

Master Services Agreement

Definitions and Interpretation

1 Definitions and Interpretation

- 1.1 Clause, Schedule and paragraph headings shall not affect the interpretation of the Agreement.
- 1.2 A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- 1.3 The Statements of Work and Schedules and Appendices referred to in this Agreement form part of the MSA and shall have effect as if set out in full in the body of this MSA.
- 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 gender.
- 1.7 This Agreement shall be binding on, and ensure to the benefit of, the Parties to this Agreement and their respective personal representatives, successors and permitted assigns, and references to any party shall include that Party's personal representatives, successors and permitted assigns.
- 1.8 A reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time to time.
- 1.9 A reference to a statute or statutory provision shall include all subordinate legislation made from time to time under that statute or statutory provision.
- 1.10 A reference to **writing** or **written** includes email but not fax.
- 1.11 Any obligation on a Party not to do something includes an obligation not to allow that thing to be done.
- 1.12 A reference to **this Agreement** or to any other agreement or document referred to in this Agreement is a reference of this Agreement or such other agreement or document as varied or novated (in each case, other than in breach of the provisions of this Agreement) from time to time.
- 1.13 References to clauses and Schedules are to the clauses and Schedules of this Agreement and references to paragraphs are to paragraphs of the relevant Schedule.
- 1.14 Any words following the terms **including, include, in particular, for example** or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.
- 1.15 In this Agreement the following capitalised terms shall have the following meanings:

"Affiliate"	means any entity that directly or indirectly controls, is controlled by, or is under common control with another entity.
"Agreement"	has the meaning ascribed to it in the Order Form.
"Agreement Start Date"	has the meaning ascribed to it in the Order Form.
"Applicable Law"	means all applicable laws, statutes, regulation from time to time in force.
"Applicable Data Protection Laws"	means the Data Protection Legislation and any other relevant data protection legislation which impacts the performance and receipt of the Products and Services.
"Business Day"	means a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.

"Cancellation Charge"	The Charges levied against the Customer for cancelling an Order prior to the date when Terabyte IT Solutions notifies the Customer or end user that a Service is ready for use by the Customer or end user as set out in this Agreement.
"Charges"	means the sums payable for the relevant Product(s) and/or Service(s) as set out in an Order Form or a subsequent Order.
"Confidential Information"	all confidential information (however recorded or preserved) disclosed by a party or its employees, officers, representatives, advisers or sub-contractors involved in the provision or receipt of the Services or Products who need to know the confidential information in question (Representatives) to the other party and that party's Representatives in connection with this Agreement, which is either labelled as such or else which should reasonably be considered as confidential because of its nature and the manner of its disclosure.
"Control"	shall be as defined in section 1124 of the Corporation Tax Act 2010, and the expressions controls, controlled, and change of Control shall be construed accordingly.
"Controller, processor, data subject, personal data, personal data breach, processing and appropriate technical and organisational measures"	as defined in the definition of Data Protection Legislation.
"Customer"	means the customer more particularly described in the Order Form.
"Customer Data"	means any data (including personal data) which is proprietary to or developed exclusively by the Customer, its agents, subcontractors or consultants and which is provided to Terabyte IT Solutions under this Agreement.
"Customer's Equipment"	any equipment, including tools, systems, cabling or facilities, including any access to the Internet provided by the Customer and/or any of the Customer's customers, its/their agents, subcontractors or consultants which is used directly or indirectly in the supply of or access to the Products and/or Services including any such items specified in an Order.
"Customer IPRs"	means the Customer Data; and any other proprietary materials developed by the Customer prior to the date of the Agreement and/or independently to this Agreement.
"Customer Materials"	means all documents, information, items and materials in any form including Customer Data, whether owned by the Customer or a third party, which are provided by the Customer to Terabyte IT Solutions in connection with the Services or Products.
"Data Protection Legislation"	means the UK Data Protection Legislation and any other European Union legislation relating to personal data and all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of personal data (including, without limitation, the privacy of electronic communications).
"Data Protection Policies"	Terabyte IT Solutions' standard data protection policies set out at www.terabytehq.co.uk/clients/policies as amended by Terabyte IT Solutions in its sole discretion from time to time.
"Default"	means any default by either party in comply with its obligations under this Agreement.

"Deliverables"	means any output of the Products and/or Services to be provided by Terabyte IT Solutions to the Customer as specified in an Order and any other documents, products and materials provided by Terabyte IT Solutions to the Customer in relation to the Products and/or Services but excluding the Customer Materials, Customer IPRs and the Terabyte IT Solutions' IPRs.
"Early Termination Charge"	The termination charge payable by the Customer in the event that a Service is terminated after the date when Terabyte IT Solutions notifies the Customer or end user that a Service is ready for use by the Customer or end user but prior to the end of the applicable Term set out in the Order, as set out in this Agreement.
"Effective Date"	the date of this Agreement.
"Insolvency Event"	<p>any of the following in relation to a party:</p> <p>a) the 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 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 Insolvency Act 1986;</p> <p>b) the 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 any of its creditors other than (being a company) 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 the party;</p> <p>c) the party applies to court for, or obtains, a moratorium under Part A1 of the Insolvency Act 1986;</p> <p>d) 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 the party (being a company);</p> <p>e) an application is made to court, or an order is made, for the appointment of an administrator, or a notice of intention to appoint an administrator is given or if an administrator is appointed, over the party (being a company, partnership or limited liability partnership);</p> <p>f) the holder of a qualifying floating charge over the assets of the party (being a company or limited liability partnership) has become entitled to appoint or has appointed an administrative receiver;</p> <p>g) a person becomes entitled to appoint a receiver over all or any of the assets of the party or a receiver is appointed over all or any of the assets of the party;</p> <p>h) a creditor or encumbrancer of the 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 party's assets and such attachment or process is not discharged within 14 days;</p> <p>i) any event occurs, or proceeding is taken, with respect to the party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in a) to h) of this definition.</p>
"Initial Term"	means the initial term of the Master Services Agreement as set out on the Order Form.

