

DEFINITIONS:

The terms defined in this Agreement have the meaning set out below:

“**Agreement**” the agreement between you and us for the provision of the Services incorporating these General Conditions, the applicable Services (as identified on the Order) and the Order, together with any document referenced in them.

“**Authorised Users**” your employees, agents and independent contractors who are authorised by you to use the Services.

“**Confidential Information**” information of, or concerning, a party to this Agreement whether technical or commercial (including specifications, documents, drawings and designs), disclosed in writing, electronically or orally, where the information is identified as confidential at the time of disclosure or ought reasonably to be considered confidential given the nature of the information or the circumstances of disclosure.

“**Consultancy Services**” may include pre-sales recommendations, site surveys, infrastructure solutions planning, project management, specialist technology and communications advice, strategic advice and any other IT or security consultancy services as detailed in the proposal and/or Order.

“**Cyber-attack**” an attempt by hackers to damage or destroy a computer network or system.

“**Data**” any of your data held on your System.

“**Fees**” the total Fees payable by you in connection with this Agreement, comprising any One-off Fees and Subscription Fees, as applicable to your particular Services, and as set out in the Order.

“**Incident**” an Incident is any type of event that may indicate that your Systems or Data have been compromised or that measures put in place to protect them have failed.

“**Initial Term**” the initial term of the Agreement described in clause 9.1.

“**Intellectual Property Rights**” all intellectual property rights arising anywhere in the world whether registered or unregistered (including any application for registration), including copyright, know-how, confidential information, trade secrets, domain names, trademarks, trade names, patents, design rights, database rights and all rights in the nature of unfair competition rights and rights to sue for passing off.

“**24/7 Support Hours**” 24 hours a day, 7 days a week including English public holidays

“**Normal Support Hours**” 9.00am to 5.00pm Monday to Friday excluding English public holidays.

“**One-off Fees**” any single charges or one-off costs, including (without limitation) charges for any remediation works such one-off costs being set out in the Order.

“**Order**” the order for the provision of your Services which forms part of this Agreement.

“**Renewal Period**” any renewal period described in clause 9.2.

“**Scoping Questionnaire**” the document detailing the scope and perimeter of the IT Security Services to be performed.

“**Security Operations Centre**” the support facility where systems are monitored and assessed provided by us.

“**Security Threat**” a possible danger that might exploit a vulnerability to breach security of your System and therefore cause possible harm.

“**Services**” the services provided by us to you under this Agreement, or combination thereof as set out on your Order.

“**Software**” any software applications provided by us as part of the Services, as set out on the Order (excluding the Customer’s software).

“**Start Date**” the start date of this Agreement as set out in the Order.

“**Subscription Fees**” the subscription fees payable by you for the Units, as set out in the Order.

“**System**” the Customer’s IT infrastructure including hardware, software, data, equipment and operating system.

“**Term**” the term of the Agreement comprising the Initial Term and any Renewal Periods.

“**Third Party Services**” any software or services provided to you by us on behalf of a third-party provider.

“**Units**” the user subscriptions, licences or days of labour purchased by you which entitle Authorised Users to access and use the Software and Services in accordance with this Agreement.

“**we**” or “**us**” or “**our**” (as the context requires) CyberGuard Technologies Limited of Worcester Road, Stourport on Severn, Worcestershire DY13 9AT.

“**you**” or “**your**” (as the context requires) the Customer of the Services specified in the Order.

1 APPLICATION OF THESE CONDITIONS

These General Conditions shall apply to the provision of Services to you during the Term.

2 USE OF THE SERVICES

2.1 Subject to your payment of the Fees and the terms of this Agreement we grant to you a non-exclusive, non-transferable right during the Term of this Agreement to use, and/or allow the Authorised Users to use, the Services and the Software to the extent required for your internal business operations.

2.2 You shall procure all necessary licences for each Authorised User to use any Software, which may require you to agree to Third Party licensing terms which will be detailed on the Order, and you warrant that you have and will maintain all necessary licences and consents necessary as part of the Services.

2.3 Where Services include Consultancy Services you agree that:

2.3.1 You shall provide us with all facilities that may reasonably be required to provide the Consultancy Services, such as access to your Location, Equipment and System, passwords, appropriate resources and your staff, and additional charges may be payable, where we are delayed or prevented from performance due to events beyond our control.

