

TERMS AND CONDITIONS

1. Interpretation

1.1 The definitions and rules of interpretation in this clause apply in this agreement.

Authorised Users: those employees, agents and staff of the Customer who are authorised by the Customer to use the Services and the Documentation, as further described in clause 2.3(a) and those individual parents/carers of students who are invited to access the Software for the purpose of interacting with such employees, agents and staff.

Business Day: a day other than a Saturday, Sunday or public holiday in England or Northern Ireland when banks are open for business.

Confidential Information: information that is proprietary or confidential and is either clearly labelled as such or identified as Confidential Information in clause 11.1.

Controller, Processor, Data Subject, Personal Data, Personal Data Breach, processing and appropriate technical and organisational measures: as defined in the Data Protection Legislation.

Customer Data: the data including Personal Data inputted by the Customer, Authorised Users, or the Supplier on the Customer's behalf for the purpose of using the Services or facilitating the Customer's use of the Services.

Data Protection Legislation: the retained EU law version of the General Data Protection Regulation (EU) (2016/679) (**UK GDPR**) along with the Data Protection Act 2018 (**DPA 2018**) and the Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2003/2426) (**PECR**)

Documentation: the document made available to the Customer by the Supplier online via www.equipple.com or such other web address notified by the Supplier to the Customer from time to time which sets out a description of the Services and the user instructions for the Services.

Effective Date: the date of this agreement.

Free Trial Period: the 30-day (inclusive) period during which the Customer has limited access to the Service at no cost.

Initial Subscription Term: the initial term of this agreement as set out in the Contract Details.

Normal Business Hours: 9.00 am to 5.00 pm local UK time, each Business Day.

Renewal Period: the period described in clause 14.2.

Representatives: in relation to a party, its employees, officers, contractors, subcontractors, representatives and advisers.

Services: the subscription services provided by the Supplier to the Customer under this agreement via www.equipple.com or any other website notified to the Customer by the Supplier from time to time, as more particularly described in the Documentation.

Software: the online software applications provided by the Supplier as part of the Services.

Subscription Fees: the subscription fees payable by the Customer to the Supplier for the User Subscriptions, as set out in the Contract Details.

Subscription Term: has the meaning given in clause 14.2 (being the Initial Subscription Term together with any subsequent Renewal Periods).

Support Services Policy: the Supplier's policy for providing support in relation to the Services is available on request.

User Subscriptions: the user subscriptions purchased by the Customer pursuant to clause 9.1 which entitle Authorised Users to access and use the Services and the Documentation in accordance with this agreement.

Virus: any thing or device (including any software, code, file or programme) which may: prevent, impair or otherwise adversely affect the operation of any computer software, hardware or network, any telecommunications service, equipment or network or any other service or device; prevent, impair or otherwise adversely affect access to or the operation of any programme or data, including the reliability of any programme or data (whether by re-arranging, altering or erasing the programme or data in whole or part or otherwise); or adversely affect the user experience, including worms, trojan horses, viruses and other similar things or devices.

Vulnerability: a weakness in the computational logic (for example, code) found in software and hardware components that when exploited, results in a negative impact to the confidentiality, integrity, or availability, and the term **Vulnerabilities** shall be interpreted accordingly.

- 1.2 Clause, schedule and paragraph headings shall not affect the interpretation of this agreement.
- 1.3 A person includes an individual, corporate or unincorporated body (whether or not having separate legal personality).
- 1.4 A reference to a company shall include any company, corporation or other body corporate, wherever and however incorporated or established.
- 1.5 Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.

- 1.6 Unless the context otherwise requires, a reference to one gender shall include a reference to the other genders.
- 1.7 A reference to a statute or statutory provision is a reference to it as it is in force as at the date of this agreement.
- 1.8 A reference to a statute or statutory provision shall include all subordinate legislation made as at the date of this agreement under that statute or statutory provision.
- 1.9 A reference to **writing** or **written** excludes fax but not email.
- 1.10 References to clauses and schedules are to the clauses and schedules of this agreement; references to paragraphs are to paragraphs of the relevant schedule to this agreement.

2. Subscription

- 2.1 Subject to the terms and conditions of this agreement, the Supplier hereby grants to the Customer a non-exclusive, non-transferable right and licence, without the right to grant sublicences, to permit the Authorised Users to use the Services and the Documentation during the Subscription Term solely on the terms of this agreement.
- 2.2 The Customer may elect to upgrade the subscription to the Software, extend the Services and/or extend the Subscription Term at any time during the Subscription Term, provided that any such additional Services and related Subscription Fees/Additional Fees (if any) are agreed in writing between the parties in advance (in a new Contract Details form or otherwise). The Customer acknowledges that upgrades may be made during the Subscription Term. Downgrades are only permitted at the end of the current Subscription Term. Upgrades or downgrades may impact feature access, data storage allowances, and support levels.
- 2.3 In relation to the Authorised Users, the Customer acknowledges that the Supplier operates a passwordless authentication system, whereby access to the Services is granted via secure, single-use login passcodes sent to the Authorised User's email address. Accordingly, references in this agreement to passwords shall be interpreted to mean any credentials or passcodes used to verify identity and access the Services. The Customer undertakes that:
 - (a) it shall maintain a written, up to date list of current Authorised Users and provide such list to the Supplier within 5 Business Days of the Supplier's written request at any time or times;
 - (b) it shall permit the Supplier or the Supplier's designated auditor to audit the Services to verify compliance with this agreement. Each such audit may be conducted no more than once per quarter, at the Supplier's expense, and this

right shall be exercised with reasonable prior notice, in such a manner as not to substantially interfere with the Customer's normal conduct of business;

