

## CIVICA SERVICES TERMS AND CONDITIONS

### 1. Definitions

1.1 The following definitions apply to this Contract:

**Charges** means any or all charges payable under this Contract by Customer to Civica, as detailed in the Order Form.

**Civica** means Civica UK Limited (company number 1628868) with registered office at South Bank Central, 30 Stamford Street, London, SE1 9LQ.

**Confidential Information** means all confidential information (however recorded, preserved or disclosed) disclosed by a party or its employees, officers, representatives or advisers to the other party including but not limited to all designs, design studies, surveys, project plans, implementation plans, software, customised specifications, system configurations, user guidance, training handout, proprietary data whose disclosure to third parties may be damaging and other similar information, and any software or materials which have been, or will be supplied to Customer by Civica in connection with this Contract.

**Contract** means these Civica Services Terms and Conditions, the Special Terms and the Order Form which together make the agreement between Customer and Civica once the Order Form has been signed.

**Contract Personal Data** means the Personal Data Processed in connection with this Contract.

**Controller** shall have the meaning set out in the UK GDPR.

**Customer** means the entity shown on the Order Form.

**Data Processing Schedule** means the scope of the Processing activities carried out by Civica pursuant to the Services, as attached to the Order Form.

**Data Protection Legislation** means all applicable legislation relating to privacy or data protection in force from time to time, including any statute or statutory provision which amends, extends, implements or, consolidates or replaces the same, and in particular, to the extent applicable and without limitation, the GDPR, the GDPR as it forms part of the domestic law of the United Kingdom by virtue of the European Union (Withdrawal) Act 2018 ("UK GDPR") and the Data Protection Act 2018.

**Data Subject** shall have the meaning set out in the UK GDPR.

**GDPR** means the EU General Data Protection Regulation being Regulation (EU) 2016/679.

**ICO** means the Information Commissioner's Office or any replacement authority in the UK.

**Intellectual Property Rights/IPR** means all intellectual and industrial property rights including copyright, licence, patents, know-how, trademarks, trade names, inventions, registered designs, applications for and rights to apply for any of the foregoing, unregistered design rights, unregistered trademarks, database rights, and any other rights in any invention, discovery or process, 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.

**Order/Order Form** means Civica's completed order form called "Civica Order Form".

**Personal Data** shall have the meaning set out in the UK GDPR.

**Personal Data Breach** means a breach of security leading to the accidental loss or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, the Contract Personal Data.

**Process/Processing** shall have the meaning set out in the UK GDPR.

**Processor** shall have the meaning set out in the UK GDPR.

**Services** means any services provided by Civica under this Contract as detailed in the Order Form.

**Special Terms** means any special, additional or varied terms and conditions including third party terms and conditions that are set out in the Order Form and form part of this Contract.

**Working Day** means 0900 – 1700 hours on a Monday to Friday excluding English public holidays.

1.2 Clause, schedule and paragraph headings shall not affect the interpretation of this Contract.

1.3 Words in the singular shall include the plural and vice versa.

1.4 A reference to a statute or statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension or re-enactment, and includes any subordinate legislation for the time being in force made under it.

1.5 Any phrase introduced by the words including, includes, in particular or for example, or any similar phrase, shall be construed as illustrative and shall not limit the generality of the related general words.

1.6 In the event of, and to the extent of, any conflict or inconsistency between any Special Terms and these terms and conditions the Special Terms shall prevail.

### 2. Contract Term

2.1 This Contract will be in force for a minimum period of 3 years from the Start Date.

2.2 After the minimum period the Contract shall continue until it is terminated:

2.2.1 by either party on 90 days written notice to the other party, such notice to expire at the end of the minimum period or the next anniversary of the Start Date; or

2.2.2 otherwise in accordance with the terms of this Contract.

2.3 In consideration of the Customer paying the Charges, Civica agrees to provide the Services in accordance with the terms and conditions of this Contract.

