computer command to process (including deletion of) any Protected Data made in the use of any of the Subscribed Services by an Authorised User will be a Processing Instruction (other than to the extent such command is not fulfilled due to technical, operational or other reasons). The Customer shall ensure that Authorised Users do not execute any such command unless authorised by the Customer (and by all other relevant Controller(s)) and acknowledge that if any Protected Data is deleted pursuant to any such command the Supplier is under no obligation to seek to restore it.

3.4 Subject to applicable Subscribed Service Specific Terms or the Order Form the processing of the Protected Data by the Supplier under our Agreement shall be for the subject-matter, duration, nature and purposes and involve the types of Personal Data and categories of Data Subjects set out in the schedule.

4 Technical and organisational measures

- 4.1 Taking into account the nature of the processing, the Supplier shall implement and maintain, at its cost and expense, the technical and organisational measures:
- 4.1.1 in relation to the processing of Protected Data by the Supplier, as set out in clause 2.5.7(b); and
 - 4.1.2 to assist the Customer insofar as is possible in the fulfilment of the Customer's obligations to respond to Data Subject Requests relating to Protected Data, in each case at the Customer's cost on a time and materials basis.

5 Using staff and other processors

- 5.1 The Supplier shall not engage any Sub-Processor for carrying out any processing activities in respect of the Protected Data except in accordance with our Agreement without the Customer's written authorisation of that specific Sub-Processor (such authorisation not to be unreasonably withheld, conditioned or delayed).
- 5.2 The Customer authorises the appointment of an ISO27001 certified data centre responsible for the provision of dedicated (to the Supplier) secure storage facilities essential to the provision of the Subscribed Services.
- 5.3 The Supplier shall:
- 5.3.1 prior to the relevant Sub-Processor carrying out any processing activities in respect of the Protected Data, appoint each Sub-Processor under a written contract containing materially the same obligations as under paragraphs 2 to 12 (inclusive) that is enforceable by the Supplier (including those relating to sufficient guarantees to implement appropriate technical and organisational measures);
 - 5.3.2 ensure each such Sub-Processor complies with all such obligations; and
 - 5.3.3 remain fully liable for all the acts and omissions of each Sub-Processor as if they were its own.
- 5.4 The Supplier shall ensure that all persons authorised by it (or by any Sub-Processor) to process Protected Data are subject to a binding written contractual obligation to keep the Protected Data confidential (except where disclosure is required in accordance with Applicable Law, in which case the Supplier shall, where practicable and not prohibited by Applicable Law, notify the Customer of any such requirement before such disclosure).

6 Assistance with compliance and Data Subject rights

- 6.1 The Supplier shall refer all Data Subject Requests it receives to the Customer without undue delay. The Customer shall pay the Supplier for all work, time, costs and expenses incurred in connection with such activity, calculated at the Supplier's rates set out in the Supplier's Standard Pricing Terms.

6.2 The Supplier shall provide such reasonable assistance as the Customer reasonably requires (taking into account the nature of processing and the information available to the Supplier) to the Customer in ensuring compliance with the Customer's obligations under Data Protection Laws with respect to:

6.2.1 security of processing;

6.2.2 data protection impact assessments (as such term is defined in Data Protection Laws);

6.2.3 prior consultation with a Supervisory Authority regarding high risk processing; and

6.2.4 notifications to the Supervisory Authority and/or communications to Data Subjects by the Customer in response to any Personal Data Breach,

provided the Customer shall pay the Supplier for all work, time, costs and expenses incurred in connection with providing the assistance in this paragraph 6.2, calculated at the Supplier's rates set out in the Supplier's Standard Pricing Terms.

7 International data transfers

7.1 Subject to paragraph 7.2, the Supplier shall not Transfer any Protected Data:

7.1.1 from any country to any other country; and/or

7.1.2 to an organisation and/or its subordinate bodies governed by public international law, or any other body which is set up by, or on the basis of, an agreement between two or more countries,

without the Customer's prior written consent except where the Supplier is required to Transfer the Protected Data by Applicable Law (and shall inform the Customer of that legal requirement before the Transfer, unless those laws prevent it doing so).