- (c) if any of the audits referred to in clause 2.3(b) reveal that access credentials have been used by individuals who are not Authorised Users, then without prejudice to the Supplier's other rights, the Supplier may take reasonable steps to suspend or revoke access for those individuals; and
- (d) if any of the audits referred to in clause 2.3(b) reveal that the Customer has underpaid Subscription Fees to the Supplier, then without prejudice to the Supplier's other rights, the Customer shall pay to the Supplier an amount equal to such underpayment as calculated in accordance with the prices set out in the Contract Details within 10 Business Days of the date of the relevant audit.

2.4 The Customer shall not access, store, distribute or transmit any Viruses, or any material during the course of its use of the Services that:

- (a) is unlawful, harmful, threatening, defamatory, obscene, infringing, harassing or racially or ethnically offensive;
- (b) facilitates illegal activity;
- (c) depicts sexually explicit images;
- (d) promotes unlawful violence;
- (e) is discriminatory based on race, gender, colour, religious belief, sexual orientation, disability; or
- (f) is otherwise illegal or causes damage or injury to any person or property;

and the Supplier reserves the right, without liability or prejudice to its other rights to the Customer, to disable the Customer's access to any material that breaches the provisions of this clause.

2.5 The Customer shall not:

- (a) except as may be allowed by any applicable law which is incapable of exclusion by agreement between the parties and except to the extent expressly permitted under this agreement:
 - (i) attempt to copy, modify, duplicate, create derivative works from, frame, mirror, republish, download, display, transmit, or distribute all or any portion of the Software and/or Documentation (as applicable) in any form or media or by any means; or
 - (ii) attempt to de-compile, reverse compile, disassemble, reverse engineer or otherwise reduce to human-perceivable form all or any part of the Software or the Services; or

- (b) access all or any part of the Services and Documentation in order to build a product or service which competes with the Services and/or the Documentation; or
 - (c) use the Services and/or Documentation to provide services to third parties; or
 - (d) subject to clause 21.1, license, sell, rent, lease, transfer, assign, distribute, display, disclose, or otherwise commercially exploit, or otherwise make the Services and/or Documentation available to any third party except the Authorised Users, or
 - (e) attempt to obtain, or assist third parties in obtaining, access to the Services and/or Documentation, other than as provided under this clause 2; or
 - (f) introduce or permit the introduction of, any Virus or Vulnerability into the Services or the Supplier's network and information systems.
- 2.6 The Customer shall use all reasonable endeavours to prevent any unauthorised access to, or use of, the Services and/or the Documentation and, in the event of any such unauthorised access or use, promptly notify the Supplier.
- 2.7 The rights provided under this clause 2 are granted to the Customer only, and shall not be considered granted to any subsidiary or holding company of the Customer.

3. Expanding Subscriptions

- 3.1 Subject to Clause 3.2, the Customer may, from time to time during any Subscription Term, expand its subscription to reflect a Number of Students greater than that set out in the Contract Details and the Supplier shall grant access to the Services and the Documentation in relation to any such additional Authorised Users in accordance with the provisions of this agreement.
- 3.2 Where the number of students increases significantly beyond the Number of Students specified in the Contract Details, whether due to data synchronisation with the Customer's Management Information System (MIS) or other means, the Supplier shall be entitled to charge the Customer additional fees in line with its standard pricing. The Supplier will notify the Customer in writing of any such increase and associated fees, and the Customer shall be invoiced accordingly.
- 3.3 If additional fees are payable as a result of an increase in the Number of Students, the Supplier shall notify the Customer and issue an invoice for the applicable charges. The Customer shall pay such invoice within 30 days of the invoice date. If such increases occur part way through the Initial Subscription Term or any Renewal Period (as applicable), the fees shall be pro-rated from the effective date of the increase for the remainder of the applicable term.

