

CRYOSERVER CLOUD SERVICES AGREEMENT

This Cryoserver Cloud Services Agreement (**Cloud Services Agreement**), together with the Order Form, is a legal agreement between (1) you (**you**) and (2) the Cryoserver company named on the Order Form (**us or we**) for:

- CRYOSERVER software (**Software**);
 - printed materials and online documentation (available at www.cryoserver.com to enable you to use and understand the Software (**Documentation**);
 - the cloud subscription services provided by us to you under this Cloud Services Agreement as described in the Documentation (**Subscription Service**);
 - support services as further defined in the Schedule (**Support Services**),
- together (the **Services**).

We provide the Services to you on the basis of this Cloud Services Agreement. We remain the owners of the Software and Documentation at all times.

We make the Services, applications and platforms available to you as a subscriber via the internet on a pay-per-user basis for the purpose of your business operations.

We have agreed to provide and you have agreed to take and pay for our Services subject to these terms and conditions.

1. INTERPRETATION

1.1 The definitions and rules of interpretation in this clause apply in this Cloud Services Agreement.

Active Users;	has the meaning set out in the Order Form.
Additional Users	the additional User Subscriptions as set out in the Order Form.
Applicable Laws	as defined in clause 10.6.1.
Business Day;	a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.
Confidential Information;	information that is proprietary or confidential and is either clearly labelled as such or identified as Confidential Information in clause 10.5.
Customer Data;	the data inputted by you or Active Users for the purpose of using the Services.

Data Controller	has the meaning set out in the Data Protection Legislation.
Data Processor	has the meaning set out in the Data Protection Legislation.
Data Protection Legislation;	Protection shall mean the UK Data Protection Legislation and any other European Union legislation relating to personal data and all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of Personal Data (including, without limitation, the privacy of electronic communications). Where UK Data Protection Legislation means all applicable data protection and privacy legislation in force from time to time in the UK including the General Data Protection Regulation ((EU) 2016/679); the Data Protection Act 2018; the Privacy and Electronic Communications Directive 2002/58/EC (as updated by Directive 2009/136/EC) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended.
Effective Date;	has the meaning set out in the Order Form.
Fees;	all fees set out in section 6 of the Order Form and any other fees agreed in writing between us from time to time.
Initial Subscription Term;	the initial subscription term of this Cloud Services Agreement as set out in the Order Form.
Intellectual Rights;	Property patents, utility models, rights to inventions, copyright and related rights, trade marks and service marks, trade names and domain names, rights in get-up, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to preserve the confidentiality of information (including know-how and trade secrets) and any other intellectual property rights, including all applications for (and rights to apply for and be granted), renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of

protection which subsist or will subsist, now or in the future, in any part of the world.

Normal Business Hours;	9.00am to 5.00pm local UK time, each Business Day.
Order Form;	the Cryoserver order form.
Personal Data;	has the meaning set out in the Data Protection Legislation.
Renewal Period;	the period described in clause 13.1.
Subscription Fee;	the subscription fee payable by you to us for the User Subscriptions, as set out in the Order Form.
Subscription Term;	means the Initial Subscription Term together with any subsequent Renewal Periods.
Support Services;	the support services as set out in the Schedule.
User Subscriptions;	the user subscriptions purchased by you which entitle Active Users to access and use the Services and the Documentation in accordance with this Cloud Services Agreement.

1.2 Clause and paragraph headings shall not affect the interpretation of this Cloud Services Agreement.

1.3 Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.

2. USER SUBSCRIPTIONS

2.1 Subject to you purchasing the User Subscriptions in accordance with clause 3.3 and clause 8.1, the restrictions set out in this clause 2 and the other terms and conditions of this Cloud Services Agreement, we hereby grant to you a non-exclusive, non-transferable right to permit the Active Users to use the Services during the Subscription Term solely for your internal business operations.