7.2 The Customer agrees that the Supplier may Transfer any Protected Data for the purposes referred to in paragraph 3.4 to any International Recipient(s), provided all Transfers by the Supplier of Protected Data to an International Recipient (and any Onward Transfer) shall be (to the extent required under Data Protection Laws) effected by way of Appropriate Safeguards and in accordance with Data Protection Laws and our Agreement. The provisions of our Agreement shall constitute the Customer's instructions with respect to Transfers in accordance with paragraph 3.1.1.

7.3 The Appropriate Safeguards employed by the Supplier in connection with our Agreement shall be as follows:

7.4 The Supplier (or its Sub-Processors) may only process Protected Data in the UK or EEA.

7.5 The Customer acknowledges that due to the nature of internet-based services, the Protected Data may also be Transferred to other geographical locations in connection with use of the Service further to access and/or computerised instructions initiated by

Authorised Users. The Customer acknowledges that the Supplier does not control such processing and the Customer shall ensure that Authorised Users (and all others acting on its behalf) only initiate the Transfer of Protected Data to other geographical locations if Appropriate Safeguards are in place and that such Transfer is in compliance with all Applicable Laws.

8 Information and audit

8.1 The Supplier shall maintain, in accordance with Data Protection Laws binding on the Supplier, written records of all categories of processing activities carried out on behalf of the Customer.

8.2 The Supplier shall, on request by the Customer, in accordance with Data Protection Laws, make available to the Customer such information as is reasonably necessary to demonstrate the Supplier's compliance with its obligations under this Data Protection Addendum and 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 Customer (or another auditor mandated by the Customer) for this purpose provided:

8.2.1 such audit, inspection or information request is reasonable, limited to information in the Supplier's (or any Sub-Processor's) possession or control and is subject to the Customer giving the Supplier reasonable prior notice of such audit, inspection or information request;

8.2.2 the parties (each acting reasonably and consent not to be unreasonably withheld or delayed) shall agree the timing, scope and duration of the audit, inspection or information release together with any specific policies or other steps with which the Customer or third party auditor shall comply (including to protect the security and confidentiality of other customers, to ensure the Supplier is not placed in breach of any other arrangement with any other customer and so as to comply with the remainder of this paragraph 8.2);

8.2.3 all costs of such audit or inspection or responding to such information request shall be borne by the Customer, and the Supplier's costs, expenses, work and time incurred in connection with such audit or inspection shall be reimbursed by the Customer on a time and materials basis in accordance with the Supplier's Standard Pricing Terms;

8.2.4 the Customer's rights under this paragraph 8.2 may only be exercised once in any consecutive 12month period, unless otherwise required by a Supervisory Authority or if the Customer (acting reasonably) believes the Supplier is in breach of this Data Protection Addendum;

8.2.5 the Customer shall promptly (and in any event within [*one*] Business Day) report any non-compliance identified by the audit, inspection or release of information to the Supplier;

8.2.6 the Customer shall ensure that all information obtained or generated by the Customer or its auditor(s) in connection with such information requests,

inspections and audits is kept strictly confidential (save for disclosure required by Applicable Law);

8.2.7 the Customer shall ensure that any such audit or inspection is undertaken during normal business hours, with minimal disruption to the businesses of the Supplier and each Sub-Processor; and

8.2.8 the Customer shall ensure that each person acting on its behalf in connection with such audit or inspection (including the personnel of any third party auditor) shall not by any act or omission cause or contribute to any damage, destruction, loss or corruption of or to any systems, equipment or data in the control or possession of the Supplier or any Sub-Processor whilst conducting any such audit or inspection.

