

CIVICA SOFTWARE TERMS AND CONDITIONS

1. Definitions

1.1 The following definitions apply to this Contract:

Annual Fees means the recurring fees payable by Customer as set out in the Order Form.

Authorised Third Party/ies means any of the Customer's subcontractors, agents or other third parties who are approved by Civica in writing and authorised by Customer to use the Services in accordance with clause 3.5.

Authorised User(s) means each individual person allowed to use Software under this Contract, subject to the authorised numbers shown in the Order Form.

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

Civica means Civica UK Limited (company number 1628868) or Civica Election Services Limited (company number 2263092) as detailed in the Order Form, 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, Documentation or materials which have been, or will be supplied to Customer by Civica in connection with this Contract.

Contract means these Civica Software Terms and Conditions, the Order Form, the Data Protection Addendum, and any Special Terms, which together make the agreement between Customer and Civica once the Order Form has been signed.

Customer means the entity shown on the Order Form.

Data Protection Addendum means the document available in Civica's Trust Centre: https://www.civica.com/globalassets/trust-centre/civica_data_protection_addendum.pdf.

Documentation means the standard user guides and manuals made available to the Customer by Civica, as updated from time to time.

Intellectual Property Rights/IPR means all intellectual and industrial property rights including copyright, licence, patents, know-how, software, 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/or 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.

Maintenance Release shall mean a new release of the Software that is substantially the same as the current Software, which is issued in order to remove known errors or otherwise improve or enhance the Software but does not constitute a New Version.

New Version shall mean a release of the Software that incorporates significant new or additional functionality and features which is not a Maintenance Release.

Order/Order Form means Civica's completed order form.

Product(s) means any products including but not limited to consumables, hardware or third party software provided by Civica as detailed in the Order Form.

Services mean the implementation services, hosting services, Support Services, and any other services detailed in the Order Form or as provided by Civica under this Contract.

Software means Civica's proprietary software, which may include open source software, that is licensed to the Customer under this Contract, as detailed in the Order Form, together with any updates or Maintenance Releases but excludes New Versions.

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, or that have previously been agreed in writing between Customer and a third party Product owner and form part of this Contract.

Start Date means the date shown in the Order Form.

Support Services means the maintenance and support services for the Software as described in the Order Form.

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, or such other period as agreed in the Order Form, and thereafter it shall continue until it is terminated:

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

2.1.2 otherwise in accordance with the terms of this Contract.

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

3. Software Licence

3.1 Civica grants to Customer upon payment of the applicable licence Charges and subject to the terms and conditions in this Contract, a non-exclusive, non-transferable, term licence to use the Software. The Software shall include any Maintenance Releases and/or updates of the Software licensed to Customer under the Support Services.

3.2 Without prejudice to the other provisions of this Contract the licence granted in clause 3.1 is subject to the following conditions:

3.2.1 The licence is personal to Customer and the Software shall only be used for its internal business purposes by the Authorised Users.

3.2.2 The Software is the confidential proprietary information of Civica or its licensor and as such Customer shall not modify or remove any copyright or proprietary notices on the Software and shall reproduce such notices on any copies of the Software and shall treat such Software as confidential.

3.2.3 Customer shall not sub-licence the Software licence in whole or in part.

3.2.4 If the Software fails to operate owing to Customer linking to, accessing or otherwise using the Software or causing the Software to be used in conjunction with, any third party software, database or other application without the prior written consent of Civica then Civica shall not be liable. Customer is not allowed to use third party software which is designed to replicate, run, or operate in conjunction with the Software without Civica's prior written consent.

3.2.5 Customer may make such copies of the Documentation as are reasonably necessary for its use of the Software and shall reproduce all copyright and other notices in and on the Documentation. All such copies shall form part of the Documentation and shall be subject to the terms and conditions of this Contract.

3.3 Customer agrees that:

3.3.1 except to the extent permitted by law, it shall not, nor permit any third party to, adapt, or modify the Software, or decompile, reverse engineer, disassemble, apply any technique, process or procedure or make any attempt to or derive the source code or derivative works of the Software;

3.3.2 unless permitted in accordance with clause 3.5, it shall not permit any third party, to use or possess the Software or

Documentation nor use the Software on behalf of or for the benefit of any third party, including any consulting, service-bureau, time-sharing, rental or services of any other kind; and

3.3.3 it will take security measures sufficient to reasonably safeguard the Software and Documentation from use by unauthorised third persons.