2.2 In relation to the Active Users, you undertake that:

2.2.1 the maximum number of Active Users that we authorise to access and use the Services shall not exceed the number of User Subscriptions you have purchased from time to time;

2.2.2 you will not allow or suffer any User Subscription to be used by more than one Active User unless it has been reassigned in its

entirety to another Active User, in which case the prior Active User shall no longer have any right to access or use the Services;

2.2.3 each Active User shall have the necessary security on their systems to ensure that the Services are held securely;

2.2.4 you shall permit us to audit the Services in order to verify each Active User. Such audit may be conducted no more than once per quarter, at our expense, and this right shall be exercised with reasonable prior notice, in such a manner as not to substantially interfere with your normal conduct of business; and

2.2.5 if any of the audits referred to in clause 2.2.4 reveal that you have underpaid Subscription Fees to us, then without prejudice to our other rights, you shall pay to us an amount equal to such underpayment as calculated in accordance with the prices set out in the contract details within 10 business days of the date of the relevant audit.

2.3 You shall not:

2.3.1 except as may be allowed by any applicable law which is incapable of exclusion by Cloud Services Agreement between the parties:

2.3.1.1 and except to the extent expressly permitted under this Cloud Services Agreement, attempt to copy, modify, duplicate, create derivative works from, frame, mirror, republish, download, display, transmit, or distribute all or any portion of the Software and/or Documentation (as applicable) in any form or media or by any means; or

2.3.1.2 attempt to reverse compile, disassemble, reverse engineer or otherwise reduce to human-perceivable form all or any part of the Software; or

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

2.3.3 use the Services to provide services to third parties; or

2.3.4 subject to clause 20.1, license, sell, rent, lease, transfer, assign, distribute, display, disclose, or otherwise commercially exploit, or otherwise make the Services available to any third party except the Active Users, or

2.3.5 attempt to obtain, or assist third parties in obtaining, access to the Services, other than as provided under this clause 2; and

2.4 you shall use all reasonable endeavours to prevent any unauthorised access to, or use of, the Services and, in the event of any such unauthorised access or use, promptly notify us.

- 2.5 The rights provided under this clause 2 are granted to you only, and shall not be considered granted to any subsidiary or holding company of yours.

3. ADDITIONAL USER SUBSCRIPTIONS

- 3.1 Subject to clause 3.2 and clause 3.3, you may, from time to time during any Subscription Term, purchase Additional Users in excess of the number of Active Users set out in the Order Form and we shall grant access to the Services to such additional Active Users in accordance with the provisions of this Cloud Services Agreement, as if they were Active Users.
- 3.2 If you wish to purchase Additional Users, you shall notify us in writing. We shall evaluate such request for Additional Users and respond to you with approval or rejection of the request (such approval not to be unreasonably withheld).
- 3.3 If we approve your request to purchase Additional Users, you shall, within 30 days of the date of our invoice, pay to us the relevant fees for such Additional Users as set out in the Order Form and, if such Additional Users are purchased by you part way through the Initial Subscription Term or any Renewal Period (as applicable), such fees shall be pro-rated for the remainder of the Initial Subscription Term or then current Renewal Period (as applicable).

4. SERVICES

- 4.1 We shall, during the Subscription Term, provide the Services and make available them to you on and subject to the terms of this Cloud Services Agreement.
- 4.2 We shall use commercially reasonable endeavours to make the Services available 24 hours a day, seven days a week, except for:
- 4.2.1 planned maintenance carried out during the maintenance window of 10.00 pm to 2.00 am UK time; and
 - 4.2.2 unscheduled maintenance performed outside Normal Business Hours, provided that we have used reasonable endeavours to give you at least 6 hours' notice in advance.
- 4.3 We will, as part of the Services and at no additional cost to you, provide you with our Support Services during Normal Business Hours. We may amend the Support Services in our sole and absolute discretion from time to time. You may purchase enhanced support services separately at our then current rates.