"Intellectual Property Rights" or "IPRs"	mean any patents, rights to inventions, copyright and related rights, moral rights, trade marks, business names and domain names, rights in get-up , goodwill and the right to sue for passing off, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets) and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.
"IPRs Claims"	has the meaning ascribed to it in clause 11.8(a).
"Master Services Agreement" or "MSA"	means the Master Agreement term set out in Part A of this Agreement.
"Normal Business Hours"	unless otherwise specified in an Order or Product or Service specific terms, 9.00 am to 5.00 pm local UK time, each Business Day.
"Order"	means an order for Products or Services made pursuant to this Master Services Agreement using Terabyte IT Solutions' Online Ordering Tool. This may include the details on the Order Form or on a subsequent Order agreed by the Parties.
"Online Ordering Tool"	means Terabyte IT Solutions' online ordering tool at a URL as notified to the Customer from time to time.
"Order Form"	means an order form or any proposal issued by Terabyte IT Solutions either in respect of this MSA and/or any subsequent order placed and agreed using the Online Ordering Tool.
"Price"	means the individual price payable for the Products and/or Services as set out in the Order Form and shall be invoiced to the Customer as the Charges for such Products and/or Services.
"Products"	means the products(s) as set out on the Order Form and subsequently provided by Terabyte IT Solutions under an Order to the Customer.
"Rate Card"	means the rate card which may be applied for time and materials-based Orders or where additional Services or support is required.
"Renewal Term"	means a successive period of time equal to the Initial Term commencing on the day following expiry of the Initial Term.
"Services"	means the services set out on the Order Form and subsequently provided by Terabyte IT Solutions under an Order to the Customer.
"UK Data Protection Legislation"	all applicable data protection and privacy legislation in force from time to time in the UK including the General Data Protection Regulation (EU) 2016/679) as it forms part of the laws of England and Wales, Scotland and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018 and as amended by the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019 and the Data Protection, Privacy and Electronic Communications (Amendments etc)(EU Exit) Regulations 2020 (the "UK GDPR"); the Data Protection Act 2018; the Privacy and Electronic Communications Directive 2002/58/EC (as updated by Directive 2009/136/EC) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended.

"Virus"	means 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"	means 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 construed accordingly.

Terabyte IT Solutions

Part A

Master Services Agreement

These terms will be entered into by all Customers and will govern the overarching relationship between Terabyte IT Solutions and the Customer. Subsequent Orders for either Products and/or Services will then be ordered using the Online Ordering Tool and specific terms may apply depending on the particular Product and/or Service ordered.

AGREED TERMS:

1. Agreement Start Date and Term

- 1.1 This Master Services Agreement ("**MSA**") shall commence on the Agreement Start Date or the date when it has been executed (either physically or electronically) by all the Parties whichever is the earlier date.
- 1.2 Unless terminated earlier in accordance with clause 13, this MSA shall continue in force for the Initial Term and shall automatically extend for the Renewal Term unless either party gives to the other party written notice to terminate, at least 90 days before the end of the Initial Term or any Renewal Term.
- 1.3 If there are uncompleted Orders for Services or Products as at the date which notice to terminate is served under clause 1.2, then this Agreement shall continue beyond the end date of the Initial Term or Renewal Term (as the case may be) in order to give effect to the Orders and shall expire on the completion of all Orders.
- 1.4 The Parties shall not enter into any further Orders after the date on which notice to terminate is served under clause 1.2.
- 1.5 Terabyte IT Solutions shall provide the Products and/or Services from the date(s) specified in the relevant Order.

2. Product(s) or Service(s) Order(s)

- 2.1 Each Order for Product(s) and/or Service(s) placed by the Customer under the Online Ordering Tool shall be agreed in the following manner:
 - (a) the Customer requests that Terabyte IT Solutions provides any or all of the Product(s) and/or Service(s) set out on the MSA Order Form or in a subsequent Order using the Online Ordering Tool and provides Terabyte IT Solutions with as much information as Terabyte IT Solutions reasonably requests in order to review and agree to the Order;
 - (b) following receipt of the information requested from the Customer, Terabyte IT Solutions shall, as soon as reasonably practicable either:
 - (i) confirm to the Customer that it is unable to provide the requested Product and/or Service; or
 - (ii) confirm acceptance of the Order and therefore carry out its obligations in order to meet that Order; or
 - (iii) propose an amendment to the Order for the Customer to approve or decline.
- 2.2 An Order is only completed once Terabyte IT Solutions have confirmed to the Customer that it has agreed to meet the Order in writing by both parties electronically executing either of the following using the Online Ordering Form:
 - (a) the MSA Order Form when it is agreed and completed; and/or
 - (b) (for subsequent Orders) an Order when it is agreed and completed.
- 2.3 Unless otherwise agreed, the Charges shall be as stipulated on the Order Form or a subsequent Order or calculated in accordance with the Rate Card.

- 2.4 Once an Order has been agreed and executed in accordance with this clause 2 no amendment shall be made to it except in accordance with clause 20 (Variation).
- 2.5 Each Order shall be part of this Agreement and shall not form a separate contract to it.

3 Terabyte IT Solutions' obligations

- 3.1 Terabyte IT Solutions shall use reasonable endeavours to provide the Products and/or Services and deliver the Deliverables to the Customer, in accordance with each relevant Order(s) in all material respects.
- 3.2 Terabyte IT Solutions shall use reasonable endeavours to meet any performance dates specified in an Order, but any such dates shall be estimates only and time for performance by Terabyte IT Solutions shall not be of the essence of this Agreement.
- 3.3 Terabyte IT Solutions shall use reasonable endeavours to observe all lawful health and safety and security requirements that apply at any of the Customer's premises and that have been communicated to it under clause 4.1(e) provided that Terabyte IT Solutions shall not be liable under this Agreement if, as a result of such observation, it is in breach of any of its obligations under this Agreement or such activity would be illegal or contrary to any Applicable Law.