3.4 The Software includes functionality permitting Customer to perform certain administration and data upload tasks (the "Administrative Functions"). Customer undertakes to keep all usernames, passwords, and other access details relating to the Administrative Functions confidential, and Customer agrees that Customer will be liable for any loss or damage arising from Customer's failure to do so.

3.5 Customer may permit Authorised Third Parties to use the Services, including the Software and Documentation, provided that:

3.5.1 it obtains prior written approval from Civica before such use;

3.5.2 Customer remains responsible for the acts and omissions of such Authorised Third Parties as if they were the Customer's own acts and omissions; and

3.5.3 such use is for the Customer's sole benefit e.g. a third party which provides outsourced services to Customer under a written agreement.

3.6 Customer acknowledges that the Software may incorporate technical means of enforcing or monitoring the licence terms of the Software which may result in Customer being unable to use the Software beyond these Contract terms.

4. Customer Obligations

4.1 Customer agrees it will:

4.1.1 only use the Products, Services and Software for its own internal business purposes;

4.1.2 comply with the terms and conditions of this Contract;

4.1.3 pay the Charges to Civica;

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

4.1.5 where Civica personnel are required to work at Customer premises, ensure that its personnel provide all reasonable assistance to them including desk space and wireless connection, as and when required by Civica to discharge its obligations, and in particular take all measures necessary to comply with acts, regulations and codes of practice including those relating to health and safety, which may apply;

4.1.6 when notified by Civica or the owners of Products supplied, implement promptly any Maintenance Releases or other fixes or upgrades of any system software necessary for the successful operation of the Software and/or Products;

4.1.7 not use the Services to store, reproduce, transmit, communicate or knowingly receive any material which is offensive, racist, abusive, indecent, defamatory, obscene, threatening or menacing (to be determined by Civica, in its sole discretion, acting reasonably);

4.1.8 make its own arrangements for internet access in order to use the Software, with the required type and version of browser as notified by Civica from time to time. Civica shall not be liable for Customer's inability to use the Services and/or Software 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;

4.1.9 obtain and shall maintain all necessary licences, consents, and permissions necessary for Civica, its contractors and agents to perform their obligations under this Contract; and

4.1.10 pay the additional fees to accommodate higher usage volumes (including the number of Authorised Users) when such licence or usage limitations are exceeded.

4.2 Customer shall indemnify, keep 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 or misuse of the Software or the unauthorised use of the Software by any third party whether through breach of this Contract or any other negligent or wrongful act.

4.3 Customer shall allow Civica reasonable access, as required, to provide the Services and/or undertake an audit of Customer's use of the Software.

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

5. Services

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

5.2 Support Services will be provided by Civica subject to Customer paying the Charges until this Contract is properly terminated. No refund will be given for Charges paid in advance in the event of termination.

5.3 The implementation, consultancy and Support Services will be provided by Civica on Working Days.

5.4 Customer will provide and/or make available to Civica, promptly on request, such information and documents as Civica reasonably requires for the provision of the Services.

5.5 If the dates scheduled for delivery of the Services are deferred or cancelled by Customer, Civica may revise any scheduled date for completion of any part of the Services and/or by giving seven days written notice suspend the Services and/or charge for the Services under clause 10.6.

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

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

5.6.2 inaccurate or incomplete data, information or documentation provided by Customer;

5.6.3 failure by any third party to fulfil its obligations to Customer; and

5.6.4 use by Customer of non-manufacturer recommended media and supplies, or any neglect or improper use, or electrical disturbances, or any unauthorised use, of the Products, Software and Services or modification by persons other than Civica employees.

5.7 Acceptance of the Software will be on the earlier of when the Software is ready for use by the Customer or use by Customer of the Software.

5.8 If the Customer or any of its Authorised Users requests the same or substantially the same advice or assistance on more than one occasion; or makes requests which may reasonably be considered excessive or an abuse of the Support Service, or requests advice or assistance for matters which a reasonable trained user ought to be able answer or solve for themselves, then Civica may do all or any of the following at its sole discretion:

5.8.1 require the Customer to take reasonable action with respect to the particular Authorised User(s) concerned;

5.8.2 refuse to answer any further such requests for advice or assistance; or

5.8.3 require the Customer to provide further training to its Authorised Users and the Customer shall pay an additional charge for any such training provided by Civica.