2.3.2 All Intellectual Property Rights within deliverables such as reports, consultancy guidance and documentation will remain our property or that of our licensors. You accept that all such reports, consultancy guidance and documentation provided for the Consultancy Services are accurate at the time of delivery, based upon the information provided by you.

2.3.3 Where Consultancy Services have been provided by a third party, and we are requested to provide remediation work under the Agreement, we cannot be held responsible for any issues or faults occurring on the System as a result of following any third-party advice, which we will deem to be accurate at the time of provision, or where there is any resulting downtime.

2.4 You shall not, except as may be permitted by law or otherwise in accordance with this Agreement:

2.4.1 copy, modify, duplicate, create derivative works from, frame, mirror, republish, download, display, transmit, or distribute all or any portion of the Software in any form or media or by any means; or

2.4.2 reverse compile, disassemble, reverse engineer or otherwise reduce to human-perceivable form all or any part of the Software.

2.5 You shall not:

2.5.1 access all or any part of the Services in order to build a product or service which competes with the Services; or

2.5.2 use the Services to provide services to third parties; or attempt to obtain, or assist third parties in obtaining, access to the Services, other than as provided under this clause 2; or

2.5.3 sell, rent, lease, transfer, assign, distribute, display, disclose, or otherwise commercially exploit, or make the Services available to any third party except the Authorised Users.

2.6 You agree that in using the Services you shall comply with the terms of this clause 2. If you fail to comply with this clause 2 we shall have the right to:

2.6.1 suspend the Services until such time as we are satisfied that you are able to comply with this clause 2; and/or

2.6.2 terminate the Services forthwith upon written notice to you; and/or

2.6.3 claim any costs expenses losses and damages which we may incur as a result of your failure to comply with this clause 2.

3 OUR OBLIGATIONS

3.1 We will perform the Services with reasonable skill and care, except to the extent that you have failed to comply with your obligations in this Agreement, or where your use of the Services is contrary to our

instructions, or where the Services have been modified or altered by anyone other than us or our authorised contractors or agents.

3.2 Subject to clauses 3.3 and 3.4 if the Services do not conform to the undertaking in clause 3.1, we will use all reasonable endeavours to correct the defect in accordance with our standard support procedures. Our standard support service shall be available during our Normal Support Hours except in the case of a total Service failure, following which (subject to clause 3.4) we shall use our reasonable endeavours to resume the Services as soon as reasonably practicable.

3.3 The remedy set out in clause 3.2 constitutes your sole and exclusive remedy for any breach of the undertaking set out in clause 3.1.

3.4 Notwithstanding the foregoing, we:

3.4.1 do not warrant that your use of the Services will be uninterrupted or error-free; nor prevent a Security Threat or Cyber-attack; nor that the Services will meet Your requirements; and

3.4.2 are not responsible for any delays, delivery failures, or any other loss or damage resulting from the provision of Services, and you acknowledge that the Services may be subject to limitations, delays and other problems inherent in the use of such IT and communications facilities, including Security Threat and Cyber-attack; and

3.4.3 shall not be liable to you for any defect in the Services to the extent caused by any defect or failure in your System.

3.5 Subject to your obligations as set out in this Agreement, we warrant that we have and will maintain all necessary licences, consents, and permissions necessary for the performance of our obligations under this Agreement.

4 YOUR OBLIGATIONS

4.1 In order for us to provide the Services you shall provide us with all necessary co-operation and comply with any obligations in relation to this Agreement and access to such information as we may require, including but not limited to access to your System and any security access information.

4.2 You shall (and shall ensure that the Authorised Users shall):

4.2.1 use the Services in accordance with this Agreement and you shall be responsible for any Authorised User's breach of any term of this Agreement;

4.2.2 comply with any obligations set out in the Agreement;

4.2.3 comply with all applicable laws and regulations with respect to your activities under this Agreement;

4.2.4 maintain all necessary licences, consents, and permissions necessary for us to be able to perform our obligations under this Agreement;

4.2.5 carry out all other responsibilities set out in this Agreement in a timely and efficient manner. In the event of any delays in your provision of such assistance as agreed by the parties, we may adjust any agreed timetable or delivery schedule as reasonably necessary;

4.2.6 use all reasonable endeavours to prevent any unauthorised access to, or use of, the Services, and promptly notify us if you discover any such unauthorised access or use;

4.2.7 provide us with at least two full working days' notice to cancel a booked site visit and you accept that failure to provide us with the required notice will result in you being charged for the cancelled visit.