### 3. Customer Obligations

3.1 Customer agrees it will:

3.1.1 only use the Services for its own internal business purposes;

3.1.2 comply with the terms and conditions of this Contract, in particular the Special Terms;

3.1.3 pay the Charges to Civica;

3.1.4 pay the additional fees to accommodate higher usage volumes when such usage limitations are exceeded;

3.1.5 ensure that its network and systems comply with the relevant specifications provided by Civica from time to time; and

3.1.6 make its own arrangements for internet access in order to access the Services, with the required type and version of browser as notified to the Customer by Civica from time to time. Civica shall not be liable for Customer's inability to access the Services if it is due to the Customer's inability to establish an internet connection, or not having their browser set to the correct type and version, for accessing the Services.

3.2 Customer shall indemnify Civica, keep Civica indemnified and hold Civica harmless from and against all claims, liabilities, proceedings, costs, damages, losses, or expenses incurred by Civica caused by, or in any way connected with Customer's use of the Services or the unauthorised use of the Services by any third party whether through breach of this Contract or any other negligent or wrongful act.

3.4 Customer represents and warrants that it possesses the full power and authority to enter into and perform its obligations under this Contract.

### 4. Services

4.1 Civica shall provide the Services using reasonable care and skill.

4.2 The Services will be provided by Civica on Working Days from Civica sites.

4.3 Customer will give to Civica promptly on request such information and documents as Civica reasonably requires for the provision of the Services.

4.4 Civica shall not be liable for any failure to provide or delay in providing the Services, arising out of or in connection with any:

4.4.1 act or omission of Customer or its employees, agents or subcontractors which affects Civica's ability to provide the Services;

4.4.2 inaccurate or incomplete data, information or documentation

provided by Customer; or

4.4.3 failure by any third party to fulfil its obligations to Customer.

4.5 For the term of this Contract, Civica grants to Customer a personal, non-transferable and non-exclusive right to use the Services for Customer's own internal business purposes only.

4.6 Customer agrees that it will take security measures sufficient to reasonably safeguard the Services from access by unauthorised third persons.

4.7 This Contract also acts as an umbrella agreement, which sets out the general terms for the supply of additional related services by Civica to the Customer, when so requested from time to time. Such additional services and any particular special terms and conditions applicable to the supply thereof shall be set out in a work order. If Civica provides any additional services Customer shall be charged separately for the provision of these at Civica's then prevailing rates for such services.

## **5. Warranties**

5.1 Civica warrants that it will carry out the Services with reasonable skill and care. In the event of a breach of the warranty under this clause 5.1 and provided such breach is reported to Civica within a reasonable time (given the nature of the Service) after completion of the Service and, Civica shall re-perform the Service without additional charge to Customer within a reasonable period of time.

5.2 Civica does not warrant that the Services will be entirely error free nor that the Customer's use of the Services will be uninterrupted and 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. The Customer acknowledges that the Services may be subject to limitations, delays and other problems inherent in the use of such communications facilities.

5.3 Civica warrants that it has and will maintain all necessary licences, consents, and permissions necessary for the performance of its obligations under this Contract.

5.4 This clause 5 constitute the only warranties given by Civica in respect of the Services. Express terms of this Contract are in lieu of all warranties, conditions, terms, undertakings and obligations implied by statute, common law, custom, trade usage, course of dealing or otherwise, all of which are excluded to the fullest extent permitted by law.

## **6. IPR**

6.1 All Intellectual Property Rights in the Services belong to Civica or a third party licensor. At no time shall any rights, interests or title in any intellectual property in the Services pass to the Customer.

6.2 Civica shall have a royalty-free, worldwide, irrevocable perpetual licence to use and incorporate into the Services any suggestions, enhancement requests or other feedback provided by the Customer relating to the Services without restriction.

6.3 The Customer hereby grants to Civica a non-exclusive, non-transferable (except as part of a permitted assignment of this Contract), royalty free licence to copy, modify, and use the Customer data as reasonably appropriate for the purposes of this Contract.