4 Customer's obligations

- 4.1 The Customer shall:
- (a) co-operate with Terabyte IT Solutions (and/or its licensors, agents, subcontractors or employees) in good faith in all matters relating to the Products and/or Services;
 - (b) appoint an authorised individual to be responsible for a respective Order and in respect of the receipt of the Products and/or Services under each Order, such person as identified in the MSA Order Form or subsequent Order or agreed by the parties from time to time. That person shall have authority to contractually bind the Customer on all matters relating to the relevant Products and/or Services supplied under this Agreement;
 - (c) provide Terabyte IT Solutions (and/or its licensors, agents, subcontractors or employees) in a timely manner and at no charge, with access to the Customer's (or any of its agents, subcontractors or any other third party) premises, office accommodation, data (including Customer Data, security access and configuration information) and other facilities as required by Terabyte IT Solutions in order for it to carry out its obligations under this Agreement or any Order;
 - (d) provide to Terabyte IT Solutions all documents, information, items and materials in any form (whether owned by the Customer or a third party) required under an Order or otherwise which might be reasonably required by Terabyte IT Solutions in connection with the provision of the Products and/or Services and ensure that they are accurate and complete in all material respects. Terabyte IT Solutions shall in no way be liable for any delay, or failure in providing the Products or Services, or any increase in the Charges arising from the provision of any inaccurate, incomplete or corrupted documents, information, items or any other materials or a failure by the Customer to comply with its obligations under this Agreement or under any specific Order;
 - (e) inform Terabyte IT Solutions of all health and safety and security requirements that apply at any of the Customer's premises or at any locations where Terabyte IT Solutions' agents, employees or subcontractors will be on site and/or where the Services are to be provided or Products delivered;
 - (f) ensure that all the Customer's Equipment is in good working order and suitable for the purposes for which it is used in relation to the Products and/or Services and conforms to Applicable Law as appropriate;
 - (g) carry out all other Customer responsibilities set out in this Agreement in a timely manner. In the event of any delays in the Customer's provision of such assistance, Terabyte IT Solutions may adjust any agreed timetable or delivery schedule as reasonably necessary to accommodate such a delay;
 - (h) obtain and shall maintain all necessary licences, consents, and permissions necessary for Terabyte IT Solutions to perform their obligations under this Agreement;

- (i) ensure that its network and systems comply with the relevant specifications provided by Terabyte IT Solutions from time to time or such individual requirements set out in any relevant Order; and
- (j) 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 Terabyte IT Solutions' data centres or other systems, and remain solely responsible for 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.

4.2 If Terabyte IT Solutions' performance of its obligations under this Agreement is prevented or delayed by any act or omission of the Customer, its agents, subcontractors, consultants or employees (including any failure to comply with the provisions set out in this clause 4), then, without prejudice to any other right or remedy it may have, Terabyte IT Solutions shall be allowed an extension of time (and, if necessary in Terabyte IT Solutions' reasonable opinion and upon providing reasonable evidence of any such increase, to increase the Charges) to perform its obligations at least equal to the delay caused by the Customer. Terabyte IT Solutions shall in no way be liable for any delay, or failure or delay in providing either the Services or the Products or any increase in the Charges arising from any act or omission of the Customer, its agents, subcontractors, consultants or employees.

4.3 The Customer shall not access, store, distribute or transmit any Viruses, or any material during the course of its receipt, use or exploitation of the Products and/or Services (whether to Terabyte IT Solutions or any of its customers or suppliers) 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.

Terabyte IT Solutions reserves the right, at any time without notice and 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 or suspend the provision of the Products and/or the Services until such material has been removed and/or erased and the Customer once again complies with the provisions of this clause.

4.4 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 Products and/or Services, Deliverables or any Terabyte IT Solutions' IPRs (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 Products and/or Services, Deliverables or any Terabyte IT Solutions' IPRs (as applicable); or
 - (iii) access all or any part of the Products and/or Services, Deliverables or any Terabyte IT Solutions' IPRs (as applicable) in order to build a product or service which competes with the Products and/or Services, Deliverables or Terabyte IT Solutions' IPRs; or
 - (iv) use the Products and/or Services, Deliverables or any Terabyte IT Solutions' IPRs (as applicable) to provide services to any third parties without Terabyte IT Solutions' prior agreement in writing; or
 - (v) license, sell, rent, lease, transfer, assign, distribute, display, disclose, or otherwise commercially exploit, or otherwise make the Products and/or Services, Deliverables or any Terabyte IT Solutions' IPRs (as applicable)

available to any third party except as permitted under this Agreement. For the avoidance of doubt the Customer shall not be permitted to sub-licence or permit access to the Services or Products unless otherwise agreed by Terabyte IT Solutions in writing; or

- (vi) attempt to obtain, or assist third parties in obtaining, access to the Products and/or Services, Deliverables or any Terabyte IT Solutions' IPRs (as applicable), other than as provided under this clause 4.4 or as otherwise agreed by Terabyte IT Solutions in writing; or
- (vii) introduce or permit the introduction of, any Virus or Vulnerability into Terabyte IT Solutions' or its customers, suppliers or agents' networks and information systems.

4.5 The Customer shall use all reasonable endeavours to prevent any unauthorised access to, or use of, Products and/or Services, Deliverables or any Terabyte IT Solutions' IPRs (as applicable) and, in the event of any such unauthorised access or use, promptly notify Terabyte IT Solutions.

4.6 Unless otherwise specified on Order or agreed in writing the rights provided under this Agreement are granted to the Customer only and shall not be considered granted to any Affiliate of the Customer or any other third party unless otherwise agreed in advance in writing by Terabyte IT Solutions or as envisaged under this MSA.

4.7 This Agreement (and any Order(s) entered into hereunder) shall not prevent Terabyte IT Solutions 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 or any of the Order(s).

5 Employment and personnel matters

5.1 Each party shall not, without the prior written consent of the other party, at any time from the date on which any Products and/or Services commence to the expiry of 12 months after the delivery of such Products and/or completion of such Services (whichever is later):

- (a) solicit, or entice away from the other party (or Terabyte IT Solutions' licensors); or
- (b) employ or attempt to employ any person who is, or has been, engaged as an employee, consultant or subcontractor of that party in the provision of such Products and/or Services.