4. Services

- 4.1 The Supplier shall, during the Subscription Term, provide the Services and make available the Documentation to the Customer on and subject to the terms of this agreement.
- 4.2 The Supplier shall use commercially reasonable endeavours to make the Services available 24 hours a day, seven days a week, except for:
- (a) planned maintenance carried out during the maintenance window of 10.00 pm to 4.00 am UK time; and
 - (b) unscheduled maintenance performed outside Normal Business Hours, provided that the Supplier has used reasonable endeavours to give the Customer at least 6 Normal Business Hours' notice in advance.
- 4.3 The Supplier will, as part of the Services and at no additional cost to the Customer (unless otherwise agreed in writing), provide the Customer with the Supplier's standard customer support services during Normal Business Hours. Where tiers apply, support levels will vary accordingly. The Supplier may develop and amend a Support Services Policy in its sole and absolute discretion from time to time. The Customer may purchase enhanced support services separately at the Supplier's then current rates.

5. Data protection

- 5.1 Both parties will comply with all applicable requirements of the Data Protection Legislation. This clause 5 is in addition to, and does not relieve, remove or replace, a party's obligations or rights under the Data Protection Legislation.
- 5.2 The parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller, and the Supplier is the Processor. Schedule 1 sets out the scope, nature and purpose of processing by the Supplier, the duration of the processing and the types of Personal Data and categories of Data Subject.
- 5.3 The Customer will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of the Personal Data including, if applicable, Personal Data relating to children under 18, to the Supplier for the duration and purposes of this agreement.
- 5.4 Without prejudice to the generality of clause 5.1, the Supplier shall, in relation to any Personal Data processed in connection with the performance by the Supplier of its obligations under this agreement:
- (a) process that Personal Data only on the instructions of the Customer which are set out in Schedule 1 ;

- (b) ensure that it has in place the appropriate technical and organisational measures set out in Schedule 2 to protect against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data. The Supplier may update the measures in Schedule 2 from time to time provided that such updates do not materially reduce the overall level of security of the Personal Data;
- (c) ensure that all personnel who have access to and/or process Personal Data are obliged to keep the Personal Data confidential;
- (d) store and process Personal Data securely and in accordance with the measures set out in Schedule 2;
- (e) where data is transferred out of the UK or EEA, we will take all legally-required steps to make sure that appropriate safeguards are in place to protect personal information in accordance with GDPR, the Data Protection Act 2018 and the US-EU Data Privacy Framework;
- (f) assist the Customer, at the Customer's cost, in responding to any request from a Data Subject and in ensuring compliance with its obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
- (g) notify the Customer without undue delay on becoming aware of a Personal Data Breach;
- (h) at the written direction of the Customer, delete or destroy Personal Data (and any copies) on termination of the agreement unless required by Data Protection Legislation and applicable laws to store the Personal Data;
- (i) maintain complete and accurate records and information to demonstrate its compliance with this clause 5.4.

5.5 The Supplier may appoint third-party processors of Personal Data provided that it enters into a written agreement with the third-party processor on terms which are substantially similar to those set out in this clause 5.

6. Third party providers

The Customer acknowledges that the Services may enable or assist it to access the website content of, correspond with, and purchase products and services from, third parties via third-party websites and that it does so solely at its own risk. The Supplier 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 any transactions completed, and any contract entered into by the Customer, with any such third party. Any contract entered into and any transaction completed via any third-party website is between the Customer and the relevant third party, and not the Supplier. The Supplier recommends that the Customer refers to the third party's website terms and conditions and privacy policy prior to using the relevant third-party website. The Supplier does not endorse or approve any third-party website nor the content of any of the third-party website made available via the Services.

7. Supplier's obligations

7.1 The Supplier shall perform the Services in accordance with the Documentation and with reasonable skill and care.

7.2 The Supplier's obligations at clause 7.1 shall not apply to the extent of any non-conformance which is caused by use of the Services contrary to the Supplier's instructions, or modification or alteration of the Services by any party other than the Supplier or the Supplier's duly authorised contractors or agents. If the Services do not conform with the terms of clause 7.1, Supplier will, at its expense, use reasonable commercial endeavours to correct any such non-conformance promptly. Such correction constitutes the Customer's sole and exclusive remedy for any breach of the undertaking set out in clause 7.1.

7.3 The Supplier:

(a) does not warrant that:

- (i) the Customer's use of the Services will be uninterrupted or error-free; or
- (ii) that the Services, Documentation and/or the information obtained by the Customer through the Services will meet the Customer's requirements; or
- (iii) the Software or the Services will be free from Vulnerabilities or Viruses; or
- (iv) the Software, Documentation or Services will comply with any heightened cybersecurity requirements.

(b) is not responsible for any delays, delivery failures, or any other loss or damage resulting from the transfer of data over communications networks and facilities, including the internet, and the Customer acknowledges that the Services and Documentation may be subject to limitations, delays and other problems inherent in the use of such communications facilities.

7.4 This agreement shall not prevent the Supplier from entering into similar agreements with third parties, or from independently developing, using, selling or licensing documentation, products and/or services which are similar to those provided under this agreement.