5. CUSTOMER DATA AND DATA PROTECTION

- 5.1 You shall own all right, title and interest in and to all of your Customer Data and shall have sole responsibility for the legality, reliability, integrity, accuracy and quality of your Customer Data.
- 5.2 In the event of any loss or damage to Customer Data, your sole and exclusive remedy shall be for us to use reasonable commercial endeavours to restore the lost or damaged Customer Data from the latest back-up of such Customer Data maintained by us in accordance with the archiving procedure described in our Back-Up Policy. We shall not have access to Customer Data, (save where we are granted specific access by you) and therefore we shall not be responsible for any loss, destruction, alteration or disclosure of Customer Data caused by any third party.
- 5.3 We shall, in providing the Services, comply with our GDPR statement relating to the privacy and security of you Customer Data available at www.cryoserver.com as may be amended from time to time by us in our sole discretion.
- 5.4 Both parties will comply with all applicable requirements of the Data Protection Legislation. These clauses 5.4 to 5.9 (inclusive) are in addition to, and do not relieve, remove or replace, a party's obligations under the Data Protection Legislation.
- 5.5 The parties acknowledge that for the purposes of the Data Protection Legislation, you are the Data Controller and we are the Data Processor.
- 5.6 We shall maintain a register setting out the scope, nature and purpose of processing we carry out, the duration of the processing and the types of Personal Data. The parties acknowledge that we shall, in general, not have access to your Personal Data or Customer Data.
- 5.7 Without prejudice to the generality of clause 5.4 and only where applicable, you will ensure that you have all necessary appropriate consents and notices in place to enable lawful transfer of the Personal Data to us for the duration and purposes of this Cloud Services Agreement.
- 5.8 Without prejudice to the generality of clause 5.4, we shall, in relation to any Personal Data processed in connection with the performance of our obligations under this Cloud Services Agreement:
- 5.8.1 process that Personal Data only on your written instructions unless we are required by the laws of any member of the European Union or by the laws of the European Union applicable to us to process Personal Data (**Applicable Laws**);
- 5.8.2 ensure that we have in place appropriate technical and organisational measures, to protect against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data, appropriate to the

harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it);

- 5.8.3 ensure that all personnel who have access to and/or process Personal Data are obliged to keep the Personal Data confidential; and
- 5.8.4 subject to clause 5.9, not transfer any Personal Data outside of the European Economic Area unless your prior written consent has been obtained and the following conditions are fulfilled:
 - 5.8.4.1 either of us has provided appropriate safeguards in relation to the transfer;
 - 5.8.4.2 the data subject has enforceable rights and effective legal remedies;
 - 5.8.4.3 we comply with our obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred; and
 - 5.8.4.4 we comply with reasonable instructions notified to us in advance by you with respect to the processing of the Personal Data;
- 5.8.5 assist you, at your cost, in responding to any request from a Data Subject and in ensuring compliance with your obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
- 5.8.6 notify you without undue delay on becoming aware of a Personal Data breach;
- 5.8.7 at your written direction, delete or return Personal Data and copies thereof to you on termination of the Cloud Services Agreement unless required by Applicable Law to store the Personal Data; and
- 5.8.8 maintain complete and accurate records and information to demonstrate compliance with these clauses 5.4 to 5.9 (inclusive).

- 5.9 You consent to us appointing such third-party processors of Personal Data under this Cloud Services Agreement as are required for the delivery of the Services. Where it is agreed that we will provide you with out of hours support, this is provided by a consultant in Canada with whom we have entered into Model Contract Clauses.

6. OUR OBLIGATIONS

- 6.1 We undertake that the Services will be performed substantially in accordance with the Documentation and with reasonable skill and care.
- 6.2 The undertaking at clause 6.1 shall not apply to the extent of any non-conformance which is caused by use of the Services contrary to our instructions, or modification or alteration of the Services by any party other than us or our duly authorised contractors or agents. If the Services do not conform with the foregoing undertaking, we will, at our expense, use all reasonable commercial endeavours to correct any such non-conformance promptly, or provide you with an alternative means of accomplishing the desired performance. Such correction or substitution constitutes your sole and exclusive remedy for any breach of the undertaking set out in clause 6.1. Notwithstanding the foregoing, we:
- 6.2.1 do not warrant that your use of the Services will be uninterrupted or error-free; or that the Software, Services, Documentation and/or the information obtained by you through the Services will meet your requirements; and
- 6.2.2 are not responsible for any delays, delivery failures, or any other loss or damage resulting from the transfer of data over communications networks and facilities, including the internet, and you acknowledge that the Services may be subject to limitations, delays and other problems inherent in the use of such communications facilities.
- 6.3 This Cloud Services Agreement shall not prevent us from entering into similar Cloud Services Agreements with third parties, or from independently developing, using, selling or licensing documentation, products and/or services which are similar to those provided under this Cloud Services Agreement.
- 6.4 We warrant that we have and will maintain all necessary licences, consents, and permissions necessary for the performance of its obligations under this Cloud Services Agreement.