5.9 Civica may use data collection technology to collect technical information to improve the Software, to provide associated services, to adapt them to user preferences, and to prevent the unlicensed or illegal use of the Software. Customer agrees Civica may use such information provided it is in a form that does not personally identify any person.

5.10 This Contract also acts as an umbrella agreement, which sets out the general terms for the supply of additional related software and services by Civica to the Customer, when so requested from time to time. Such additional software and 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 software or services Customer shall be charged separately for the provision of these at Civica's then prevailing rates for such software or services or as agreed under the work order.

6. Warranties

6.1 Civica warrants in respect of the Software:

6.1.1 that it will during normal use provide the facilities and functions described in the accompanying software manuals. Such warranty will start upon acceptance of the Software (in accordance with clause 5.7) and continue for so long as the Software is supported by Civica, provided the Customer continues to pay the Annual Fees; and

6.1.2 it has tested for viruses in the Software using commercially available virus checking software consistent with current industry practice.

6.2 Customer acknowledges that:

6.2.1 software in general is not error free and that the existence of such errors in the Software shall not by themselves constitute a breach of this Contract;

6.2.2 the Software is not bespoke and has not been prepared to meet Customer's individual requirements and that it is therefore the responsibility of Customer to ensure that the facilities and functions in the Software meet its requirements; and

6.2.3 Civica will not be liable in any way for any inadequacies in the accuracy, quality of, or infringements of third party copyright caused by the materials that the Customer creates or distributes whilst using the Software.

6.3 Civica does not warrant that the Software will be entirely error free nor that the Customer's use of the Software will be uninterrupted.

6.4 Civica will not be 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 Software and Documentation may be subject to limitations, delays, and other problems inherent in the use of cloud capabilities.

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

6.6 This clause 6 constitutes the only warranties given by Civica. 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.

7. IPR

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

7.2 Customer grants to Civica a royalty-free, worldwide, irrevocable perpetual licence to use and incorporate into Software any suggestions, enhancement requests or other feedback provided by the Customer or its Authorised Users relating to the Software without restriction.

7.3 The Customer hereby grants to Civica a non-exclusive, non-transferrable (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.

7.4 Civica shall defend or, at its option, settle any claim brought against Customer regarding its authorised use of the Software, excluding third party software and open source software, in the UK and in accordance with this Contract, that 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:

7.4.1 Customer notifies Civica immediately;

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

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

7.4.4 the claim does not arise from any unauthorised use or alteration to the Software or Customer's (including the Authorised Users or Authorised Third Parties) use of the Software after notice of alleged infringement is known.

7.5 In the event that a claim, as contemplated by clause 7.4, is made or in Civica's opinion is likely to be made, Civica may at its option:

7.5.1 obtain the right for Customer to continue to use the Software;

7.5.2 change or replace all or any part of the Software; or

7.5.3 terminate this Contract immediately on written notice.

7.6 Clauses 7.4 and 7.5 state the entire liability of Civica in respect of any claim as contemplated by clause 7.4.

7.7 The third party owner's terms shall apply, as detailed in the Special Terms, in respect of licensing and/or the supply of the Products.

8. Data Protection

8.1 Civica's data protection terms and conditions are set out in the Data Protection Addendum.

8.2 The schedule of processing is available in the trust portal in Civica's Trust Centre: <https://www.civica.com/en-gb/trust-centre/trust-portal/>.

8.3 The parties undertake to each other that they shall comply with the Data Protection Addendum, or such replacement schedule from time to time, in relation to their collection and processing, respectively, of any personal data in connection with the Services.

8.4 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 which will be notified by Civica to Customer within 5 Working Days of receipt of any such written request.

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

8.6 Neither Civica nor Customer shall, in responding to such requests for information or disclosure of this Contract, disclose any information which is exempt as described within any provision of the FOIA or can be construed as commercially sensitive information.

8.7 All personal data is to be provided to Civica in the specified format, and where additional manipulation and/or data changes are required, Civica reserves the right to charge for this additional work.

9. Confidentiality

9.1 Both parties shall keep the other party's Confidential Information confidential and shall not:

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

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

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

9.1.4 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.