- 7.5 The Supplier shall follow its archiving procedures for Customer Data as set out in its Back-Up Policy (available on request), as such document may be amended by the Supplier in its sole discretion from time to time. In the event of any loss or damage to Customer Data, the Customer's sole and exclusive remedy against the Supplier shall be for the Supplier to use reasonable commercial endeavours to restore the lost or damaged Customer Data from the latest back-up of such Customer Data maintained by the Supplier in accordance with the archiving procedure described in its Back-Up Policy. The Supplier shall not be responsible for any loss, destruction, alteration or disclosure of Customer Data caused by any third party (except those third parties sub-contracted by the Supplier to perform services related to Customer Data maintenance and back-up for which it shall remain fully liable).

8. Customer's obligations

- 8.1 The Customer shall:

- (a) provide the Supplier with:
 - (i) all necessary co-operation in relation to this agreement; and
 - (ii) all necessary access to such information as may be required by the Supplier;

in order to provide the Services, including but not limited to Customer Data, security access information and configuration services;
- (b) without affecting its other obligations under this agreement, comply with all applicable laws and regulations with respect to its activities under this agreement;
- (c) carry out all other Customer responsibilities set out in this agreement in a timely and efficient manner. In the event of any delays in the Customer's provision of such assistance as agreed by the parties, the Supplier may adjust any agreed timetable or delivery schedule as reasonably necessary;
- (d) ensure that the Authorised Users use the Services and the Documentation in accordance with the terms and conditions of this agreement and shall be responsible for any Authorised User's breach of this agreement;
- (e) obtain and shall maintain all necessary licences, consents, permissions and insurances which may be reasonably necessary for the Supplier, its contractors and agents to perform their obligations under this agreement, including without limitation the Services;
- (f) ensure that its network and systems comply with the relevant specifications provided by the Supplier from time to time; and
- (g) be, to the extent permitted by law and except as otherwise expressly provided in this agreement, solely responsible for procuring, maintaining and securing its

network connections and telecommunications links from its systems to the Supplier's data centres, and all problems, conditions, delays, delivery failures and all other loss or damage arising from or relating to the Customer's network connections or telecommunications links or caused by the internet.

- 8.2 The Customer shall own all right, title and interest in and to all of the Customer Data that is not personal data and shall have sole responsibility for the legality, reliability, integrity, accuracy and quality of all such Customer Data.

9. Charges and payment

- 9.1 Where applicable, the Customer shall pay the Subscription Fees (and if applicable, any additional fees for enhanced services) to the Supplier in accordance with this clause 9 and the Contract Details.

- 9.2 The Customer shall on the Effective Date provide to the Supplier valid, up-to-date and complete credit card details or approved purchase order information acceptable to the Supplier and any other relevant valid, up-to-date and complete contact and billing details.

- (a) If the Customer provides its credit card details, the Customer authorises the Supplier to bill such card for the Subscription Fees payable in respect of the Initial Subscription Term.
- (b) If the Customer provides its approved purchase order information, the Supplier shall invoice the Customer for the Subscription Fees payable in respect of the Initial Subscription Term, and the Customer shall pay each invoice within 30 days of the date of such invoice.
- (c) Unless this agreement is terminated or notice of non-renewal is given in accordance with clause 14.2, the subscription shall renew automatically and the Customer authorises the Supplier (and/or its payment processor) to invoice and/or charge the Subscription Fees applicable to each Renewal Period in accordance with clause 9.2(a) or 9.2(b) (as applicable).

- 9.3 If the Supplier has not received payment within 14 days after the due date, and without prejudice to any other rights and remedies of the Supplier:

- (a) the Supplier may, on no less than 5 Business Days' notice to the Customer and without liability to the Customer, disable the Customer's password, account and access to all or part of the Services and the Supplier shall be under no obligation to provide any or all of the Services, including access to Customer Data, while the invoice(s) concerned remain unpaid; and
- (b) interest shall accrue on a daily basis on such due amounts at an annual rate equal to 3% over the then current base lending rate of NatWest Plc from time to time,

commencing on the due date and continuing until fully paid, whether before or after judgment.

9.4 All amounts and fees stated or referred to in this agreement:

- (a) shall be payable in the currency specified in the Contract Details (or, in the absence of any such specification, in pounds sterling);
- (b) are, subject to clause 13.3(b), non-cancellable and non-refundable;
- (c) are exclusive of value added tax, which shall be added to the Supplier's invoice(s) at the appropriate rate if applicable.

9.5 If, at any time whilst using the Services, the Customer exceeds the amount of storage space or usage (including emails, SMS messages or API calls) as specified for its Subscription Type, the Supplier may charge the Customer for excess usage. Such charges will be pre-agreed in writing and based on the Supplier's current rate card.

9.6 The Supplier shall be entitled to implement or increase Subscription Fees, the fees payable in respect of the additional Number of Students purchased pursuant to clause 3.2, the support fees payable pursuant to clause 4.3 and/or the excess storage fees payable pursuant to clause 9.5 at the start of each Renewal Period. Any such increase shall be notified to the Customer in accordance with clause 14.2 and shall take effect from the start of the relevant Renewal Period unless the Customer gives notice of non-renewal in accordance with clause 14.2.