7. YOUR OBLIGATIONS

- 7.1 You shall:
- 7.1.1 provide us with:

- 7.1.1.1 all necessary co-operation in relation to this Cloud Services Agreement; and
- 7.1.1.2 all necessary access to such information as may be required by us;
- in order to provide the Services, including but not limited to security access information and configuration services;
- 7.1.2 comply with all applicable laws and regulations with respect to your activities under this Cloud Services Agreement;
- 7.1.3 carry out all other responsibilities set out in this Cloud Services 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;
- 7.1.4 ensure that the Active Users use the Services in accordance with the terms and conditions of this Cloud Services Agreement and shall be responsible for any Active User's breach of this Cloud Services Agreement;
- 7.1.5 obtain and shall maintain all necessary licences, consents, and permissions necessary for us, our contractors and agents to perform our obligations under this Cloud Services Agreement, including without limitation the Services;
- 7.1.6 ensure that your network and systems comply with the relevant specifications provided by us from time to time; and
- 7.1.7 be solely responsible for procuring and maintaining your network connections and telecommunications links from your systems to our data centres, and all problems, conditions, delays, delivery failures and all other loss or damage arising from or relating to your network connections or telecommunications links or caused by the internet.

8. FEES

- 8.1 You shall pay the Fees in accordance with this clause 8.
- 8.2 You shall on the Effective Date provide to us approved purchase order information acceptable to us and any other relevant valid, up-to-date and complete contact and billing details and, if you provide:
 - 8.2.1 approved purchase order information to us, we shall invoice you:
 - 8.2.1.1 on the Effective Date for the Fees payable in respect of the Initial Subscription Term; and

- 8.2.1.2 subject to clause 13.1, thereafter annually for the Fees payable in respect of the Renewal Period,
- and you shall pay each invoice within 30 days after the date of such invoice.
- 8.3 Where additional Services or products are requested during the Subscription Term, we will send you an invoice for the associated Fees. You are required to pay all such invoices within 30 days of the date of such invoice.
- 8.4 If we have not received payment within 14 days after the due date, and without prejudice to any other rights and remedies of ours:
- 8.4.1 we may, without liability to you, disable your password, account and access to all or part of the Services and we shall be under no obligation to provide any or all of the Services while the invoice(s) concerned remain unpaid; and
- 8.4.2 interest shall accrue on a daily basis on such due amounts at an annual rate equal to 4% over the then current base lending rate of Royal Bank of Scotland from time to time, commencing on the due date and continuing until fully paid, whether before or after judgment.
- 8.5 All amounts and Fees stated or referred to in this Cloud Services Agreement:
- 8.5.1 shall be payable in the currency billed;
- 8.5.2 are, subject to clause 12.4.2, non-cancellable and non-refundable;
- 8.5.3 are exclusive of value added tax, which shall be added to our invoice(s) at the appropriate rate where applicable.
- 8.6 If, at any time whilst using the Services, you use an excessive amount of disk storage space, we reserve the right, acting reasonably, to charge you separately for such use.
- 8.7 We shall be entitled to increase the Fees, at the start of each Renewal Period by no more than 5%, upon 90 days' prior notice to you and the Order Form shall be deemed to have been amended accordingly.

9. PROPRIETARY RIGHTS

- 9.1 You acknowledge and agree that we and/or our licensors own all intellectual property rights in the Software, Subscription Service, the Documentation and the Support Services. Except as expressly stated herein, this Cloud Services Agreement does not grant you any rights to, or in, patents, copyright, database right, trade secrets, trade names, trademarks (whether registered or unregistered), or any other rights or licences in respect of the Software, Subscription Service, the Documentation or the Support Services.

- 9.2 We confirm that we have all the rights in relation to the Software, Subscription Services, the Documentation and the Support Services that are necessary to grant all the rights we purport to grant under, and in accordance with, the terms of this Cloud Services Agreement.