6.4 Civica shall defend or, at its option, settle any claim brought against Customer that its authorised use of the Services, excluding third party software and open source software, in the UK and in accordance with this Contract infringes any Intellectual Property Rights of any third party and shall pay any damages finally awarded against Customer in respect of such claim and any reasonable costs and expenses incurred by Customer provided that:

6.4.1 Customer notifies Civica immediately;

6.4.2 Customer provides all information and assistance as Civica reasonably requires at Civica's cost, and Customer does not prejudice the defence of such claim;

6.4.3 Civica is given immediate and complete control of such claim; and

6.4.4 the claim does not arise from any unauthorised use or alteration to the Services or Customer's use of the Services after notice of alleged infringement is known.

6.5 In the event that a claim as contemplated by clause 6.4 is made or in Civica's opinion is likely to be made, Civica may at its

option:

6.5.1 obtain the right for Customer to continue to use the Services;

6.5.2 change or replace all or any part of the Services; or

6.5.3 terminate this Contract immediately on written notice.

6.6 Clauses 6.4 and 6.5 state the entire liability of Civica in respect of any claim as contemplated by clause 6.4.

## **7. Data Protection**

7.1 Customer shall, as a Controller, comply with, and not cause Civica to breach, the Data Protection Legislation.

7.2 The Customer shall ensure it has a legal basis to and has fulfilled all its obligations that entitle it to, share the Contract Personal Data with Civica.

7.3 In interpreting the Data Protection Legislation the parties shall have regard to all guidance and codes of practice issued by the ICO or any other body with regulatory authority in relation to the Processing of the Contract Personal Data.

7.4 The parties agree that if there are changes to the Data Protection Legislation or related guidance from the ICO or any other body with regulatory authority in relation to the Processing during the term of this Contract which require either party to take additional steps to enable compliance with the Data Protection Legislation, the parties shall review the provisions of this Contract and shall negotiate in good faith to agree appropriate changes to them.

7.5 The parties undertake to each other that they shall comply with the Data Protection Legislation in relation to their collection and Processing, respectively, of the Contract Personal Data in connection with the Services.

7.6 Each party shall provide the other with the name and contact details of its data protection contact, who is responsible for data protection matters on a day-to-day basis as applicable to the Services and who will serve as the relevant contact for any notice given pursuant to this clause 7.

7.7 Civica carries out certain Processing activities on behalf of the Customer in performing the Services. To the extent that Civica Processes, Contract Personal Data, on behalf of the Customer in connection with the Services clause 7.8 shall apply to the Processing.

## **Processing Data**

7.8 Civica (as Processor) shall:

7.8.1 Process the Contract Personal Data only (i) on the written instructions of the Customer and as detailed in the Data Processing Schedule, or (ii) as required by any regulator or applicable law (in which case Civica shall inform the Customer of such legal requirement before Processing, unless prevented from doing so by applicable law);

7.8.2 not Process Contract Personal Data outside of the UK or a jurisdiction deemed to provide an adequate level of protection for Personal Data pursuant to the UK GDPR (and ensure that its sub-processors shall not Process Contract Personal Data outside of the aforementioned jurisdictions); unless it has written authority from the Customer permitting such a transfer, except where such Processing is required by law to which Civica is subject, and in such a case, Civica shall inform the Customer of that legal requirement before Processing, unless that law prohibits such information on important grounds of public interest. For the avoidance of doubt, clauses 7.10 and 7.11 shall be deemed written authority from the Customer for the purposes of this clause 7.8.2;

7.8.3 ensure that its staff who Process the Contract Personal Data have had the necessary training regarding the handling and security of Contract Personal Data and have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;

7.8.4 implement and maintain suitable and appropriate technical and organisational measures and controls to prevent unauthorised or unlawful processing of Personal Data and accidental loss, destruction, damage, theft, use or disclosure of such Personal Data, and shall protect against any security threats to the Personal Data and detect and prevent unauthorised processing of or access to the Personal Data including by:

(i) complying with its information security standards as detailed in the Data Processing Schedule;

(ii) installing and maintaining all necessary software updates

and will give notice to the Customer of such updates which affect the Services;

(iii) in assessing the appropriate level of security, taking into account the risks that are presented by the Processing, in particular from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to Personal Data transmitted, stored or otherwise Processed; and

(iv) taking such steps to ensure that any person acting under the authority of Civica who has access to the Personal Data does not Process such Personal Data except in respect of the Services, unless he or she is required to do so by law;