9 Breach notification

9.1 In respect of any Personal Data Breach involving Protected Data, the Supplier shall, without undue delay (and in any event within 72 hours):

9.1.1 notify the Customer of the Personal Data Breach; and

9.1.2 provide the Customer with details of the Personal Data Breach.

10 Deletion of Protected Data and copies

Following the end of the provision of the Services (or part) relating to the processing of Protected Data the Supplier shall dispose of Protected Data in accordance with its obligations under our Agreement. The Supplier shall have no liability (howsoever arising, including in negligence) for any deletion or destruction of any such Protected Data undertaken in accordance with our Agreement.

11 Compensation and claims

11.1 The Supplier shall be liable for Data Protection Losses (howsoever arising, whether in contract, tort (including negligence) or otherwise) under or in connection with our Agreement:

11.1.1 only to the extent caused by the processing of Protected Data under our Agreement and directly resulting from the Supplier's breach of our Agreement; and

11.1.2 in no circumstances to the extent that any Data Protection Losses (or the circumstances giving rise to them) are contributed to or caused by any breach of our Agreement by the Customer.

11.2 If a party receives a compensation claim from a person relating to processing of Protected Data in connection with our Agreement or the Services, it shall promptly provide the other party with notice and full details of such claim. The party with conduct of the action shall:

11.2.1 make no admission of liability nor agree to any settlement or compromise of the relevant claim without the prior written consent of the other party (which shall not be unreasonably withheld or delayed); and

11.2.2 consult fully with the other party in relation to any such action but the terms of any settlement or compromise of the claim will be exclusively the decision of the party that is responsible under our Agreement for paying the compensation.

11.3 The parties agree that the Customer shall not be entitled to claim back from the Supplier any part of any compensation paid by the Customer in respect of such damage to the extent that the Customer is liable to indemnify or otherwise compensate the Supplier in accordance with our Agreement.

11.4 This paragraph 11 is intended to apply to the allocation of liability for Data Protection Losses as between the parties, including with respect to compensation to Data Subjects, notwithstanding any provisions under Data Protection Laws to the contrary, except:

11.4.1 to the extent not permitted by Applicable Law (including Data Protection Laws); and

11.4.2 that it does not affect the liability of either party to any Data Subject.

12 Survival

This Data Protection Addendum (as Updated from time to time) shall survive termination (for any reason) or expiry of our Agreement and continue until no Protected Data remains in the possession or control of the Supplier or any Sub-Processor, except that paragraphs 10 to 12 (inclusive) shall continue indefinitely.

13 Data protection enquiries

Please address any enquiries on data protection matters to dataprotection@speechlink.co.uk

**THE SCHEDULE
DATA PROCESSING DETAILS**

Subject-matter of processing:

- the performance of respective rights and obligations under our Agreement and delivery and receipt of the Services under our Agreement.

Duration of the processing:

- until the earlier of final termination or final expiry of our Agreement, except as otherwise expressly stated in our Agreement.

Nature and purpose of the processing:

- processing in accordance with the rights and obligations of the parties under our Agreement.
- processing as reasonably required to provide the Services.
- processing as initiated, requested or instructed by Authorised Users in connection with their use of the Services, or by the Customer, in each case in a manner consistent with our Agreement.
- in relation to each Subscribed Service, otherwise in accordance with the nature and purpose identified in its Subscribed Service Specific Terms.

Type of Personal Data:

Authorised Users:

- Email address
- Forename and surname
- Role
- Place of work

Children undergoing speech / language assessments:

- Forename and Surname
- Date of Birth
- SEN status
- English as an Additional Language (EAL)
- Gender
- Pupil Premium or other indicator of social deprivation
- School year
- Form

Some implementations of the Supplier's packages enable Customers to create additional data fields for their own uses.

Categories of Data Subjects:

- Authorised Users
- Children undergoing speech/language assessments

Special categories of Personal Data:

The Supplier does not by default process any specifically special category data.