4.2.8 ensure that your network and System comply with any relevant specifications provided by us from time to time;

4.2.9 be solely responsible for the correction of any defect or failure in your System or network communications.

5 CHARGES AND PAYMENT

5.1 In consideration of receipt of the Services, you shall pay the Fees in accordance with this clause 5 and the Order.

5.2 We shall invoice you on the Start Date in respect of any One-off Fees and you shall pay our invoices for the same within 30 days of receipt.

5.3 Any Subscription Fees shall be invoiced annually and collected monthly in advance during the Initial Period and any Renewal Periods and you shall pay our invoices for the same when such Fees become due in accordance with the payment profile provided to you.

5.4 All amounts payable under this Agreement are exclusive of value added tax (if any) which shall be paid at the rate and in the manner for the time being prescribed by law.

5.5 If you fail to pay any amount payable under this Agreement, we reserve the right to:

5.5.1 suspend the Services until all outstanding payments are received in full; and

5.5.2 claim interest under the Late Payment of Commercial Debts (Interest) Act 1998.

5.6 We shall be entitled to increase any Subscription Fees with effect from the end of the Initial Term and each Renewal Period. Any such increase shall be notified to you at least 30 days prior to the date on which the increase will take effect.

5.7 Notwithstanding clause 5.6 we reserve the right to increase any Subscription Fees during the Initial Term or any Renewal Period as a result of any increase of Third-Party Services and any such increase will be subject to 30 days' written notice to you.

6 PROPRIETARY RIGHTS

6.1 You acknowledge and agree that we and/or our licensors own all Intellectual Property Rights in the Software, and the Services. Except as expressly stated herein, this Agreement does not grant you any rights to, or in, patents, copyrights, database rights, trade secrets, trademarks (whether registered or unregistered), or any other rights or licences in respect of the Software, or the Services.

6.2 We shall, subject to clause 6.5, defend you, your officers, directors and employees against any judgment by a competent UK court of law that any Software or Services infringe any United Kingdom patent effective as of the Start Date, copyright, trademark, database right or right of confidentiality, and shall indemnify you for any amounts awarded against you in judgment or settlement of such claims, provided that:

6.2.1 we are given prompt notice of any such claim;

6.2.2 you provide reasonable co-operation to us in the defence and settlement of such claim, at our expense; and

6.2.3 we are given sole authority to defend or settle the claim.

6.3 In the defence or settlement of any claim, we may procure the right for you to continue using the Software or Services, replace or modify the Software or Services so that they become non-infringing or, if such remedies are not reasonably available, terminate this Agreement without any additional liability or obligation to pay damages or other additional costs to you.

6.4 In no event shall we, our employees, agents and sub-contractors be liable to you to the extent that the alleged infringement is based on:

6.4.1 a modification of the Software or Services by anyone other than us; or

6.4.2 your use of the Software or Services in a manner contrary to the instructions given to you by us; or

6.4.3 your use of the Software or Services after notice of the alleged or actual infringement from us or any appropriate authority.

6.5 This clause 6 sets out our sole and exclusive rights and remedies, and our entire obligations and liability, for infringement of any patent, copyright, trademark, database right or right of confidentiality.

7 LIABILITY AND INDEMNITY

7.1 Nothing in this Agreement shall operate to exclude or limit our liability for death or personal injury caused by our negligence; any breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982; fraud; or any other liability which cannot be excluded or limited under applicable law.

7.2 This clause 7 applies in addition to any limitation of liability specific to a particular service as set out in Schedules 1 and 2.

7.3 Except as expressly and specifically provided in this Agreement:

7.3.1 you assume sole responsibility for results obtained from the use of the Services and any Software, and for conclusions drawn from such use. We shall have no liability to you or any third parties for any damage caused by errors or omissions in any information or instructions provided to us by you in connection with the Services and/or any Software, or any actions taken by us at your direction;

7.3.2 the Services and Software are provided to you on an "as is" basis and except as set out herein 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.