10. Proprietary rights

10.1 The Customer acknowledges and agrees that the Supplier and/or its licensors own all intellectual property rights in the Services and the Documentation. Except as expressly stated herein, this agreement does not grant the Customer any rights to, under or in, any patents, copyright, database right, trade secrets, trade names, trademarks (whether registered or unregistered), or any other rights or licences in respect of the Services or the Documentation.

10.2 The Supplier confirms that it has all the rights in relation to the Services and the Documentation that are necessary to grant all the rights it purports to grant under, and in accordance with, the terms of this agreement.

10.3 The Supplier acknowledges and agrees that it has no right or title to any intellectual property rights of the Customer.

11. Confidentiality

11.1 Confidential Information means all confidential information (however recorded or preserved) disclosed by a party or its Representatives to the other party and that party's Representatives whether before or after the date of this agreement, including but not limited to:

- (a) the terms of this agreement or any agreement entered into in connection with this agreement;
- (b) any information that would be regarded as confidential by a reasonable business person relating to:
 - (i) the business, assets, affairs, customers, clients, suppliers, or plans, intentions, or market opportunities of the disclosing party; and
 - (ii) the operations, processes, product information, know-how, designs, trade secrets or software of the disclosing party;
- (c) any information developed by the parties in the course of carrying out this agreement and the parties agree that:
 - (i) details of the Services, and the results of any performance tests of the Services, shall constitute Supplier Confidential Information; and
 - (ii) Customer Data shall constitute Customer Confidential Information.

11.2 The provisions of this clause shall not apply to any Confidential Information that:

- (a) is or becomes generally available to the public (other than as a result of its disclosure by the receiving party or its Representatives in breach of this clause);
- (b) was available to the receiving party on a non-confidential basis before disclosure by the disclosing party;
- (c) was, is or becomes available to the receiving party on a non-confidential basis from a person who, to the receiving party's knowledge, is not bound by a confidentiality agreement with the disclosing party or otherwise prohibited from disclosing the information to the receiving party; or
- (d) the parties agree in writing is not confidential or may be disclosed; or
- (e) is developed by or for the receiving party independently of the information disclosed by the disclosing party.

11.3 Each party shall keep the other party's Confidential Information secret and confidential and shall not:

- (a) use such Confidential Information except for the purpose of exercising or performing its rights and obligations under or in connection with this agreement (**Permitted Purpose**); or

- (b) disclose such Confidential Information in whole or in part to any third party, except as expressly permitted by this clause 11.
- 11.4 A party may disclose the other party's Confidential Information to those of its Representatives who need to know such Confidential Information for the Permitted Purpose, provided that it informs such Representatives of the confidential nature of the Confidential Information before disclosure and at all times, it is responsible for such Representatives' compliance with the confidentiality obligations set out in this clause.
- 11.5 A party may disclose Confidential Information to the extent such Confidential Information is required to be disclosed by law, by any governmental or other regulatory authority or by a court or other authority of competent jurisdiction provided that, to the extent it is legally permitted to do so, it gives the other party as much notice of such disclosure as possible.
- 11.6 Each party reserves all rights in its Confidential Information. No rights or obligations in respect of a party's Confidential Information other than those expressly stated in this agreement are granted to the other party, or to be implied from this agreement.
- 11.7 On termination or expiry of this agreement, each party shall:
 - (a) destroy or return to the other party all documents and materials (and any copies) containing, reflecting, incorporating or based on the other party's Confidential Information;
 - (b) erase all the other party's Confidential Information from computer and communications systems and devices used by it, including such systems and data storage services provided by third parties (to the extent technically and legally practicable); and
 - (c) where requested, certify in writing to the other party that it has complied with the requirements of this clause, provided that a recipient party may retain documents and materials containing, reflecting, incorporating or based on the other party's Confidential Information to the extent required by law or any applicable governmental or regulatory authority.
- 11.8 No party shall make, or permit any person to make, any public announcement concerning this agreement without the prior written consent of the other parties (such consent not to be unreasonably withheld or delayed), except as required by law, any governmental or regulatory authority (including, without limitation, any relevant securities exchange), any court or other authority of competent jurisdiction. Notwithstanding this, the Supplier may include the Customer's name and logo on its website and in marketing materials as an existing customer, unless the Customer opts out in writing.

11.9 Except as expressly stated in this agreement, no party makes any express or implied warranty or representation concerning its Confidential Information.

11.10 The above provisions of this clause 11 shall continue to apply after termination or expiry of this agreement and shall survive for a period of five years from termination or expiry of this agreement.

12. Indemnity

12.1 The Customer shall defend, indemnify and hold harmless the Supplier against claims, actions, proceedings, losses, damages, expenses and costs (including without limitation court costs and reasonable legal fees) arising out of or in connection with (i) the Customer's use of the Services and/or Documentation; and/or (ii) any Authorised User's (or other third party unauthorised users) use of the Services and/or Documentation under or in connection with the Customer's subscription. For the avoidance of doubt, Supplier has no direct relationship nor obligation to third party users, including Authorised Users, nor any liability in relation to content uploaded or shared over the platform, including Customer Data.