6 Third party providers

The Customer acknowledges that certain Services may enable or assist it to access the website or applications or content of, correspond with, and purchase products and services from, third parties via third-party websites or applications and that it does so solely at its own risk. Terabyte IT Solutions 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 Terabyte IT Solutions. Terabyte IT Solutions 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. Terabyte IT Solutions 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 Data Protection

7.1 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.

7.2 In the event of any loss or damage to Customer Data, the Customer's sole and exclusive remedy against Terabyte IT Solutions shall be for Terabyte IT Solutions to use reasonable commercial endeavours to restore the lost or damaged Customer Data from the latest back-up of such Customer Data maintained by Terabyte IT Solutions in accordance with the Data Protection Policies. Terabyte IT Solutions 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 Terabyte IT Solutions to perform services related to Customer Data maintenance and back-up for which it shall remain fully liable).

- 7.3 Both parties will comply at all times with all applicable requirements of the Data Protection Legislation.
- 7.4 The Parties shall comply at all times with the Data Protection Policies. The Data Protection Policies may be amended by Terabyte IT Solutions in its sole discretion from time to time. The Client should refer to the webpage listed for the most current version of the Data Protection Policies.
- 7.5 The parties acknowledge that:
- (a) if Terabyte IT Solutions processes any personal data on the Customer's behalf when performing its obligations under this Agreement, the Customer is the controller and Terabyte IT Solutions is the processor for the purposes of the Data Protection Legislation;
 - (b) the Data Protection Policies set out the scope, nature and purpose of processing by Terabyte IT Solutions; and
 - (c) the personal data may be transferred or stored outside the UK and EEA or the country where the Customer is located in order to carry out the Services or provide the Products and Terabyte IT Solutions' other obligations under this Agreement.
- 7.6 The Customer will ensure that it has all necessary appropriate consents and notices in place to enable the lawful transfer (and in accordance with Data Protection Legislation) of any personal data to Terabyte IT Solutions for the duration and purposes of this Agreement (or any relevant Order) so that Terabyte IT Solutions may lawfully use, process and transfer the personal data in accordance with this Agreement (or Order) on the Client's behalf.
- 7.7 Without prejudice to the generality of clause 7.1, Terabyte IT Solutions shall, in relation to any personal data processed in connection with the performance by Terabyte IT Solutions of its obligations under this Agreement:
- (a) 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;
 - (b) notify the Customer without undue delay on becoming aware of a personal data breach;
 - (c) at the written direction of the Customer, delete or return personal data and copies thereof to the Client on termination of the Agreement (or any Order as appropriate) unless required by Applicable Law to store the personal data (and for these purposes the term "delete" shall mean to put such data beyond use); and
- 7.8 Each party shall ensure that it has in place appropriate technical and organisational measures, to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting personal data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to personal data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it).
- 7.9 The Customer provides its general authorisation in accordance with Article 28 of the UK GDPR to Terabyte IT Solutions appointing and updating third-party processors of personal data on their behalf under this Agreement, in order to provide Products and Services. Terabyte IT Solutions shall maintain an updated list of its key third-party sub-processors as part of the Data Protection Policies.

8 Compliance with laws and policies

- 8.1 In performing their respective obligations under this Agreement, each party shall comply with all Applicable Laws.
- 8.2 Changes to the Services or provision of the Products required as a result of changes to the Applicable Laws shall be agreed in writing between the Parties.

9 Charges and payment

- 9.1 In consideration of the provision of the Products and/or Services by Terabyte IT Solutions, the Customer shall pay the Charges as set out in the relevant Order.
- 9.2 Unless otherwise stated in the relevant Order, the Charges exclude the following, which shall be payable by the Customer either within 14 days of the relevant invoice date, or in accordance with the payment provisions set out in the relevant Order, following submission of an appropriate invoice (Terabyte IT Solutions may be entitled to invoice separately for expenses charges):
- (a) the cost of hotel, subsistence, travelling and any other ancillary expenses reasonably incurred by the individuals who Terabyte IT Solutions engages in connection with the Products and/or Services; and
 - (b) the cost to Terabyte IT Solutions of any materials or services procured by Terabyte IT Solutions from third parties for the provision of the Products and/or Services as such items and their cost are either set out in the Order or as may be approved by the Customer in writing from time to time.
- 9.3 Unless stated as being fixed for a specific period in a relevant Order, Terabyte IT Solutions may increase the Charges by a percentage made up of
- (i) the annual percentage increase in the Retail Prices Index ("RPI") announced in January each year plus
 - (ii) 2.5% on or after 1st April each year.
- 9.4 Terabyte IT Solutions may increase the Charges where the provision of Products and Services (and the cost of supplying the same) is affected by factors beyond its reasonable control, which shall include but shall not be limited to foreign exchange fluctuations, increases in taxes and duties, and increases (or shortages) in labour, materials (including oil and gas) and other manufacturing costs.
- 9.5 Terabyte IT Solutions shall invoice the Customer for the Charges in accordance with the payment provisions set out in the relevant Order for the Products and/or Services being provided. Payment for any recurring Charges shall be made by way of a direct debit or BACS.
- 9.6 Unless otherwise stated in the Order, for one-off professional services or project work, Terabyte IT Solutions reserves the right to charge a deposit of 50% (fifty per cent) of the total labour Charges in advance. Terabyte IT Solutions shall invoice the balance of the Charges either on the achievement of Milestones (up to a maximum of four) or on completion of the Services as indicated in the relevant Order.
- 9.7 Terabyte IT Solutions reserves the right to invoice the Customer for all costs incurred by Terabyte IT Solutions if the Customer delays the commencement of the Services for more than 3 months from the date the Order was approved by the Customer.
- 9.8 Unless agreed otherwise in the relevant Order, with the exception of software licencing and hardware, the Customer shall pay each invoice submitted to it by Terabyte IT Solutions within 30 days from the invoice date to a bank account nominated in writing by Terabyte IT Solutions ("**Due Date**").
- 9.9 Unless otherwise stated in the order, for Software licencing and hardware, the customer shall pay each invoice submitted to it by Terabyte IT Solutions within 14 days from the invoice date to a bank account nominated in writing by Terabyte IT Solutions ("**Due Date**").
- 9.10 Without prejudice to any other right or remedy that it may have, if Terabyte IT Solutions has not received payment within 7 days after the Due Date, and without prejudice to any other rights and remedies of Terabyte IT Solutions:

- (a) Terabyte IT Solutions may, without liability to the Customer suspend provision of any or all of the Services or any further delivery of the Products 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 4% over the then current base lending rate of the Bank of England from time to time, commencing on the due date and continuing until fully paid, whether before or after judgment.
- 9.11 All amounts and fees stated or referred to in this Agreement (unless otherwise stated in an Order):
- (a) shall be payable in pounds sterling;
 - (b) shall be paid in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law);
 - (c) are, subject to clause 12.3(b), non-cancellable and non-refundable; and
- 9.12 The Customer shall notify Terabyte IT Solutions in writing of any disputes concerning any invoices received by the Customer within 6 months of the invoice date. If the Customer fails to provide notice of any disputed invoices within this period, all such invoices shall be deemed to be correct, and no adjustments shall be accepted by Terabyte IT Solutions.

10 Intellectual Property Rights

- 10.1 Unless otherwise stated in an Order, in respect of the Deliverables:
- (a) Terabyte IT Solutions and its licensors shall retain ownership of all IPRs in the Deliverables, the Products and the Services;
 - (b) Terabyte IT Solutions grants the Customer, or shall procure the direct grant to the Customer of a fully paid-up, worldwide, non-exclusive, royalty-free licence during the term of this Agreement to copy and modify the Deliverables for the purpose of receiving and using the outputs of the Products and/or Services received during the term of the Agreement or the term of a specific Order (whichever is the shorter period) and the Deliverables for its own internal business purposes; and
 - (c) the Customer shall not (unless it obtains Terabyte IT Solutions' prior written consent) sub-license, assign or otherwise transfer the rights granted in clause 10.1(b) or under this Agreement to its Affiliates, customers and/or any third parties.
- 10.2 In relation to the Customer Materials and Customer IPRs, the Customer:
- (a) and its licensors shall retain ownership of all IPRs in the Customer Materials and Customer IPRs; and
 - (b) grants to Terabyte IT Solutions a fully paid-up, non-exclusive, royalty-free, non-transferable licence to copy and modify the Customer Materials and/or Customer IPRs for the term of this Agreement for the purpose of providing the Products and/or Services to the Customer.
- 10.3 In relation to the Terabyte IT Solutions IPRs, Terabyte IT Solutions:
- (a) and its licensors shall retain ownership of all the Terabyte IT Solutions IPRs and any other proprietary material of Terabyte IT Solutions; and
 - (b) grants to the Customer a fully paid-up, non-exclusive, royalty-free, non-transferable licence to use the Products and/or Services purchased under an Order (including any relevant Terabyte IT Solutions IPRs subsisting in those Products and/or Services) for the term of this Agreement or (as appropriate) the term of any Order for the purpose of receiving and using the Products and/or Services.
- 10.4 The Customer warrants that the receipt and use in the performance of this Agreement by Terabyte IT Solutions, its agents, subcontractors or consultants of the Customer Data, Customer Materials or Customer IPRs shall not infringe the rights, including any IPRs, of any third party.

10.5 Terabyte IT Solutions may terminate this Agreement and/or any relevant Orders with immediate effect by serving notice to the Customer if the use or possession of the Customer Materials and/or the Customer IPRs by Terabyte IT Solutions (or any of its licensors or sub-contractors) gives rise to any IPRs Claims being made, or in Terabyte IT Solutions' reasonable opinion is likely to be made, against Terabyte IT Solutions (its licensors or sub-contractors). In these circumstances the Customer shall be responsible for any Charges or any other fees then due up to the date of termination and any Charges due up to the end of the then current term for provision of the Products, Services and/or Deliverables set out in the relevant Order(s).

11 Confidentiality

11.1 Each party may be given access to Confidential Information from the other party in order to perform its obligations under this Agreement. A party's Confidential Information shall not be deemed to include information that:

- (a) is or becomes publicly known other than through any act or omission of the receiving party;
- (b) was known to the other party (without obligation to keep the same confidential) at the date of disclosure or acquisition of the Confidential Information;
- (c) is lawfully disclosed to the receiving party by a third party without restriction on disclosure; or
- (d) is independently developed by the receiving party, which independent development can be shown by written evidence.

11.2 Subject to clause 11.4, each party shall hold the other's Confidential Information in confidence. and not make the other's Confidential Information available to any third party or use the other's Confidential Information for any purpose other than the implementation of this Agreement.

11.3 Subject to clause 11.4, each party shall take all reasonable steps to ensure that the other's Confidential Information to which it has access is not disclosed or distributed by its employees, agents or sub-contractors in violation of the terms of this Agreement.

11.4 A party may disclose Confidential Information to the extent such Confidential Information is:

- (a) 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 and, where notice of disclosure is not prohibited and is given in accordance with this clause 11.4, it takes into account the reasonable requests of the other party in relation to the content of such disclosure; and/or
- (b) disclosed to the directors, officers, employees, agents or consultants of the Customer and members of the Customer's Group together with any professional advisors to the Reseller ("**Representatives**") who have a need to know that such Confidential Information for the purposes of this Agreement, provided that it shall inform each such Representative of the restrictions as to confidentiality, use and disclosure of such Confidential Information contained in this Agreement and impose upon each such Representative obligations of confidentiality at least equivalent to those set out in this Agreement.