7.8.5 not engage another Processor to carry out specific Processing activities on behalf of the Customer (a sub-processor) without the Customer's prior written authorisation, save for where it engages any companies within its corporate group. The Customer hereby authorises Civica to use any sub-processor to process Contract Personal Data on its behalf, provided that Civica complies with its obligations in clause 7.8.6. A list of Civica's sub-processors appointed pursuant to this clause 7.8.5, as at the date of this Contract, is set out in the Data Processing Schedule. Civica shall give the Customer prior notice of any intended addition or replacement of the sub-processors set out in the Data Processing Schedule. The Customer shall have 5 Working Days from the date of receipt of such notification to object to the change. If the Customer objects to the change, Civica shall refrain from making that addition or replacement. The Customer agrees that if it objects to a sub-processor, Civica shall be relieved from any obligation to supply any such Service that is impacted by the Customer's objection, provided that Civica has taken appropriate care in selecting such sub-processor, and complied with clause 7.8.6. If the Customer fails to respond to such change notification within the period stipulated above, the Customer shall be deemed to have authorised the change to Civica's sub-processors;

7.8.6 where Civica engages another processor for carrying out specific Processing activities on behalf of the Customer (a sub-processor), impose the same data protection obligations no less onerous than those set out in this clause 7.8 on the sub-processor by way of a written contract. Where the sub-processor fails to fulfil its data protection obligations, the Civica shall remain fully liable to the Customer for the performance of the sub-processor's obligations;

7.8.7 on request from the Customer, and subject to the Customer paying Civica's reasonable costs in collating any such data, (i) assist the Customer, by appropriate technical and organisational measures, insofar as this is possible, in responding to any request, complaint, demand or order from a Data Subject related to the Contract Personal Data; (ii) to the extent necessary, assist the Customer in responding to any request, complaint, demand or order from a supervisory authority, regulator or government authority (including law enforcement) related to the Contract Personal Data; and (iii) to the extent necessary, assist the Customer in ensuring compliance with the Customer's obligations under the Data Protection Legislation, including by providing reasonable cooperation and information in respect of security, breach notifications, impact assessments and consultations with supervisory authorities, regulators and government authorities (including law enforcement);

7.8.8 at the choice of the Customer, either destroy, anonymise or return all the Contract Personal Data in its possession to the Customer after the end of the provision of Services relating to the Processing, and delete all copies of the Contract Personal Data in its possession, unless storage of such copies is required by law and/or to carry out contractual obligations and on request provide written confirmation that it has done so;

7.8.9 make available to the Customer all information necessary to demonstrate its compliance with the obligations set out in this clause 7.8 subject to the Customer paying Civica's reasonable costs in collating any such information;

7.8.10 allow for and contribute to audits, including inspections, conducted by the Customer or the Customer's designated auditor provided that:

(i) reasonable notice of not less than 10 Working Days is given of any proposed audit and the parties shall, acting reasonably, agree the scope and parameters of any such audit;

(ii) such audit shall be conducted on a Working Day, shall be subject to Civica's policies and may not unreasonably interfere with Civica's business activities;

(iii) the audit shall be subject to Civica's duties of confidentiality owed to any of its clients or employees;

(iv) Civica shall, to the extent practicable, and in no event in any way that would have an adverse effect on Civica's relationship with any sub-processor, request that its sub-processors participate in, and contribute to, such audits; and

(v) the audit may not be conducted more than once in any calendar year; and

(vi) the Customer shall pay Civica's reasonable costs arising out of such audits.

7.8.11 inform the Customer if, in its opinion, an instruction infringes GDPR;

7.8.12 notify the Customer without undue delay after becoming aware of either:

7.8.12.1 a Personal Data Breach;

7.8.12.2 any Personal Data Breach notification, complaint or other notice or communication in relation to the Processing or either party's compliance with the Data Protection Legislation.

Civica will not directly respond to any such Personal Data Breach notification, complaint, notice or communication unless required by applicable law.