9.2 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 9.2 it takes into account the reasonable requests of the other party in relation to the content of this disclosure.

9.3 The terms of clause 9.1 shall not apply to any Confidential Information which:

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

9.3.2 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;

9.3.3 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.

9.4 Civica may publicise the fact that it has been engaged by the Customer to provide the Software and 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 consent.

9.5 The Customer agrees that Civica may use Customer's anonymised data, it has collected under this Contract, for enhancing the service it provides.

10. Charges

10.1 The Customer shall pay the Charges in accordance with the Order Form and this clause 10.

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

10.3 Where Services are provided on a time and materials basis, they will be at the rates current at the time of provision of the service. Where specific daily rates are quoted these are only valid for 6 months following the date of signing this Contract (or any later date noted in the Order Form). Unless otherwise stated in the Order Form, invoices for work carried out on a time and materials basis will be raised monthly in arrears based on time actually worked on the chargeable activities covered by this Contract (as recorded by Civica staff on Civica's internal systems).

10.4 Any Services provided outside of a Working Day will be chargeable at the then current time and materials rates plus 50%.

10.5 All invoices shall be due for payment within 30 days of the date of the invoice(s). 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 10.11, Civica may, without liability to the Customer, disable the Customer's password, account and use of the Software, and Civica shall be under no obligation to provide any of the Services while the invoice(s) concerned remain unpaid.

10.6 If the provision of the Services is cancelled, suspended or deferred under clause 5.5 Civica will be entitled to payment by Customer for all work done up to the date of such deferment cancellation or suspension (including payment of the Annual Fees).

10.6.1 Civica will, wherever able to, redeploy staff but in the event the days cannot be re-assigned Civica may charge for these.

10.6.2 The rates chargeable for cancellation, suspension or deferment where there is: (i) less than 48 hours' notice is 100% per day; (ii) less than 7 days' notice is 75% per day; and (iii) more than 7 days' notice is 50% per day; together with any expenses already incurred or non-refundable e.g. train fares.

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

10.7.1 except for third party costs, the percentage increase shall not exceed the percentage increase (if any) of the United Kingdom rate of the CPIH All services index as published by the Office for National Statistics ([Consumer price inflation, UK - 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

10.7.2 in respect of third party costs over which Civica has no control, the percentage increase shall match the increase applied by the third party as detailed in clause 10.8.

10.8 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.

10.9 Unless specifically shown as inclusive of expenses in the Order Form, all prices referred to in this Contract are exclusive of transport, travel, subsistence or out of pocket expenses incurred by Civica in carrying out the Services. Such reasonable expenses will be charged to Customer in accordance with Civica's expenses policy.

10.10 Where the Customer requires a purchase order to be raised in order to facilitate payment of invoices, the Customer agrees to raise such purchase order in a timely fashion so as not to delay payment of Civica invoices in accordance with this clause 10. Notwithstanding the foregoing, the Customer agrees that any failure to raise a purchase order does not prevent Civica from raising invoices and any delay or lack of a purchase order does not relieve the Customer from paying valid invoices.

10.11 Interest shall accrue on a daily basis on overdue amounts at an annual rate equal to 4% over the base lending rate of Royal Bank of Scotland, starting from the original due date of the invoice and continuing until fully paid (whether before or after judgment).

10.11.1 Civica reserves the right (in addition to any other remedies which may be available to it) to invoice for any interest due in

accordance with clause 10.11 together with its reasonable costs of collection.

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

11. Termination

11.1 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:

11.1.1 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

11.1.2 if one party suffers for a period of 30 consecutive days or more a force majeure event described in clause 15.10; or

11.1.3 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.

11.2 If the Customer fails to make any payment (payable under this Contract) by the due date and provided notice has been given by Civica, if Customer fails to pay within a further 14 day period after the due date, then Civica shall be entitled to terminate this Contract by giving 14 days written notice to Customer.

11.3 On expiry or termination of this Contract:

11.3.1 Civica shall cease to be obliged to provide the Services under this Contract; and

11.3.2 the Customer's right to use the Software and Documentation granted under this Contract shall cease and the Customer shall not use the Software; and

11.3.3 each party shall return and make no further use of any equipment, property, documentation and other items (and all copies of them) belonging to the other party; and

11.3.4 Customer shall immediately deliver up to Civica:

(i) the Software and Documentation with any copies thereof; and

(ii) all copies of Civica's Confidential Information and copies of programs, manuals and documentation used by Civica for the purpose of providing the Services.