11.5 The above provisions of this clause 11 shall survive termination of this Agreement (or any Order), however arising.

11.6 Terabyte IT Solutions:

- (a) shall, subject to clause 12, and provided that the Customer is not in default of any of its payment obligations under this Agreement or any Order, indemnify the Customer against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all other reasonable professional costs and expenses) suffered or incurred or paid by the Customer arising out of or in connection with any claim brought against the Customer for actual or alleged infringement of a third party's UK Intellectual Property Rights, to the extent that the infringement or alleged infringement results from copying, arising out of, or in connection with, the receipt or use of the Products and/or Services;

- (b) shall not be in breach of its obligations, and the Customer shall have no claim under the indemnity at clause 11.6(a) to the extent the infringement arises from:
 - (i) the use of Customer Materials or Customer IPRs in the development of, or the inclusion of the Customer Materials or Customer IPRs or the Customer's customer IPRs in the Products, Services or any Deliverable;
 - (ii) any modification of the Products, Services or any Deliverable, other than by or on behalf of Terabyte IT Solutions; and
 - (iii) compliance with the Customer's or any of its customers' specifications or instructions.

11.7 The Customer:

- (a) warrants that the receipt and use in the performance of this Agreement (or any Order) by Terabyte IT Solutions, its agents, subcontractors or consultants of the Customer Materials or Customer IPRs or Customer Data shall not infringe the rights, including any IPRs, of any third party; and
- (b) shall indemnify Terabyte IT Solutions and their respective successors and assigns against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other reasonable professional costs and expenses) suffered or incurred or paid by Terabyte IT Solutions arising out of or in connection with:
 - (i) any claim brought against Terabyte IT Solutions, its agents, subcontractors or consultants for actual or alleged infringement of a third party's Intellectual Property Rights, arising out of, or in connection with, the receipt or use in the performance of this Agreement or any Order of the Customer Materials or Customer IPRs or Customer Data; and
 - (ii) any breach by the Customer of clause 4.

11.8 If either party ("**Indemnifying Party**") is required to indemnify the other party ("**Indemnified Party**") under this clause 11, the Indemnified Party shall:

- (a) notify the Indemnifying Party in writing of any claim against it in respect of which it wishes to rely on the indemnity at clause 11.6(a) or clause 11.7(b) (as applicable) ("**IPRs Claim**");
- (b) allow the Indemnifying Party, at its own cost, to conduct all negotiations and proceedings and to settle the IPRs Claim, always provided that the Indemnifying Party shall obtain the Indemnified Party's prior approval of any settlement terms, such approval not to be unreasonably withheld;
- (c) provide the Indemnifying Party with such reasonable assistance regarding the IPRs Claim as is required by the Indemnifying Party, subject to reimbursement by the Indemnifying Party of the Indemnified Party's costs so incurred; and
- (d) not, without prior consultation with the Indemnifying Party, make any admission relating to the IPRs Claim or attempt to settle it, provided that the Indemnifying Party considers and defends any IPRs Claim diligently, using competent counsel and in such a way as not to bring the reputation of the Indemnified Party into disrepute.

11.9 If any IPRs Claim is made, or in Terabyte IT Solutions' reasonable opinion is likely to be made, against the Customer, Terabyte IT Solutions may at its sole option and expense:

- (a) procure for the Customer the right to continue to use the Products, Services and/or Deliverables (or any part thereof) in accordance with the terms of this Agreement;

- (b) modify the Products, Services and/or Deliverables so that they cease to be infringing;
 - (c) replace the Products, Services and/or Deliverables with non-infringing alternatives (where possible);
 - (d) terminate
 - (i) any Order under which the impacted Products, Services and/or Deliverables are provided; or
 - (ii) (in circumstances where Terabyte IT Solutions' provision of the Products, Services or Deliverables under this Agreement in its entirety are impacted) this Agreement in its entirety;
 - (e) by notice in writing to the Customer refund any of the Charges paid by the Customer as at the date of termination for which the Customer has not received the relevant Products, Services and/or Deliverables (less a reasonable sum in respect of the Customer's use of the Products, Services and/or Deliverables to the date of termination) on the cessation of the provision by Terabyte IT Solutions of the Products, Services or Deliverables.
- 11.10 Terabyte IT Solutions may terminate this Agreement and/or any relevant Orders with immediate effect by serving notice to the Customer if use or possession of the Customer Materials and/or the Customer IPRs by Terabyte IT Solutions gives rise to any IPRs Claims being made, or in Terabyte IT Solutions' reasonable opinion is likely to be made, against Terabyte IT Solutions. In these circumstances the Customer shall be responsible for any Charges or any other fees then due up to the date of termination and any Charges due up to the end of the then current term for provision of the Products, Services and/or Deliverables set out in the relevant Order.
- 11.11 This clause 11 constitutes the Customer's exclusive remedy and Terabyte IT Solutions' only liability in respect of the IPRs Claims and is subject to clause 12.

12 Limitation of liability

- 12.1 Nothing in this Agreement or any Order limits any liability which cannot legally be limited, including but not limited to liability for:
- (a) death or personal injury caused by negligence;
 - (b) fraud or fraudulent misrepresentation;
 - (c) breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession);
 - (d) for breach of its obligations under section 12 of the Sale of Goods Act 1979;
 - (e) any indemnity given by the Customer under this Agreement;
 - (f) for breach of clause 11 (Confidentiality);
 - (g) for breach of clause 30 (Anti-Bribery);
 - (h) any liability which may not otherwise be limited or excluded under applicable law.
- 12.2 Except as expressly and specifically provided in this Agreement or in an Order:
- (a) the Customer assumes sole responsibility for results obtained from the use of the Products and/or Services by the Customer, and for conclusions drawn from such use. Terabyte IT Solutions shall have no liability for any damage caused by errors or omissions in any information, instructions or scripts provided to Terabyte IT Solutions by the Customer in connection with the Services or the Products, or any actions taken by Terabyte IT Solutions 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 Products and/or Services are provided to the Customer on an "as is" basis.

- 12.3 Subject to clauses 12.1 and 12.4:
- (a) Terabyte IT Solutions shall not be liable whether in tort (including for negligence or breach of statutory duty), contract, misrepresentation, restitution or otherwise for any loss of profits, loss of business, 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 however arising under this Agreement (including under any Order); and
 - (b) Terabyte IT Solutions' total aggregate liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of this Agreement shall not exceed of the total Charges paid or payable in respect of the Order to which the claim relates in the 12 months prior to the claim occurring.