7.9 Where the Customer fails to comply with the Data Protection Legislation, it shall keep Civica indemnified in full and on demand and hold Civica harmless against all costs, expenses, damages and losses (whether direct or indirect), including any interest, fines, legal and other professional fees and expenses awarded against or incurred or paid by Civica as a result of, or in connection with, any failure by the Customer to comply with its obligations set out in this clause 7 or the Data Protection Legislation.

7.10 Where Civica requires the transfer of Personal Data outside of the UK the Customer agrees in writing it may do so, provided Civica ensures that such transfer meets the requirements of the UK GDPR.

7.11 Where clause 7.10 applies, in respect of transfers subject to appropriate safeguards, the Customer appoints Civica as its agent to enter into the Standard Contractual Clauses or such contractual clauses approved pursuant to the Data Protection Legislation from time to time ("SCCs") between the Customer and any of Civica's sub-processors as described in clause 7.8.5. In such circumstances Civica shall include language in the SCCs that reflects that the SCCs are entered into between the Customer, having authorised Civica to enter into the SCCs in its name, and on its behalf, as data exporter, and the relevant sub-processor, as data importer, under clause 7.8.5. Civica will make available the SCCs upon request from the Customer.

#### **Freedom of Information**

7.12 Where Customer is a public authority and is under a duty to comply with the provisions of the Freedom of Information Act 2000 as amended from time to time, including any related guidance or codes of practice ("FOIA"), Civica shall assist Customer in meeting any requests for information in relation to this Contract in return for a reasonable fee notified by Civica to Customer within 5 Working Days of receipt of any such written request.

7.13 Customer shall consult with Civica prior to disclosing information relating to this Contract to the extent that it is required to do so by the FOIA or under the Transparency Agenda.

7.14 Neither Civica nor Customer shall, in responding to such requests for information or disclosure of this Contract under clause 7.12, disclose any information which is exempt as described within any provision of the FOIA or that is commercially sensitive information.

#### **8. Confidentiality**

8.1 Both parties shall keep the other party's Confidential Information confidential and unless it has the prior written consent of the other shall not:

8.1.1 use or exploit the Confidential Information in any way except for carrying out its obligations under this Contract;

8.1.2 disclose or make available the Confidential Information in whole or in part to any third party, except as expressly permitted by

this Contract;

8.1.3 copy, reduce to writing or otherwise record the Confidential Information except as necessary for this Contract; and

8.1.4 use, reproduce, transform, or store the Confidential Information in an externally accessible computer system or transmit it in any form or by any means whatsoever outside of its usual places of business.

8.2 A party may disclose Confidential Information to the extent required 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 this disclosure as possible and, where notice of disclosure is not prohibited and is given in accordance with this clause 8.2 it takes into account the reasonable requests of the other party in relation to the content of this disclosure.

8.3 The terms of clause 8.1 shall not apply to any Confidential Information which:

8.3.1 is or comes into public knowledge, other than through a breach of this Contract by the Recipient;

8.3.2 can be shown by the Recipient to the reasonable satisfaction of the Discloser to have been known by the Recipient and to be at its free disposal before disclosure by the Discloser;

8.3.3 came lawfully into the possession of the Recipient from a third party who is free to make a non-confidential disclosure of the same, without any obligation of confidentiality being imposed upon the Recipient in respect thereof by such third party.

8.4 Civica may publicise the fact that it has been engaged by the Customer to provide the Services, and is licensed to copy and reproduce any names or logos of the Customer for this purpose on its website and in any promotional materials, proposals and tenders. No press release will be issued without the Customer's prior consent.

8.5 The Customer agrees that Civica may use Customer's anonymised data, it has collected during the Services, for enhancing the service it provides.

## **9. Charges**

9.1 The Customer shall pay the Charges in accordance with the Order Form and this clause 9.

9.2 All amounts and fees stated or referred to in this Contract shall be payable in pounds sterling and are exclusive of value added tax, which shall be added to Civica's invoice(s) at the appropriate rate.

9.3 The Customer agrees that if any additional work outside the scope of the Services is required, this work will be charged by Civica at an agreed rate plus VAT per hour.