- 7.4 Subject to clause 7.1, we shall have no liability to you or any third parties for:
- 7.4.1 any loss of profits; loss of anticipated savings; loss of business opportunity or loss of goodwill or wasted management time which you may suffer, whether they arise directly or indirectly or are immediate or consequential and whether they arise in contract, tort (including negligence) or otherwise; or
 - 7.4.2 any indirect or consequential loss or special damage (even though we were aware of the circumstances in which such special damage could arise); or
 - 7.4.3 any and all problems, delays, delivery failures and all other loss or damage or costs or expenses incurred by you arising from or caused by your System; your equipment; your network; your failure to maintain internet connectivity or any breach of your obligations under this Agreement; or
 - 7.4.4 any loss of, or damage to, your System caused by any third party (except those third parties subcontracted by Us to perform any of the Services).
- 7.5 In the event that you suffer loss of or damage to your Data as a result of our breach of this Agreement or the negligence of our personnel, our total liability to you for loss of or damage shall be limited to the lesser of:
- 7.5.1 the cost of restoring the Data to the last available backup; or
 - 7.5.2 the sum in clause 7.6; and
 - 7.5.3 you acknowledge that the provisions of this clause 7.5 represents a reasonable apportionment of risk having regard to the Fees for the Services.
- 7.6 Subject to clauses 7.1, 7.4 and 7.5, our total liability to you, whether in contract, tort (including negligence) or otherwise in connection with this Agreement, shall not exceed a sum equal to the total value of the Fees paid or payable by you in respect of the 12 months during which the liability arises.

8 DATA AND DATA PROTECTION

- 8.1 You shall own all rights, title and interest in and to all of your Data and shall have sole responsibility for the legality, reliability, integrity, accuracy and quality of your Data.
- 8.1.1 Each Authorised User is responsible for controlling permission access rights to files stored on your System. You are responsible for any user ID and passwords associated with such access controls, and we shall not be responsible for any unauthorised access to your Data as a result of the security of such access controls being violated by any person other than us or our third-party contractors.
 - 8.1.2 In this clause 8, “Personal Data” and “Data Subject” have the meanings given to them in the Data Protection Act 2018.
 - 8.1.3 We warrant that, to the extent we process any Personal Data on your behalf:
 - 8.1.4 We shall act only on your lawful instructions; and
 - 8.1.5 We have in place appropriate technical and organisational security measures against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data.
- 8.2 You acknowledge that we are reliant on you for direction in respect of our access to Personal Data whilst providing our Services, and that we shall not be liable for any claim brought by a Data Subject arising from any action or omission by us that resulted directly from your instructions.
- 9 TERM AND TERMINATION**
- 9.1 This Agreement shall begin on the Start Date and shall continue for an Initial Term as set out in the Order.
 - 9.2 Subject to clause 9.3, unless you give us not less than 30 days prior written notice to terminate the Agreement at the end of the Initial Term, this Agreement shall automatically continue thereafter for one or more Renewal Periods of twelve (12) months.
 - 9.3 Either we or you may terminate this Agreement immediately on notice to the other, and without liability to the other:
 - 9.3.1 if the other Party breaches any of the terms of this Agreement and the breach (where the breach is capable of

being remedied) has not been remedied within 30 days of a written request to remedy it;

- 9.3.2 if the other Party convenes a meeting of its creditors or if a proposal is made for a voluntary arrangement within Part 1 of the Insolvency Act 1986 or a proposal for any other composition scheme or arrangement with (or assignment for the benefit of) its creditors or if it is unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 or if a trustee receiver, administrative receiver or similar officer is appointed in respect of all or any part of its business or assets or if a petition is presented or a meeting is convened for the purposes of considering a resolution or other steps are taken for its winding up or for making of an administration order;
 - 9.3.3 if the other Party ceases or threatens to cease business.
- 9.4 On expiry or termination of this Agreement for any reason:
- 9.4.1 you shall immediately pay to Us all of Our outstanding unpaid invoices and related unpaid interest;
 - 9.4.2 we shall disable the Services and you shall return to us all user documentation and other materials provided by Us in connection with the Services;
 - 9.4.3 the accrued rights and liabilities of the parties as at termination and the continuation of any provision expressly stated to survive or implicitly surviving, shall not be affected or prejudiced.