12.4 The terms implied by sections 3, 4 and 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from this Agreement.

13 Suspension and Termination

13.1 Without affecting any other right or remedy available to it, the Customer may terminate this Agreement or any Order (as applicable) with immediate effect by giving written notice to Terabyte IT Solutions if:

- (a) Terabyte IT Solutions is in material Default (which could constitute a single material Default, or a number of Defaults or repeated Defaults that, taken together, constitute a material Default) of this Agreement and such Default is either:
 - (i) irremediable; or
 - (ii) capable of being remedied but has not been remedied within 60 days;
- (b) Terabyte IT Solutions is subject to an Insolvency Event.

13.2 Without affecting any other right or remedy available to it, Terabyte IT Solutions may terminate this MSA or any Order with immediate effect by giving written notice to the Customer if:

- (a) the Customer fails to pay any amount due under this Agreement on the Due Date and remains in default not less than 7 days after being notified in writing to make such payment; or
- (b) the Customer is in breach of clauses 7 (Data Protection), 8 (Compliance with laws and policies), 10.4 (Intellectual Property Rights warranty), 10.5 (Intellectual Property Rights) and 11 (Confidentiality);
- (c) the Customer commits a material Default (other than a default under clause 13.2(a) to 13.2(b) of any 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; or
- (d) the Customer repeatedly breaches any of the terms of this Agreement or any Order in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of this Agreement or an Order; or
- (d) there is a change of Control of the Customer (unless Terabyte IT Solutions consents to such change of Control under clause 17); or
- (f) the Customer is subject to an Insolvency Event; or
- (g) an application is made to strike the Customer off the register of Companies for England and Wales.

13.3 Either party may terminate any Order either in the event of any of the circumstances set out above in clauses 13.1 and/or 13.2 to the extent that they relate to a particular Order or in accordance with any additional termination provisions within that Order (if any).

14 Consequences of termination

14.1 On termination of this Agreement for any reason:

- (a) subject to clauses 1.1 and 1.2, all existing Order(s) shall terminate automatically;
- (b) the Customer shall immediately pay to Terabyte IT Solutions all of Terabyte IT Solutions' outstanding unpaid invoices, any outstanding Charges (including any Early Termination Charges and any Cancellation Charges due up to the end of the unexpired term of the relevant Order and any other additional third party charges where stipulated in the relevant Order) and interest and, in respect of any Products and/or Services supplied but for which no invoice has been submitted, Terabyte IT Solutions may submit an invoice, which shall be payable immediately on receipt;
- (c) (where applicable) the Customer shall, promptly return all of Terabyte IT Solutions' property (whether tangible or intangible and including without limitation any copies of the Terabyte IT Solutions' IPRs and/or Deliverables to the extent that the Customer does not have a licence to continue to use the same from Terabyte IT Solutions) in its possession at the date of termination or expiry. If the Customer fails to do so, then Terabyte IT Solutions may enter the Customer's premises (or such other premises where the materials are held for which the Customer shall procure access on behalf of Terabyte IT Solutions) and take possession of the same. Until Terabyte IT Solutions' possessions have been returned or repossessed, the Customer shall be solely responsible for their safe keeping;
- (d) Terabyte IT Solutions shall on request return any of the Customer Materials not used up in the provision of the Products and/or Services; and
- (e) the parties shall comply with any additional obligations set out in a particular Order with regard to termination of this Agreement or the Order in question.

15 Any provision of this Agreement that expressly or by implication is intended to come into or continue in force on or after termination or expiry of this Agreement shall remain in full force and effect.

16 Termination or expiry of this Agreement or an Order shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the Agreement or Order which existed at or before the date of termination or expiry.

17 Change of Control

17.1 The Customer shall provide Terabyte IT Solutions with prior written notice of any change of Control of the Customer. Terabyte IT Solutions' consent to any such change of Control shall not be unreasonably withheld.

18 Force majeure

18.1 Force Majeure Event means any circumstance not within a party's reasonable control including, without limitation:

- (a) acts of God, flood, drought, earthquake or other natural disaster including an extreme weather event or extreme meteorological conditions;
- (b) epidemic or pandemic or global health emergency and shall include any subsequent action taken by any Government or regulatory authority including travel restrictions or embargoes;
- (c) terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations;
- (d) nuclear, chemical or biological contamination or sonic boom;
- (e) any law or any action taken by a government or public authority, including without limitation imposing an export or import restriction, quota or prohibition or failing to grant a necessary licence or consent;
- (f) collapse of buildings, fire, explosion or accident;

- (g) any labour or trade dispute, strikes, industrial action or lockouts (other than in each case by the party seeking to rely on this clause, or companies in the same group as that party);
 - (h) non-performance by suppliers or subcontractors (other than by companies in the same group as the party seeking to rely on this clause); and
 - (i) interruption or failure of utility service.
- 18.2 Provided it has complied with clause 18.4, if a party is prevented, hindered or delayed in or from performing any of its obligations under this Agreement or any Order by a Force Majeure Event ("**Affected Party**"), the Affected Party shall not be in breach of this Agreement or the relevant Order or otherwise liable for any such failure or delay in the performance of such obligations. The time for performance of such obligations shall be extended accordingly.
- 18.3 The corresponding obligations of the other party will be suspended, and its time for performance of such obligations extended, to the same extent as those of the Affected Party.
- 18.4 The Affected Party shall:
- (a) as soon as reasonably practicable after the start of the Force Majeure Event but no later than 5 days from its start, notify the other party in writing of the Force Majeure Event, the date on which it started, its likely or potential duration, and the effect of the Force Majeure Event on its ability to perform any of its obligations under the Agreement or Order; and
 - (b) use all reasonable endeavours to mitigate the effect of the Force Majeure Event on the performance of its obligations.
- 18.5 If the Force Majeure Event prevents, hinders or delays the Affected Party's performance of its obligations for a continuous period of more than 4 weeks, the party not affected by the Force Majeure Event may terminate this agreement by giving 14 days' written notice to the Affected Party.