12.2 The Supplier shall defend the Customer, its officers, directors and employees against any claim that the Customer's use of the Services or Documentation in accordance with this agreement infringes any third party intellectual property, copyright, trade mark, database right or right of confidentiality, and shall pay the Customer for any amounts awarded against the Customer in judgment or settlement of such claims to include any reasonable and properly incurred costs, provided that:

- (a) the Supplier is given prompt notice of any such claim;
- (b) the Customer does not make any admission, or otherwise attempt to compromise or settle the claim and provides reasonable co-operation to the Supplier in the defence and settlement of such claim, at the Supplier's expense; and
- (c) the Supplier is given sole authority to defend or settle the claim.

12.3 In the defence or settlement of any claim, the Supplier may procure the right for the Customer to continue using the Services, replace or modify the Services so that they become non-infringing or, if such remedies are not reasonably available, terminate this agreement on 2 Business Days' notice to the Customer without any additional liability or obligation to pay liquidated damages or other additional costs to the Customer.

12.4 In no event shall the Supplier, its employees, agents and sub-contractors be liable to the Customer to the extent that the alleged infringement is based on:

- (a) a modification of the Services or Documentation by anyone other than the Supplier; or

- (b) the Customer's use of the Services or Documentation in a manner contrary to the instructions given to the Customer by the Supplier; or
- (c) the Customer's use of the Services or Documentation after notice of the alleged or actual infringement from the Supplier or any appropriate authority; or
- (d) the Customer's breach of this agreement.

12.5 The foregoing and clause 13.3(b) states the Customer's sole and exclusive rights and remedies, and the Supplier's (including the Supplier's employees', agents' and sub-contractors') entire obligations and liability, for infringement of any patent, copyright, trade mark, database right or right of confidentiality.

13. Limitation of liability

13.1 Except as expressly and specifically provided in this agreement:

- (a) the Customer assumes sole responsibility for results obtained from the use of the Services and the Documentation by the Customer, and for conclusions drawn from such use. The Supplier shall have no liability for any damage caused by errors or omissions in any Customer Data, information, instructions or scripts provided to the Supplier by the Customer in connection with the Services, or any actions taken by the Supplier at the Customer's direction;
- (b) all warranties, representations, conditions and all other terms of any kind whatsoever implied by statute or common law are, to the fullest extent permitted by applicable law, excluded from this agreement; and
- (c) the Services and the Documentation are provided to the Customer on an "as is" basis.

13.2 Nothing in this agreement excludes the liability of the Supplier:

- (a) for death or personal injury caused by the Supplier's negligence; or
- (b) for fraud or fraudulent misrepresentation.

13.3 Subject to clause 13.1 and clause 13.2:

- (a) the Supplier shall have no liability for any loss of profits, loss of business, wasted expenditure, depletion of goodwill and/or similar losses or loss or corruption of data or information, or pure economic loss, or for any special, indirect or consequential loss, costs, damages, charges or expenses; and
- (b) the Supplier's total aggregate liability to the Customer (including at clause 12.1), in respect of all breaches of duty occurring within any contract year shall not exceed the Subscription Fees paid in the contract year in which the breaches occurred. (A contract year means a 12 month period commencing on the Effective Date or any anniversary of it).

13.4 References to liability in this clause 13 include every kind of liability arising under or in connection with this agreement including but not limited to liability in contract, tort (including negligence), misrepresentation, restitution or otherwise.

13.5 Nothing in this agreement excludes the liability of the Customer for any breach, infringement or misappropriation of the Supplier's Intellectual Property Rights.

14. Term and termination

14.1 For a free of charge subscription, either party shall be entitled to terminate this agreement on the expiry of the Free Trial Period. Access to the Services will automatically expire at the end of the Free Trial unless the Customer upgrades to a paid subscription. Data submitted during the Free Trial will be retained for up to 90 days after expiration and will then be securely deleted unless otherwise agreed.

14.2 For a paid-for subscription, this agreement shall commence on the Effective Date and shall continue for the Initial Subscription Term, and shall then renew automatically for successive periods of twelve (12) months (each a **Renewal Period**), unless either party gives the other written notice of non-renewal not less than 30 days before the end of the then-current term. The Initial Subscription Term together with any subsequent Renewal Periods shall constitute the **Subscription Term**. The Subscription Fees for each Renewal Period shall be the Supplier's then-current Subscription Fees, subject to clause 9.6. The Supplier shall use reasonable endeavours to notify the Customer of the upcoming renewal, and of any change to the Subscription Fees, not less than 60 days before the end of the then-current term.