9.4 If Civica has not received payment within 30 days after the due date, and without prejudice to any other rights and remedies of Civica, including under clause 9.7, Civica may without liability to the Customer, disable the Customer's password, account and access to all or part of the Services and Civica shall be under no obligation to provide any or all of the Services while the invoice(s) concerned remain unpaid.

9.5 Civica may modify its fees and Charges in line with the then current prices of Civica and its suppliers, as follows:

9.5.1 except for third party costs, the percentage increase shall not exceed the percentage increase (if any) of the United Kingdom rate of the retail prices index as published by the Office for National Statistics + 2% from time to time but not more than once per year, or as otherwise agreed in the Order Form; and

9.5.2 in respect of third party costs over which Civica has no control (for example Microsoft licensing charges) the percentage increase shall match the increase applied by the third party as detailed in clause 9.6.

9.6 Civica may increase the charges at any time to take into account third party costs, over which Civica has no control (for example, energy and Microsoft licensing charges) and apply the increase to the charges to match the increase applied by such third party, in respect of that element of the charges. Civica may not apply such increase retrospectively and will not pass on such increase to Customer where the increase is less than 2% of the third party element. On request Civica shall provide evidence of such increase applied by the third party.

9.7 Civica reserves the right (in addition to any other remedies

which may be available to it) to charge an administrative fee on overdue amounts on a daily basis from the original due date at the rate of £500 per day, the Customer agrees that such administrative fee is a genuine pre-estimate of the cost and loss suffered by Civica for late payment of invoices.

9.8 If the use of the Services exceeds the usage restrictions shown in the Order Form, if any, at any time Civica may charge Customer the additional usage fees retrospectively and increase the applicable Charges to take into account the additional usage.

## **10. Termination**

10.1 Either party may, without prejudice to any other remedies it may have, terminate this Contract forthwith at any time by giving notice in writing to the other party:

10.1.1 if the other party commits any material breach of this Contract provided that if the breach is remediable then the notice of termination shall not be effective unless the party in breach fails within thirty (30) days of the date of such notice to remedy the breach complained of; or

10.1.2 if one party suffers for a period of 30 consecutive days or more a force majeure event described in clause 14.9; or

10.1.3 if the other party ceases to carry on business or a substantial part thereof, commits an act of bankruptcy or is adjudicated bankrupt or enters into liquidation whether compulsory or voluntary other than for the purposes of amalgamation or reconstruction or compounds with its creditors generally or has a receiver or manager appointed over all or any part of its assets or suffers execution or distress or takes or suffers any similar action in consequence of debt or becomes unable to pay its debts as they fall due or other similar event.

10.2 If the Customer fails to pay any payment which is payable under this Contract by the due date and Civica serves notice of this fact on the Customer, and the Customer fails to pay same within a further 14 days after such notice, then Civica shall be entitled to terminate this Contract by further notice given at any time after the expiry of such 14 day period.

10.3 On expiry or termination of this Contract the right to use the Services granted under this Contract shall cease and the Customer shall not use the Services.

10.4 After termination or expiration of this Contract, upon Customer's written request, Civica will provide any Customer data in its control to Customer in Civica's standard database export format at no additional charge. Customer must submit such request to Civica within 30 days after termination or expiration of this Contract. Civica is not obligated to maintain or provide any Customer data after such 30 day period and will, unless legally prohibited, delete all Customer data in its systems or otherwise in its possession or under its control.

10.4 Termination of this Contract shall not affect any accrued liabilities, rights, obligations or liability of the parties as at the date of termination, or arising as a result of termination or of circumstances giving any right to terminate.

10.5 The accrued rights and remedies of the parties as at termination shall not be affected by clauses which expressly or by implication have effect after termination shall continue in full force and effect.

## **11. Limits of Liability**

11.1 Neither party excludes or limits liability to the other party for:

11.1.1 death or personal injury arising from its negligence; or

11.1.2 any breach of any obligations implied by section 12 of the Sale of Goods Act 1979; or

11.1.3 fraud or fraudulent misrepresentation; or

11.1.4 to the extent such limitation or exclusion is unlawful.

11.2 Each party's liability to the other in respect of any loss of, or damage to, physical property of the other whether in contract, tort (including negligence) or otherwise arising from, or in connection with, this Contract shall be limited to £1,000,000 in aggregate.