19 **Dispute resolution**

- 19.1 If a dispute arises out of or in connection with this Agreement or any Order or the performance, validity or enforceability of it/them ("**Dispute**") then except as expressly provided in this Agreement, the parties shall follow the procedure set out in this clause:
- (a) either party shall give to the other written notice of the Dispute, setting out its nature and full particulars ("**Dispute Notice**"), together with relevant supporting documents. On service of the Dispute Notice, the requisite manager of the Customer and Customer Relationship Manager of Terabyte IT Solutions shall attempt in good faith to resolve the Dispute;
 - (b) if the requisite manager of the Customer and Customer Relationship manager of Terabyte IT Solutions are for any reason unable to resolve the Dispute within 30 days of service of the Dispute Notice, the Dispute shall be referred to the Director of the Customer and Director of Terabyte IT Solutions who shall attempt in good faith to resolve it; and
 - (e) if the Director of the Customer and Director of Terabyte IT Solutions are for any reason unable to resolve the Dispute within 30 days of it being referred to them, the parties will attempt to settle it by mediation in accordance with the CEDR Model Mediation Procedure. Unless otherwise agreed between the parties, the mediator shall be nominated by CEDR. To initiate the mediation, a party must serve notice in writing ("**ADR notice**") to the other party to the Dispute, requesting a mediation. A copy of the ADR notice should be sent to CEDR. The mediation will start not later than 30 days after the date of the ADR notice or such time as agreed in writing between the parties.
- 19.2 The commencement of mediation shall not prevent the parties commencing or continuing court proceedings in relation to the Dispute under clause 32 which shall apply at all times.
- 19.3 If the Dispute is not resolved within 60 days after service of the ADR notice, or either party fails to participate or to continue to participate in the mediation before the expiration of the said period of 60 days, or the mediation terminates before the expiration of the said period of 60 days, the Dispute shall be finally resolved by the courts of England in accordance with clause 32.

20 Variation

- 20.1 Unless otherwise stipulated in this Agreement no variation of this Agreement shall be effective unless it is in writing and signed by the parties (or their authorised representatives).
- 20.2 Notwithstanding clause 20.1, Terabyte IT Solutions shall have the right at any time to:
- (a) change or vary the Charges for the Services and/or the Products from time to time on not less than 30 days' written notice;
 - (b) make amendments or variations to this Agreement of a minor nature which are reasonable and appropriate for the provision of the Services.
 - (c) make changes when such changes are considered by Terabyte IT Solutions to be necessary by virtue of any provision of legislation (or any changes to any of them);
 - (d) make changes to the Data Protection Policies, such changes being made available at www.terabytehq.co.uk/clients/policies ;
 - (f) change any usage guidelines issued by Terabyte IT Solutions and/or its licensors in respect of the Services.

21 Waiver

No failure or delay by a party to exercise any right or remedy provided under this Agreement or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

22 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.

23 Severance

- 23.1 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.
- 23.2 If any provision or part-provision of this Agreement is deemed deleted under clause 23.1 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.

24 Entire agreement

- 24.1 This Agreement, together with the Data Protection Policies, constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
- 24.2 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.
- 24.3 Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this Agreement.

25 Assignment

- 25.1 The Customer shall not, without the prior written consent of Terabyte IT Solutions, assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under this Agreement.
- 25.2 Terabyte IT Solutions may at any time assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under this Agreement.

26 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).

27 Third party rights

This Agreement does not confer any rights on any person or party (other than the parties to this Agreement and, where applicable, their successors and permitted assigns) pursuant to the Contracts (Rights of Third Parties) Act 1999.

28 Counterparts

28.1 This Agreement (including any Order executed under it) 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. Transmission of an executed counterpart of this Agreement (but for the avoidance of doubt not just a signature page) or an Order by email (in PDF, JPEG or other agreed format) shall take effect as the transmission of an executed "wet-ink" counterpart of this Agreement. No counterpart shall be effective until each party has provided to the other at least one executed counterpart.

29 Notices

29.1 Any notice required to be given under this Agreement shall be in writing and shall be delivered by hand or sent by pre-paid first-class post or recorded delivery post to the other party at its address set out in this Agreement, or such other address as may have been notified by that party for such purposes or sent by email to the other party's email address as set out in the Order Form.

29.2 A notice delivered by hand shall be deemed to have been received when delivered (or if delivery is not in business hours, at 9am on the first business day following delivery). A correctly addressed notice sent by pre-paid first-class post or recorded delivery post shall be deemed to have been received at the time at which it would have been delivered in the normal course of post. A notice sent by email shall be deemed to have been received at the time of transmission (as shown by the timed printout obtained by the sender).

30 Anti-Bribery

30.1 Each party shall during the Term:

- (a) comply with all Applicable Laws, statutes, regulations, and codes relating to anti-bribery and anti-corruption including to the Bribery Act 2010 ("**Relevant Requirements**");
- (b) not engage in any activity, practice or conduct which would constitute an offence under sections 1, 2 or 6 of the Bribery Act 2010 if such activity, practice or conduct had been carried out in the UK;
- (c) establish, maintain and enforce its own policies and procedures, including adequate procedures under the Bribery Act 2010, to ensure compliance with the Relevant Requirements;
- (d) notify the other party (in writing) if it becomes aware of any breach of clause 30.1(a) or has reason to believe that it has received a request or demand for any undue financial or other advantage in connection with the performance of this Agreement; and
- (e) immediately notify the other party (in writing) if a foreign public official becomes an officer or employee of the party notifying or acquires a direct or indirect interest in the party notifying and that party warrants that it has no foreign public officials as direct or indirect owners, officers or employees at the date of this Agreement.

30.2 Each party shall ensure that each of its agents, consultants, contractors, subcontractors or other persons engaged in performance of its obligations under this Agreement do so only on the basis of a written contract which imposes on and secures from such person terms equivalent to those imposed in this clause 30 ("**Relevant Terms**"). Each party shall be responsible for the observance and performance by such persons of the Relevant Terms and shall be directly liable to the other party for any breach by such persons of any of the Relevant Terms.

30.3 Breach of this clause 30 shall be deemed a material breach.

31 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 construed in accordance with the law of England.

32 Jurisdiction

Each party irrevocably agrees that the courts of England 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).

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