10. CONFIDENTIALITY

- 10.1 Each of us may be given access to Confidential Information from each other in order to perform its obligations under this Cloud Services Agreement. A party's Confidential Information shall not be deemed to include information that:
- 10.1.1 is or becomes publicly known other than through any act or omission of the receiving party;
 - 10.1.2 was in the other party's lawful possession before the disclosure;
 - 10.1.3 is lawfully disclosed to the receiving party by a third party without restriction on disclosure;
 - 10.1.4 is independently developed by the receiving party, which independent development can be shown by written evidence; or
 - 10.1.5 is required to be disclosed by law, by any court of competent jurisdiction or by any regulatory or administrative body.
- 10.2 We shall each hold the each other's Confidential Information in confidence and, unless required by law, not make the other's Confidential Information available to any third party, or use the other's Confidential Information for any purpose other than the implementation of this Cloud Services Agreement.
- 10.3 We shall each take all reasonable steps to ensure that the other's Confidential Information to which it has access is not disclosed or distributed by its employees or agents in violation of the terms of this Cloud Services Agreement.
- 10.4 Neither of us shall be responsible for any loss, destruction, alteration or disclosure of Confidential Information caused by any third party.
- 10.5 You acknowledge that details of the Services, and the results of any performance tests of the Services, constitute our Confidential Information.
- 10.6 We acknowledge that your Customer Data is your Confidential Information.
- 10.7 No party shall make, or permit any person to make, any public announcement concerning this Cloud Services Agreement without the prior written consent of the other parties (such consent not to be unreasonably withheld or delayed), except as required by law, any governmental or regulatory authority (including, without limitation, any relevant securities exchange), any court or other authority of competent jurisdiction.

- 10.8 The above provisions of this clause 10 shall survive termination of this Cloud Services Agreement, however arising.

11. INDEMNITY

- 11.1 You shall defend, indemnify and hold harmless us against claims, actions, proceedings, losses, damages, expenses and costs (including without limitation court costs and reasonable legal fees) arising out of or in connection with your use of the Services, provided that:

11.1.1 we are given prompt notice of any such claim;

11.1.2 we provide reasonable co-operation to you in the defence and settlement of such claim, at your expense; and

11.1.3 you are given sole authority to defend or settle the claim.

- 11.2 We shall defend you, your officers, directors and employees against any claim that the Services infringes any United Kingdom patent effective as of the Effective Date, copyright, trade mark, 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:

11.2.1 we are given prompt notice of any such claim;

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

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

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

- 11.4 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:

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

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

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

- 11.5 The foregoing and clause 12.4.2 states your sole and exclusive rights and remedies, and our (including our employees', agents' and sub-contractors')

entire obligations and liability, for infringement of any patent, copyright, trade mark, database right or right of confidentiality.

12. LIMITATION OF LIABILITY

12.1 This clause 12 sets out our entire financial liability (including any liability for the acts or omissions of its employees, agents and sub-contractors) to you:

12.1.1 arising under or in connection with this Cloud Services Agreement;

12.1.2 in respect of any use made by you of the Services or any part of them; and

12.1.3 in respect of any representation, statement or tortious act or omission (including negligence) arising under or in connection with this Cloud Services Agreement.

12.2 Except as expressly and specifically provided in this Cloud Services Agreement:

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

12.2.2 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 Cloud Services Agreement; and

12.2.3 the Services are provided to you on an "as is" basis.

12.3 Nothing in this Cloud Services Agreement excludes our liability:

12.3.1 for death or personal injury caused by our negligence; or

12.3.2 for fraud or fraudulent misrepresentation.

12.4 Subject to clause 12.2 and clause 12.3:

12.4.1 we shall not be liable whether in tort (including for negligence or breach of statutory duty), contract, misrepresentation, restitution or otherwise for any loss of profits, loss of business, depletion of goodwill and/or similar losses or loss or corruption of data or information, or pure economic loss, or for any special, indirect or consequential loss, costs, damages, charges or expenses however arising under this Cloud Services Agreement; and

- 12.4.2 our total aggregate liability in contract restitution or otherwise, arising in connection with the performance or contemplated performance of this Cloud Services Agreement shall be limited to 125% of the total Fees paid for the User Subscriptions during the 12 months immediately preceding the date on which the claim arose.