11.4 On termination for any reason other than a valid termination of this Contract by Civica under clause 11.1, Civica will, if requested before or within 7 days after such termination, for an additional charge, provide services to assist the Customer to migrate to a replacement service including assisting in the transfer of any Customer data held by Civica.

11.5 If termination assistance is not requested under clause 11.4 then Civica may destroy or otherwise dispose of any of the Customer data in its possession unless clause 11.6 applies.

11.6 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.

11.7 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.

11.8 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.

12. Limits of Liability

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

12.1.1 death or personal injury arising from its negligence; or

12.1.2 any breach of any obligations implied by section 12 of the

Sale of Goods Act 1979; or

12.1.3 fraudulent misrepresentation; or

12.1.4 to the extent such limitation or exclusion is unlawful.

12.2 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.

12.3 Notwithstanding anything to the contrary in this Contract, but subject to clause 12.1, 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:

12.3.1 loss of profits, loss of business, loss of revenue, loss of or damage to goodwill, loss of contract, loss of anticipated earnings or savings (whether anticipated or otherwise); or

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

12.3.3 loss of any data or equipment including software; or

12.3.4 the poor performance of, or lack of availability or connectivity to the internet; or

12.3.5 additional management, operational or administrative time and/or costs; or

12.3.6 wasted expenditure, loss of or damage to the other party's or any third party's data or records; and

12.3.7 whether any of the foregoing are direct, indirect or consequential loss or damage; however arising.

12.4 Except where liability arises under clauses 12.1 or 12.2 and subject to clause 12.3 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.

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

12.6 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.

12.7 The Charges have been set by Civica on the basis of the exclusions and restrictions of liability in this clause 12 and would be higher without those provisions.

13. Corruption

13.1 Civica shall not:

13.1.1 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

13.1.2 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

13.1.3 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.

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

13.2.1 clause 13.1, or

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

Customer may (i) terminate this Contract on written notice with immediate effect; and (ii) recover from Civica the amount of any loss resulting from such termination.

13.3 Any termination under clause 13.2 shall be without prejudice to any right or remedy that has already accrued, or subsequently accrues, to Customer.

14. Statutory and Other Regulations

14.1 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 14.2.

14.2 If the cost to Civica of the performance of the Contract shall be increased or reduced after the date of this Contract by reason of the making 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.

15. General

15.1 Any notices under this Contract shall be in writing and given by hand or pre-paid first-class post or other next working day delivery service to the other party's registered office (if a company) or (in any other case) its principal place of business. In the case of notices to Civica, they shall be addressed for the attention of the General Counsel with a copy to waterlooreception@civica.co.uk.

15.1.1 Any notice shall be deemed to have been received (i) if delivered by hand, the time it is left at the address referred to above; and (ii) if sent by prepaid first-class post or other next working day delivery service, at 9.00 am on the second business day after posting.

15.2 This Contract constitutes the entire agreement between the parties and supersedes all prior agreements, understandings, negotiations and discussions, whether oral or written, relating to its subject matter. There are no warranties, covenants, conditions or other agreements, express or implied, collateral, statutory or otherwise, between the parties in connection with the subject matter of this Contract except as specifically set out herein.

15.3 Each party acknowledges that in entering into this Contract it does not rely on and shall have no remedies in respect of any representation or warranty not set out in this Contract. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this Contract. Nothing in this Contract shall affect the parties' liability for fraudulent misrepresentation.

15.4 Either party may at any time request a change to this Contract. 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).

15.5 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.

15.6 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.

15.7 The provisions of this Contract shall be severable in the event that any of its provisions are held to be invalid, void or otherwise unenforceable by a court of competent jurisdiction or other applicable authority 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.

15.8 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.

15.9 This Contract shall not constitute or imply any partnership, joint venture, agency, fiduciary relationship or other relationship between the parties, other than the rights and obligations expressly set out in this Contract. Neither party shall make or hold itself out as having authority to make any commitments on behalf of the other party.

15.10 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: which is 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 11.1.2.

15.11 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.

15.12 Subject to clause 15.11, 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.