10 CONFIDENTIALITY

- 10.1 Each party shall protect the Confidential Information of the other party against unauthorised disclosure by using the same degree of care as it takes to preserve and safeguard its own confidential information of a similar nature, being at least a reasonable degree of care.
- 10.2 Confidential Information of the disclosing party may be disclosed by the receiving party to its employees, affiliates and professional advisers, provided that the receiving party procures that any such recipient complies with the provisions of this clause 10.
- 10.3 The obligations set out in this clause 10 shall not apply to Confidential Information which the receiving party can demonstrate:
 - 10.3.1 is or has become publicly known other than through breach of this clause 10; or
 - 10.3.2 was in possession of the receiving party prior to disclosure by the other party; or
 - 10.3.3 was received by the receiving party from an independent third party who has a full right of disclosure; or
 - 10.3.4 was independently developed by the receiving party; or
 - 10.3.5 is required to be disclosed by a governmental authority, stock exchange or regulatory body, provided that the party subject to such requirement to disclose gives the other party prompt written notice of the requirement to the extent lawfully possible.
 - 10.3.6 this clause 10 shall survive termination or expiry of this Agreement, however arising and shall continue thereafter for a period of 3 years or such other period as may be agreed by the Parties.

11 NON-SOLICITATION

- 11.1 During the Term and for the period of 12 months following upon its termination, you will not directly or indirectly and whether for your benefit or for the benefit of another, solicit or induce or endeavour to solicit or induce any officer, employee, agent or authorised contractor to leave our engagement, or engage any such individual without our prior written consent.
- 11.2 Should you engage the services of any officer, employee, agent or authorised contractor whether the engagement is an employee or as an independent contractor, during the Term or within twelve months thereof, you will pay a fee of 50% of the starting annual salary of that said person.

12 GENERAL

- 12.1 We may, from time to time and without notice, change the Services in order to comply with any applicable safety or statutory requirements, provided that such changes do not materially affect the nature, scope of, or the charges for the Services. Where practicable, we will give you at least 30 days' notice of any change.
- 12.2 We shall have no liability to you under the Agreement if We are prevented from, or delayed in performing, Our obligations under the

- Agreement or from carrying on Our business by acts, events, omissions or accidents beyond Our reasonable control.
- 12.3 Subject to clause 12.1, no variation of the Agreement shall be valid unless it is in writing and signed by us.
- 12.4 A waiver of any right under the Agreement is only effective if it is in writing and shall not be construed as a waiver of any other provision of this Agreement.
- 12.5 If any provision of the Agreement (or part of any provision) is found by the court to be invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed not to form part of the Agreement, and the validity and enforceability of the other provisions of the Agreement shall not be affected.
- 12.6 The Agreement constitutes the whole agreement between the parties and supersedes all previous agreements between the parties relating to its subject matter. These terms and conditions (together with the terms of any applicable Service Specific Conditions) are the sole and exclusive terms and conditions applicable in relation to the Agreement to the exclusion of any terms or conditions which you may seek to import into the Agreement.
- 12.7 Each party acknowledges, in entering into the Agreement, that 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 provided in this Agreement provided that nothing in this condition shall limit or exclude any liability for fraud.
- 12.8 You shall not, without our prior written consent, assign, transfer, subcontract or deal in any manner with any of your rights or obligations under the Agreement.
- 12.9 We may at any time subcontract or delegate in any manner any or all of our obligations under the Agreement to any third party or agent.
- 12.10 A person who is not a party to this Agreement shall not have any rights under or in connection with it.
- 12.11 Any notice required to be given under this Agreement shall be in writing and shall be delivered personally, or sent by recorded delivery or by commercial courier to the other party to the address set out in the Order or as otherwise specified by the relevant party by notice in writing to the other party. Any notice shall be deemed to have been duly received if delivered personally, when left at the address set out in the Order or, if sent by recorded delivery, at 9.00 am on the second business day after posting, or if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed.
- 12.12 This Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation, shall be governed by, and construed in accordance with, English law and shall be subject to the exclusive jurisdiction of the English courts.

SCHEDULE 1 - THE SERVICES

The Services to be provided by us to you may be a combination of the following which will be detailed on the Order.