13. TERM AND TERMINATION

- 13.1 This Cloud Services Agreement shall, unless otherwise terminated as provided in this clause 13, commence on the Effective Date and shall continue for the Initial Subscription Term and, thereafter, this Cloud Services Agreement shall be automatically renewed for successive periods of 12 months (each a **Renewal Period**), unless:

13.1.1 either party notifies the other party of termination, in writing, at least 60 days before the end of the Initial Subscription Term or any Renewal Period, in which case this Cloud Services Agreement shall terminate upon the expiry of the applicable Initial Subscription Term or Renewal Period; or

13.1.2 otherwise terminated in accordance with the provisions of this Cloud Services Agreement.

- 13.2 We may terminate this Cloud Services Agreement immediately by written notice to you if:

13.2.1 you commit a material or persistent breach of this Cloud Services Agreement which you fail to remedy (if remediable) within 14 days after the service of written notice requiring you to do so; or

13.2.2 you fail to pay any amount due under this Cloud Services Agreement on the due date for payment and remains in default not less than 14 days after being notified in writing to make such payment,

in such circumstances, we shall retain the Fees paid in relation to the Subscription Term.

- 13.3 Without affecting any other right or remedy available to it, either party may terminate this Cloud Services Agreement with immediate effect by giving written notice to the other party if:

13.3.1 the other party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986;

13.3.2 the other party commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with

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

13.3.3 a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of that other party other than for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;

13.3.4 an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is given or if an administrator is appointed, over the other party;

13.3.5 the holder of a qualifying floating charge over the assets of that other party has become entitled to appoint or has appointed an administrative receiver;

13.3.6 a person becomes entitled to appoint a receiver over the assets of the other party or a receiver is appointed over the assets of the other party;

13.3.7 a creditor or encumbrancer of the other party attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the other party's assets and such attachment or process is not discharged within 14 days;

13.3.8 any event occurs, or proceeding is taken, with respect to the other party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 13.3.1 to clause 13.3.7 (inclusive);

13.3.9 the other party suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business; or

13.3.10 the warranty given by us in clause 6.4 of this Cloud Services Agreement is found to be untrue or misleading.

13.4 On termination of this Cloud Services Agreement for any reason:

13.4.1 all licences granted under this Cloud Services Agreement shall immediately terminate;

13.4.2 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;

13.4.3 we may destroy or otherwise dispose of any of your data in our possession unless we receive, no later than ten days after the

Effective Date of the termination of this Cloud Services Agreement, a written request for the delivery to you of the then most recent back-up of your data. We shall use reasonable commercial endeavours to deliver the back-up to you within 30 days of receipt of such a written request, provided that you have, at that time, paid the Fees outstanding at and resulting from termination (whether or not due at the date of termination). You shall pay all reasonable expenses incurred by us in returning or disposing of Customer Data as set out on the Order Form or otherwise agreed in writing between us;

13.4.4 any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the Cloud Services Agreement which existed at or before the date of termination shall not be affected or prejudiced; and

13.4.5 subject to clause 13.4, we shall immediately stop processing all new emails and prevent access to the Services.

13.5 Upon termination of this Cloud Services Agreement, we are able to provide you with a read only annual licence to access your email archive environment. This licence would enable you to read, search and export data out of the environment. There is a Read Only Archive Fee for this facility as set out in the Order Form.

14. COMMUNICATIONS BETWEEN US

14.1 If any provision in this Cloud Services Agreement requires you to give us notice in writing, you can send this to us by pre-paid post to the Cryoserver company set out in the Order Form at Wigglesworth House, 69 Southwark Bridge Road, London, SE1 9HH. We will confirm receipt of this by contacting you in writing.

14.2 If we have to contact you or give you notice in writing, we will do so by pre-paid post to the address you provide or confirm to us.

15. FORCE MAJEURE

We shall have no liability to you under this Cloud Services Agreement if it is prevented from or delayed in performing its obligations under this Cloud Services Agreement, or from carrying on its business, by acts, events, omissions or accidents beyond its reasonable control, including, without limitation, strikes, lock-outs or other industrial disputes (whether involving our workforce or any other party), failure of a utility service or transport or telecommunications network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or sub-contractors, provided that you are notified of such an event and its expected duration.