11.3 Notwithstanding anything to the contrary in this Contract, but subject to clause 11.1 neither Civica nor Customer shall be liable to the other for any of the following (whether or not the party being claimed against was advised of, or knew of, the possibility of such losses) whether arising from negligence, breach of contract or otherwise:

11.3.1 loss of profits, loss of business, loss of revenue, loss of

contract, loss of goodwill, loss of anticipated earnings or savings (whether any of the foregoing are direct, indirect or consequential loss or damage); or

11.3.2 loss of use or value of any data or equipment including software, wasted management, operation or other time (whether any of the foregoing are direct, indirect or consequential); or

11.3.3 any indirect, special or consequential loss or damage; or

11.3.4 the poor performance, or lack of connectivity, or lack of availability of the Internet or telecommunications or hardware; or

11.3.5 loss or damage to the other party's or any third party's data or records;

however arising.

11.4 Civica does not accept any responsibility for errors or omissions that are a direct result of incorrect information being forwarded and/or given by the Customer.

11.5 Except where liability arises under clauses 11.1 or 11.2 and subject to clauses 11.3 and 11.4 Civica's total aggregate liability in or for breach of contract, negligence (as defined in Section 1(1) Unfair Contract Terms Act 1977), misrepresentation (excluding fraudulent misrepresentation), tortious claim (including breach of statutory duty), restitution or any other cause of action whatsoever relating to or arising under or in connection with this Contract (including performance, non-performance or partial performance), and including liability expressly provided for under this Contract shall not exceed the Charges paid or payable during the 12 months preceding the date on which the claim arose.

11.6 Except as expressly provided otherwise by these terms and conditions or as otherwise expressly agreed in writing between the parties, all other representations, conditions, warranties and other terms are excluded (including any statutory implied terms as to satisfactory quality, fitness for purpose and conformance with description) save to the extent that the same are not capable of exclusion at law.

11.7 The Charges have been set by Civica on the basis of the exclusions and restrictions of liability in this clause 11 and would be higher without those provisions.

## **12. Corruption**

12.1 Civica shall not:

12.1.1 offer, give or agree to give to any person working for or engaged by Customer any fee, gift, reward or other consideration of any kind, which could act as an inducement or a reward for any act or failure to act connected to this Contract, or any other agreement between Civica and Customer including its award to Civica and any of the rights and obligations contained within it; nor

12.1.2 offer, give or agree to give any fee, gift, reward or other consideration to any person the receipt of which is an offence under Sub-section (3) of Section 117 of the Local Government Act 1972; nor

12.1.3 enter into this Contract if it has knowledge that, in connection with it, any money has been, or will be, paid to any person working for or engaged by Customer by or for Civica, or that an agreement has been reached to that effect, unless details of any such arrangement have been disclosed in writing to Customer before signing this Contract.

12.2 If Civica (including any Civica employee or agent, in all cases whether or not acting with Civica's knowledge) breaches

12.2.1 clause 12.1, or

12.2.2 the Bribery Act 2010 in relation to this Contract or any other contract with Customer;

Customer may terminate this Contract by written notice with immediate effect and to recover from Civica the amount of any loss resulting from such cancellation.

12.3 Any termination under clause 12.2 shall be without prejudice to any right or remedy that has already accrued, or subsequently accrues, to Customer.

## **13. Statutory and Other Regulations**

13.1 Civica shall in all matters arising in the performance of the Contract conform with all Acts of Parliament and with all orders, regulations, and byelaws made with statutory authority by Government Departments or by local or other authorities that shall be applicable to this Contract. Civica shall not in the performance of this Contract in any manner endanger the safety, unlawfully

interfere with or cause the inconvenience of the public. The cost to Civica of meeting the requirements of this clause shall be included in the Charges except as provided under clause 13.2.

13.2 If the cost to Civica of the performance of the Contract shall be increased or reduced by reason of the making after the date of this Contract of any law or any order, regulation or bye-law having the force of law that shall be applicable to this Contract (other than any tax upon profits or revenue), the amount of such increase or reduction shall be added to or deducted from the Charges shown in the Order Form.