1 TESTING SERVICES

- 1.1 The Testing Services will be detailed on the Order and may include vulnerability scanning, penetration testing and wireless testing.
- 1.2 Upon receipt of a completed Scoping Questionnaire signed by an authorised representative of the Customer, we will provide the Testing Services on pre-arranged dates to be agreed between both parties.
- 1.3 The Testing Services will utilise both software applications and manual techniques which may be changed from time to time to comply with applicable laws and updates.
- 1.4 The Testing Services will aim to identify where the Customer's System is at risk of Cyber-attacks using reasonable endeavours.
- 1.5 Where it is identified as a result of the Testing Services that remediation works are required, the cost of these remediation works is not included within the Agreement.
- 1.6 The Customer shall:
- 1.6.1 Ensure that the Scoping Questionnaire is completed accurately and by an authorised representative of the Customer.
- 1.6.2 Be responsible for obtaining and maintaining all licences, permissions and consents from third parties prior to the provision of Testing Services being provided.

- 1.6.3 Be wholly responsible for the security of its propriety and Confidential Information and Data held on the System.
- 1.6.4 Warrant that the System is sufficiently robust to support and facilitate the provision of Testing Services.
- 1.6.5 Maintain up to date back-up copies of the configuration for software and hardware and the programs and Data necessary to restore the System to its original state on completion of the provision of the Testing Services and ensure that such back-up copies are kept up to date and in order and available for use at all times.
- 1.6.6 Agree that it will only use the results of the Services provided for its own internal business purposes and will not disclose the results to any third party without our prior written consent.
- 1.6.7 Indemnify us, where inaccurate information is provided to us causing a third-party System to be penetrated, against any claim of illegal activity or infringement, or damages, or loss, whether proximate or consequential resulting from conducting the Testing Services, or where the Testing Services causes damage to your System and a claim is made by a third party.

2 DETECT AND RESPOND SERVICES

- 2.1 The Detect and Respond Services will be detailed on the Order and may include monitoring, vulnerability scanning (see Schedule 1, Testing Services), protection, detection, alert, investigation, analysis of your System or part of your System, or a combination thereof.
- 2.2 The Detect and Respond Services will utilise both software applications and manual techniques which may be changed from time to time to comply with applicable laws and updates.
- 2.3 Should a Security Threat be detected, our Security Operations Centre will alert you to the Security Threat within their operating hours and in accordance with their service levels.
- 2.4 It is your responsibility to act upon the notification by the Security Operations Centre of a Security Threat, and to follow their advice which may include contacting your IT supplier, in-house IT services or purchasing labour in order to respond to the Security Threat.
- 2.5 Limited remediation services may be provided by the Security Operations Centre as detailed on the Order.

3 SECURITY AWARENESS AND TRAINING SERVICES

- 3.1 The Security Awareness and Training Services will be detailed on the Order and will provide security and awareness training to your Authorised Users in order to help identify potential risks and Security Threats.
- 3.2 As part of the Services to be provided, you will obtain appropriate approval and provide us with the authority to launch attacks on your System, such as phishing, spear or whaling attacks, which will be randomly generated to target any of your Authorised Users. It is your responsibility to inform us in advance with reasonable notice should there be any exceptions made as to Authorised Users who should not be targeted.
- 3.3 The results from the Services provided are for your own internal business purposes and neither party will disclose the results to any third party without the prior written consent of the other.
- 3.4 From time to time, we will offer training and advice based on current best practice subject to Schedule 2, clause 6.

4 CERTIFICATION SERVICES

- 4.1 The Certification Services will be detailed on the Order and our Security Operations Team will provide guidance and support to help you to achieve the certification(s).
- 4.2 It is your responsibility to ensure that the submission for the certification(s) are signed by an authorised representative of the Customer; are factually correct and are an accurate representation of the practices implemented within your business.
- 4.3 The provision of these Services will not guarantee that you will achieve the certification(s).

5 DETECT AND RESPOND RETAINER

- 5.1 The Detect and Respond Retainer will be detailed on the Order and may include Detect and Respond services such as the support of detect and respond products, including administration, policy review and upgrades, training and configuration, as well as limited investigation activities.