16. OTHER IMPORTANT TERMS

- 16.1 We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.
- 16.2 You may only transfer your rights or your obligations under this Cloud Services Agreement to another person if we agree in writing.
- 16.3 This Cloud Services Agreement does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Cloud Services Agreement.
- 16.4 Nothing in this Cloud Services Agreement is intended to or shall operate to create a partnership between us, or authorise either of us to act as agent for the other, and neither of us shall have the authority to act in the name or on behalf of or otherwise to bind the other in any way (including, but not limited to, the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).
- 16.5 Each of us acknowledges and agrees that in entering into this Cloud Services Agreement neither of us is relying on any undertaking, promise, assurance, statement, representation, warranty or understanding (whether in writing or not) of any person (whether party to this Cloud Services Agreement or not) relating to the subject matter of this Cloud Services Agreement, other than as expressly set out in this Cloud Services Agreement.
- 16.6 Except as expressly provided in this Cloud Services Agreement the rights and remedies provided under this Cloud Services Agreement are in addition to, and not exclusive of, any rights or remedies provided by law.
- 16.7 This Cloud Services Agreement, the Schedule and any documents annexed as appendices to this Cloud Services Agreement contain the whole agreement between us relating to the subject matter.
- 16.8 Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 16.9 If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.
- 16.10 **Which laws apply to this Cloud Services Agreement and where you may bring legal proceedings.** This Cloud Services Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales. Each of us irrevocably agrees that the courts of England and Wales shall have exclusive

jurisdiction to settle any dispute or claim arising out of or in connection with this Cloud Services Agreement or its subject matter or formation (including non-contractual disputes or claims).

- 16.11 **Alternative dispute resolution.** Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with how we have handled any complaint, you may want to contact the alternative dispute resolution provider we use. You can submit a complaint to Centre for Effective Dispute Resolution (CEDR) via their website at adr@cedr.com.

The Schedule

1. DEFINITIONS

The following definitions apply in this Schedule.

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

Commercially Reasonable Efforts: the same degree of priority and diligence with which we meet the support needs of our other similar customers.

Contact List: a current list of telephone numbers and e-mail addresses provided to you to enable you to make Support Requests.

Customer Cause: any of the following causes:

- (a) any improper use, misuse or unauthorised alteration of the Software by you;
- (b) any use of the Software by you in a manner inconsistent with the then-current Documentation;
- (c) the use by you of any hardware or software not provided by us; or
- (d) the use of a non-current version or release of the Software.

Fault: any failure or error of the Software referred to in the Service Level Table.

Help Desk Support: any support provided by help desk technicians sufficiently qualified and experienced to identify and resolve most support issues relating to the Software.

Higher-level Support: any higher-level support provided by contacting the Higher-Level Support on the Contact List.

Out-of-scope Services: any of the following services:

- (a) any services provided by us in connection with any apparent problem regarding the Software reasonably determined by us not to have been caused by a Fault, but rather by a Customer Cause or a cause outside our control (including any investigational work resulting in such a determination);
- (b) any Higher-level Support provided in the circumstances specified in paragraph 3.3;
- (c) support for other hardware or software; or
- (d) cloud infrastructure management and support which is handled directly by our third party partner.

Service Levels: the service level responses and response times referred to in the Service Level Table.

Service Level Table: the table set out in paragraph 5.1.

Solution: either of the following outcomes:

- (a) correction of a Fault; or
- (b) a workaround in relation to a Fault (including a reversal of any changes to the Software if deemed appropriate by us) that is reasonably acceptable to you.

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

Support Period: the Initial Subscription Term, the Renewal Period and, if requested by you, any period during which you transfer the Services to an alternate service provider.

Support Request: request made by you in accordance with this Schedule for Support Services in relation to the Software, including correction of a Fault.

Support Services: maintenance of the then-current version or release of the Software, including Help Desk Support and Higher-level Support, but excluding any Out-of-scope Services.

2. SUPPORT SERVICES

2.1 During the Support Period we shall perform the Support Services during the Support Hours in accordance with the Service Levels.