## **14. General**

14.1 Any notice or other communication required to be given to a party under or in connection with this Contract shall be in writing and shall be delivered to the other party personally or sent by prepaid first-class post or by commercial courier, at its registered office (if a company) or (in any other case) its principal place of business. In the case of Civica notices, they shall be addressed for the attention of the Group Commercial Director with a copy to [waterlooreception@civica.co.uk](mailto:waterlooreception@civica.co.uk).

14.1.1 Any notice or communication shall be deemed to have been duly received if delivered personally, when left at the address referred to above or, if sent by prepaid first-class post at 9.00 am on the third day after posting, or if delivered by commercial courier on the date and at the time that the courier's delivery receipt is signed.

14.1.2 Any notice sent by electronic mail shall be deemed received upon delivery by electronic mail with confirmation from the server transmission was completed.

14.2 This Contract constitutes the whole agreement between the parties and supersedes all previous agreements between the parties relating to its subject matter. Each party acknowledges that, in entering into this Contract, it has not relied on, and shall have no right or remedy in respect of, any statement, representation, assurance or warranty (whether made negligently or innocently) other than as expressly set out in this Contract. Nothing in this clause shall limit or exclude any liability for fraud or for fraudulent misrepresentation.

14.3 Either party may at any time request a change to this Contract and/or the Services. No variation of this Contract, including any additional terms and conditions, shall be binding unless it is in writing and signed by each of the parties (or their duly authorised representatives).

14.4 No failure or delay in exercising any remedy or right under this Contract will operate as a waiver of it, nor will any single or partial exercise of it preclude any further exercise or the exercise of any remedy or right under this Contract or otherwise.

14.5 Neither party may assign the benefit of this Contract nor any interest except with the prior written consent of the other (such consent not to be unreasonably withheld), save that Civica may assign this Contract at any time to any member of the Civica group of companies.

14.6 The provisions of this Contract shall be severable in the event that any of its provisions are held by a court of competent jurisdiction or other applicable authority to be invalid, void or otherwise unenforceable and the remaining provisions shall remain enforceable to the fullest extent permitted by law. However, if the severed provision is essential and material to the rights or benefits received by either party, the parties shall use their best efforts to negotiate, in good faith, a substitute, valid and enforceable provision or agreement which most nearly effects their intent in entering into this Contract.

14.7 The Contracts (Rights of Third Parties) Act 1999 is excluded, by the agreement of all the parties to this Contract, from applying to this Contract to the maximum extent permitted by law. No term of this Contract is enforceable by any person who is not a party to it, whether in accordance with such Act or otherwise. This clause shall prevail in the event of any conflict between it and anything else in this Contract.

14.8 Nothing in this Contract is intended to, or shall be deemed to, constitute a partnership or joint venture of any kind between any of the parties, nor constitute any party the agent of another party for any purpose. No party shall have authority to act as agent for, or to bind, the other party in any way.

14.9 Neither party will be liable to the other for any failure or delay or for the consequences of any failure or delay in performance of this Contract, excluding Customer's obligation to pay the Charges, if it is due to a force majeure event: any event beyond the reasonable control of a party to this Contract including, without limitation, acts of God, war, industrial disputes, pandemic, protests, fire, flood, storm, tempest, explosion, an act of terrorism and national emergencies. The party subject to such event shall, as soon as practicable, give notice of the event to the other party, such notice to include a reasonable forecast of the duration of the force majeure event. If such delay or failure continues for at least 30 days, either party shall be entitled to terminate this Contract in accordance with clause 10.1.2.

14.10 All disputes arising out of or under this Contract that are not resolved by the Customer's contract manager and Civica's

account manager shall be escalated internally by both parties for resolution. Second level escalation is to the Customer contract manager's manager and for Civica the Service Delivery Manager. Then the third level is to that manager's manager. If the parties fail to settle the dispute within 30 days of the third level escalation, or such longer period as the parties may agree, the dispute may be referred to the English courts.

14.11 Subject to clause 14.10, this Contract 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 English law and the parties irrevocably submit to the exclusive jurisdiction of the courts of England.