- 5.2 This is an unmanaged service available during our Normal Support Hours only. Service level response times are a 4-hour remote response.
- 5.3 This pre-paid Detect and Respond Retainer is activated upon an email or call to the Security Operations Centre. Services will be charged to the Retainer in 30-minute units and our standard hourly rates apply.
- 5.4 Any unused Retainer remaining at the end of the Initial Term may be used against other IT security products or services for up to 3 months, and thereafter shall be forfeit.

supplier, in-house IT services, or purchasing labour in order to respond to the Security Threat.

SCHEDULE 2 – GENERAL

6 INCIDENT RESPONSE RETAINER

- 1. Our Security Operations Centre will operate via telephone or remotely or at the equipment location during our Normal Support Hours.
- 2. Where applicable, on-site visits will take place during our Normal Support Hours, unless agreed otherwise in advance.
- 3. You agree to the Security Operations Centre being able to access your System in order to perform the Services.
- 4. As part of the provision of the Services, you may be required to agree to Third Party licensing terms.
- 5. Support may be provided by our Security Operations Centre as part of the Services as detailed on the Order, and your usage of this support should be reasonable and fair. Should your usage be deemed excessive, as determined by us in a commercially reasonable manner, we may require you to purchase additional support.
- 6. You acknowledge that the provision of these Services, including the use of Third-Party Services, does not provide a guarantee against Cyber-attacks or Security Threats or that your System is free from every form of attack, flaw and security weakness.

- 6.1 The Incident Response Retainer will be detailed on the Order and may include Incident Response Services such as thorough breach analysis, remediation advice and assistance, guidance with PR and compliance, and recommendations.
- 6.2 You must agree to and we will perform an annual Pre-Incident Assessment, which includes collecting relevant technical and network information, making recommendations for your current incident response plan and ensuring that relevant logging is configured on your network. The cost of this will be detailed separately in the Order. It is your responsibility to inform us in advance and in writing with reasonable notice if you intend to make any changes once the annual Pre-Incident Assessment has been completed.
- 6.3 This Incident Response Retainer is activated upon an email or call to the Security Operations Centre.
- 6.4 The Incident Response Retainer will comprise of one of two retainer options which will be detailed on the Order:

6.4.1 Zero Cost Retainer

Once the Pre-Incident Assessment has been performed, Fees will only be incurred if the Zero Cost Retainer is invoked as part of an Incident. This Service is available during our Normal Support Hours only. Service level response times are 4-hour remote response and if required, next day on-site response (where an Incident is reported before 12pm). Services will be charged to the Retainer in 30-minute units and our standard hourly rates apply; or

6.4.2 Pre-Paid Retainer

Once the Pre-Incident Assessment has been performed and the Pre-Paid Retainer has been pre-paid, Services will be charged to the Retainer in 30-minute units at our discounted hourly rates, either within or outside of Normal Support Hours. Service level response times are 2-hour remote response, which operates 24/7, and next day on-site response (where an Incident is reported before 2pm). You can also use the Pre-Paid Retainer for other IT Security Services to include Testing Services, Detect and Respond Services, and Security Awareness Training Services. Any unused Pre-Paid Retainer remaining at the end of the Initial Term may be used against other IT security products or services for up to 3 months, and thereafter shall be forfeit.

7 VULNERABILITY MANAGEMENT SERVICE (VMAAS)

- 7.1 The VMaaS will be detailed on the Order and may include vulnerability scanning, reporting and compliance support (the Standard Level) and vulnerability prioritisation advice and Security Operations Centre support (the Enhanced Level). This Service is available during our Normal Support Hours only.
- 7.2 Upon completion of the Vulnerability Management Service Scanning Permission Form, signed by your authorised representative, we will provide the agreed VMaaS Service Level on pre-arranged dates to be agreed between both parties.
- 7.3 The VMaaS will utilise the Qualys Cloud-Based Vulnerability Platform (Qualys Application) which may be changed from time to time to comply with applicable laws and updates. Qualys owns Qualys Application, and you will not receive any licence or right to the use the Qualys Application, which is provided “AS IS”. Qualys disclaims all express or implied warranties regarding the Qualys Application and shall not have any liability to you for either direct or consequential damages. You confirm your agreement to the Qualys Application processing and storing your Personal Data outside the EEA.
- 7.4 Should a vulnerability be detected, the report will alert you to the Security Threat and it is your responsibility to act upon the notification by the Security Operations Centre of a Security Threat and to follow the advice, which may include contacting your IT