14.3 Without affecting any other right or remedy available to it, either party may terminate this agreement with immediate effect by giving written notice to the other party if:

- (a) the other party fails to pay any amount due under this agreement on the due date for payment and remains in default not less than 14 days after being notified in writing to make such payment;
- (b) the other party commits a material breach of any other term of this agreement and (if such breach is remediable) fails to remedy that breach within a period of 30 days after being notified in writing to do so;
- (c) the other party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 (**IA 1986**) as if the words "it is proved to the satisfaction of the court" did not appear in sections 123(1)(e) or 123(2) of the IA 1986;
- (d) the other party commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors other than for the sole

purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;

- (e) the other party applies to court for, or obtains, a moratorium under Part A1 of the Insolvency Act 1986;
- (f) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of that other party other than for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;
- (g) an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is given or if an administrator is appointed, over the other party (being a company, partnership or limited liability partnership);
- (h) the holder of a qualifying floating charge over the assets of that other party (being a company or limited liability partnership) has become entitled to appoint or has appointed an administrative receiver;
- (i) a person becomes entitled to appoint a receiver over the assets of the other party or a receiver is appointed over the assets of the other party;
- (j) a creditor or encumbrancer of the other party attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the other party's assets and such attachment or process is not discharged within 14 days;
- (k) any event occurs, or proceeding is taken, with respect to the other party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 14.3(c) to clause 14.3(j) (inclusive);
- (l) the other party suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business; or
- (m) the other party's financial position deteriorates so far as to reasonably justify the opinion that its ability to give effect to the terms of this agreement is in jeopardy.

14.4 On termination of this agreement for any reason:

- (a) all licences granted under this agreement shall immediately terminate and the Customer shall immediately cease all use of the Services and/or the Documentation;
- (b) each party shall (and in the case of the Customer shall procure that all Authorised Users shall) return and make no further use of any equipment, property, Documentation and other items (and all copies of them) belonging to the other party;

- (c) the Supplier may destroy or otherwise dispose of any of the Customer Data in its possession unless the Supplier receives, no later than two months after the effective date of the termination of this agreement, a written request for the delivery to the Customer of the then most recent back-up of the Customer Data. The Supplier shall use reasonable commercial endeavours to deliver the back-up to the Customer or enable the Customer to download its Customer Data, provided that the Customer has, at that time, paid all fees and charges outstanding at and resulting from termination. The data will be provided in a standard format (e.g., CSV, PDF, or equivalent) unless otherwise agreed. Customer Data will be retained for up to 90 days following termination of the agreement, after which it may be deleted. The Customer shall pay all reasonable expenses incurred by the Supplier in returning and/or disposing of Customer Data; and
- (d) any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the agreement which existed at or before the date of termination shall not be affected or prejudiced.
- (e) The Supplier reserves the right to terminate any free subscription immediately in the event of breach of this agreement or following 90 consecutive days of inactivity. The Supplier shall use reasonable endeavours to notify the Customer in advance where feasible.

15. Force majeure

Neither party shall be in breach of this agreement or otherwise liable for any failure or delay in the performance of its obligations if such delay or failure results from events, circumstances or causes beyond its reasonable control. The time for performance of such obligations shall be extended accordingly. If the period of delay or non-performance continues for 6 weeks, the party not affected may terminate this agreement by giving 30 days' written notice to the affected party.

16. Variation

No variation of this agreement shall be effective unless it is in writing and signed by the parties (or their authorised representatives).

17. Waiver

A waiver of any right or remedy is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy. A delay or failure to exercise, or the single or partial exercise of, any right or remedy shall not waive that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy.

18. Rights and remedies

Except as expressly provided in this agreement, the rights and remedies provided under this agreement are in addition to, and not exclusive of, any rights or remedies provided by law.

19. Severance

If any provision or part-provision of this agreement is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of this agreement. If any provision or part-provision of this agreement is deemed deleted under this clause the parties shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the intended commercial result of the original provision.

20. Entire agreement

20.1 This agreement constitutes the entire agreement between the parties and supersedes and extinguishes all previous and contemporaneous agreements, promises, assurances and understandings between them, whether written or oral, relating to its subject matter.

20.2 Each party acknowledges that in entering into this agreement it does not rely on, and shall have no remedies in respect of, any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this agreement.

20.3 Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this agreement.

21. Assignment

21.1 The Customer shall not, without the prior written consent of the Supplier, assign, transfer, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any of its rights and obligations under this agreement.

21.2 The Supplier may at any time assign, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any or all of its rights and obligations under this agreement, provided that it gives prior written notice of such dealing to the Customer.

22. No partnership or agency

Nothing in this agreement is intended to or shall operate to create a partnership between the parties, or authorise either party to act as agent for the other, and neither party shall have the authority to act in the name or on behalf of or otherwise to bind the other in any

way (including, but not limited to, the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).

23. Third party rights

This agreement does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this agreement. The rights of the parties to rescind or vary this agreement are not subject to the consent of any other person.

24. Counterparts

This agreement may be executed in any number of counterparts, each of which shall constitute a duplicate original, but all the counterparts shall together constitute the one agreement.