2.2 As part of the Support Services, we shall:

2.2.1 provide Help Desk Support by means of the following telephone number 0800 280 0525 and e-mail address support@cryoserver.com;

2.2.2 commit appropriate resources to the provision of Higher-Level Support;

2.2.3 where Help Desk Support is not provided within the relevant Service Level response time set out in paragraph 5.1.2 and you escalate a Support Request to request Higher-Level Support;

2.2.4 use Commercially Reasonable Efforts to correct all Faults notified under paragraph 4.3.1; and

2.2.5 provide technical support for the Software in accordance with the Service Levels.

2.3 Any Higher-level Support requested by you and provided by an individual whose qualification or experience is greater than that reasonably necessary to resolve the relevant Support Request shall be deemed an Out-of-scope Service, provided that an appropriately qualified or experienced individual was available at the time when the Higher-level Support was sought.

2.4 We may reasonably determine that any services are Out-of-scope Services. If we make any such determination, we shall promptly notify you of that determination.

2.5 You acknowledge that we are not obliged to provide Out-of-scope Services.

2.6 Where there is a Fault which requires the involvement of our third party cloud infrastructure provider, we will liaise with them and keep you informed as to progress in accordance with the Service Level Table.

3. FEES

3.1 The provision of Support Services on a remote, off-site basis (such as over the telephone or by e-mail) is included in the Subscription Fee.

3.2 The provision of Support Services outside the Support Period or at your Site or the provision of Out-of-scope Services shall be charged for at the applicable time and materials rates set out in our price list.

4. SUBMITTING SUPPORT REQUESTS AND ACCESS

4.1 You may request Support Services by way of a Support Request.

4.2 Each Support Request shall include a description of the problem and the start time of the incident.

4.3 You shall provide us with:

4.3.1 prompt notice of any Faults; and

4.3.2 such output and other data, Documentation, information, assistance and (subject to compliance with all Customer's security and encryption requirements notified to us in writing) remote access to your System, as are reasonably necessary to assist us to reproduce operating conditions similar to those present when you detected the relevant Fault and to respond to the relevant Support Request.

4.4 All Support Services shall be provided remotely from our office.

4.5 You acknowledge that, to properly assess and resolve Support Requests, it may be necessary to permit us direct access at your Site, to your System and your files, equipment and personnel.

4.6 You shall provide such access promptly, provided that we comply with all your security requirements and other policies and procedures relating to contractors entering and working on your Site notified to us.

5. SERVICE LEVELS

5.1 We shall:

5.1.1 prioritise all Support Requests based on a reasonable assessment of the severity level of the problem reported; and

5.1.2 use all reasonable endeavours to respond to all Support Requests in accordance with the responses and response times specified in the table set out below:

Severity level of Fault	Definition	Target Response Time	Target Resolution Time
1	Complete failure of the Software.	Less than 2 hours within the Support Hours	Less than 1 Business Day
2	Failure of one or more components of the Software.	Less than 8 hours within the Support Hours	Less than 3 Business Days
3	Failure of a non-critical function, which has no significant effect on the operation of the Software.	Less than 1 Business Day	Less than 5 Business Days
4	Any failure that has minimal effect on the Software, requests for information, or requests for enhancements to the Software.	Less than 2 Business Days	As Appropriate

5.2 We shall contact you to confirm when the Support Request has been allocated to an engineer and use reasonable endeavours to meet the target resolution times stated in paragraph 5.1.

5.3 Each of us may, on a case-by-case basis, agree in writing to a reasonable extension of the Service Level response times.

5.4 We shall give you regular updates of the nature and status of its efforts to correct any Fault.

6. OTHER REMEDIES

If a Solution is not provided within the relevant Service Level response time, the Support Request may be escalated to each of our respective relationship managers identified on the Order Form and then to their respective senior management.

7. SUB-CONTRACTING

We shall be entitled to sub-contract the Support Services to a third party at any time during the Term and the sub-contractor shall provide the Support Services and the obligations in this Cloud Services Agreement as if those Support Services were provided by us.

8. TERMINATION

On termination of the Cloud Services Agreement in accordance with its terms, the Support Services shall automatically cease.