25. Notices

25.1 Any notice given to a party under or in connection with this agreement shall be in writing and shall be:

- (a) delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office (if a company) or its principal place of business (in any other case); or
- (b) sent by email to the email addresses (or an address substituted in writing by the party to be served) contained in the Contract Details.

25.2 Any notice shall be deemed to have been received:

- (a) if delivered by hand, at the time the notice is left at the proper address;
- (b) if sent by pre-paid first-class post or other next working day delivery service, at 9.00 am on the second Business Day after posting; or
- (c) if sent by email, at the time of transmission, or, if this time falls outside Business Hours in the place of receipt, when Business Hours resume.

25.3 This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

26. Governing law

This agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and interpreted in accordance with the law of Northern Ireland.

27. Jurisdiction

Each party irrevocably agrees that the courts of Northern Ireland shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).

This agreement has been entered into on the date stated at the beginning of it.

Schedule 1 – PROCESSING, PERSONAL DATA AND DATA SUBJECTS

1. SCOPE and nature

The Supplier will carry out the processing to enable schools to use the Supplier's platform to schedule meetings between parents and teachers to review the progress of students. This will involve the uploading, storing manipulating and downloading of personal data of the types set out below.

2. PURPOSE OF PROCESSING

The provision of the Services as set out in the Documentation.

3. DURATION OF THE PROCESSING

The processing will take place for the duration of this Agreement and afterwards as set out in Clause 14.3.

4. TYPES OF PERSONAL DATA and categories of data subject

- a. Names, email addresses and other relevant contact details of teachers, school staff and parents, carers or those with parental responsibility in relation to students at the school that is the Customer.
- b. Names, subjects studied, classes, quantitative assessment data (standardised scores, class test results, mock exam grades etc) and attendance of each student at the school that is the Customer.
- c. Times and dates of scheduled and actual meetings between teachers and parents, carers or those with parental responsibility in relation to students at the school that is the Customer.
- d. Any court orders in place in relation to a child/family
- e. Whether a translator is required
- f. Teacher notes on progress, development, other information relevant to each student
- g. Parent/carers notes on what they would like to discuss in meetings with teachers

Schedule 2 — Security Measures (Technical and Organisational Measures)

This Schedule sets out the technical and organisational measures implemented by the Supplier in accordance with clause 5.4(b). The Supplier may update these measures from time to time provided that any update does not materially reduce the overall level of security of the Personal Data.

1. Access control and authentication

- (a) The Supplier operates a passwordless authentication system. Access to the Services is granted via secure, single-use login passcodes sent to the Authorised User's registered email address; the Supplier does not store reusable user passwords.
- (b) Access to Personal Data is restricted to authorised personnel on a least-privilege, role-based basis, and is granted only to the extent necessary for the individual to perform their role.
- (c) Multi-factor authentication is enforced on all Supplier staff accounts, including administrative access to the Supplier's production systems.
- (d) Access rights are reviewed quarterly, and are granted or revoked promptly when a person joins, changes role, or ceases to be engaged by the Supplier.

2. Encryption

- (a) Personal Data is encrypted in transit using industry-standard transport-layer encryption (TLS 1.2 or above).
- (b) Personal Data is encrypted at rest using AES-256.

3. Confidentiality, integrity, availability and resilience

- (a) Personal Data is hosted on Amazon Web Services (AWS) infrastructure located in the United Kingdom.
- (b) The Supplier maintains measures designed to ensure the ongoing confidentiality, integrity, availability and resilience of its processing systems and services.
- (c) The Supplier maintains environment separation between its production, testing and development environments, and Personal Data is not used in non-production environments other than where necessary and subject to equivalent protection.

4. Backup and restoration

The Supplier maintains regular backups of Customer Data in accordance with its Back-Up Policy (referenced at clause 7.5), enabling restoration of availability and access to Personal Data in a timely manner in the event of a physical or technical incident.

5. Sub-processor security

The Supplier engages sub-processors only under written terms imposing data-protection obligations substantially equivalent to those in clause 5 of the Terms and Conditions, and assesses the technical and organisational measures of each sub-processor before engagement. The Supplier's current sub-processors are set out in the Equipple Data Processing Standard.

6. Personnel and confidentiality

- (a) All Supplier personnel with access to Personal Data are bound by a duty of confidentiality, whether contractual or statutory.
- (b) Personnel receive data-protection and information-security awareness training on induction and annually thereafter.

7. Logging, monitoring and incident response

- (a) The Supplier maintains logging of access to, and activity within, its production systems, comprising Microsoft 365 audit logging and application-level logging, sufficient to support the detection and investigation of security incidents.
- (b) The Supplier maintains an incident-response process and will notify the Customer without undue delay on becoming aware of a Personal Data Breach, in accordance with clause 5.4(g).

8. Testing and review

- (a) The Supplier holds Cyber Essentials and ISO/IEC 27001 certification.
- (b) The Supplier reviews and, where appropriate, tests the effectiveness of these measures at least annually.