

This service agreement is a legal agreement between an educational institution (the "Institution") and JAMWORKS PLATFORM LIMITED, a company incorporated in England and Wales with company number 12578785, whose registered office is at Hop Fields, Tongham Road, Runfold, Surrey, United Kingdom, GU10 1PH ("Jamworks"), for the use of the software application and platform, Jamworks, which is made available to the Institution via the internet. The Institution and Jamworks are each referred to as a "party" and collectively as the "parties."

BACKGROUND

- (A) Jamworks has developed certain software applications and platforms which it makes available to subscribers via the internet.
- (B) The Institution wishes to use Jamworks' Services in its business operations.
- (C) Jamworks has agreed to provide and the Institution has agreed to take and pay for Jamworks' Services subject to the terms and conditions of this agreement.

In consideration of the above recitals, which are incorporated into this agreement, the mutual promises contained in this agreement and for other good and valuable consideration, the receipt and sufficiency of which is acknowledged by the parties, the parties agree as follows:

Agreed terms

1. Interpretation

1.1 The definitions and rules of interpretation in this clause apply in this agreement.

Authorised Users: those students, employees, agents and independent contractors of the Institution who are authorised by the Institution to use the Services and the Documentation, as further described in clause 2.2(d).

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 12.5 or clause 12.6.

Institution Data: the data inputted by the Institution, Authorised Users, or Jamworks on the Institution's behalf for the purpose of using the Services or facilitating the Institution's use of the Services.

Documentation: the document titled Jamworks Description of Services made available to the Institution by Jamworks and, from time to time, additional documents sent from Jamworks to

the Institution by email which set out a description of the Services and the user instructions for the Services.

Effective Date: the date of this agreement.

Heightened Cybersecurity Requirements: any laws, regulations, codes, guidance (from regulatory and advisory bodies, whether mandatory or not), international and national standards, industry schemes and sanctions, which are applicable to either the Institution or an Authorised User (but not Jamworks) relating to security of network and information systems and security breach and incident reporting requirements, which may include the cybersecurity Directive ((EU) 2016/1148), Commission Implementing Regulation ((EU) 2018/151), the Network and Information systems Regulations 2018 (SI 506/2018), all as amended or updated from time to time.

Initial Subscription Term: the initial term of this agreement as set out in the order form.

Normal Business Hours: 8.00 am to 10.00 pm local UK time, each Business Day.

Renewal Period: the period described in clause 15.1.

Services: the subscription services provided by Jamworks to the Institution under this agreement.

Software: the online software applications provided by Jamworks as part of the Services.

Subscription Fees: the subscription fees payable by the Institution to Jamworks for the User Subscriptions, as set out in the Order Form.

Subscription Term: has the meaning given in clause 15.1 (being the Initial Subscription Term together with any subsequent Renewal Periods).

User Subscriptions: the user subscriptions purchased by the Institution pursuant to clause 2.1 and clause 3.1 to 3.3 which entitle Authorised Users to access and use the Services and the Documentation in accordance with this agreement.

Virus: any device or thing (including any software, code, file or programme) which may: prevent, impair or otherwise adversely affect the operation of any computer software, hardware or network, any telecommunications service, equipment or network or any other service or device; prevent, impair or otherwise adversely affect access to or the operation of any programme or data, including the reliability of any programme or data (whether by re-arranging, altering or erasing the programme or data in whole or part or otherwise); or

adversely affect the user experience, including worms, trojan horses, viruses and other similar things or devices.

Vulnerability: a weakness in the computational logic (for example, code) found in software and hardware components that, when exploited, results in a negative impact to the confidentiality, integrity, or availability of the Services, Confidential Information, or Institution Data, and the term **Vulnerabilities** shall be construed accordingly.

- 1.2 Clause, schedule and paragraph headings shall not affect the interpretation of this agreement.
- 1.3 A person includes an individual, corporate or unincorporated body (whether or not having separate legal personality).
- 1.4 A reference to a company shall include any company, corporation or other body corporate, wherever and however incorporated or established.
- 1.5 Unless the context otherwise requires, words in the singular shall include the plural and, in the plural, shall include the singular.
- 1.6 A reference to a statute or statutory provision shall include all subordinate legislation made as at the date of this agreement under that statute or statutory provision.
- 1.7 References to clauses and schedules are to the clauses and schedules of this agreement; references to paragraphs are to paragraphs of the relevant schedule to this agreement.

2. User subscriptions

- 2.1 Subject to the Institution purchasing the User Subscriptions in accordance with clause 3.1, the restrictions set out in this clause 2 and the other terms and conditions of this agreement, Jamworks hereby grants to the Institution a non-exclusive, non-transferable right, without the right to grant sublicences, to permit the Authorised Users to use the Services and the Documentation during the Subscription Term solely for the Institution's internal business operations.
- 2.2 In relation to the Authorised Users, the Institution undertakes that:
 - (a) the maximum number of Authorised Users that it authorises to access and use the Services and the Documentation shall not exceed the number of User Subscriptions it has purchased from time to time;
 - (b) it will not allow or suffer any User Subscription to be used by more than one individual Authorised User unless it has been reassigned in its entirety to another

individual Authorised User, in which case the prior Authorised User shall no longer have any right to access or use the Services and/or Documentation;

- (c) each Authorised User shall keep a secure password for their use of the Services and Documentation, that such password shall be changed no less frequently than 12 months and that each Authorised User shall keep their password confidential;
- (d) it shall maintain a written, up to date list of current Authorised Users and provide such list to Jamworks within 5 Business Days of Jamworks' written request at any time or times;
- (e) it shall permit Jamworks or Jamworks' designated auditor to audit the Services in order to establish the name and password of each Authorised User and the Institution's data processing facilities to audit compliance with this agreement. Each such audit may be conducted no more than once per year, at Jamworks' expense, and this right shall be exercised with reasonable prior notice, in such a manner as not to substantially interfere with the Institution's normal conduct of business;
- (f) if any of the audits referred to in clause 2.2(e) reveal that any password has been provided to any individual who is not an Authorised User, then without prejudice to Jamworks' other rights, the Institution shall promptly disable such passwords and Jamworks shall not issue any new passwords to any such individual; and

2.3 The Institution shall not access, store, distribute or transmit any Viruses, or any material during the course of its use of the Services that:

- (a) is unlawful, harmful, threatening, defamatory, obscene, infringing, harassing or racially or ethnically offensive;
- (b) facilitates illegal activity;
- (c) depicts sexually explicit images;
- (d) promotes unlawful violence;
- (e) is discriminatory based on race, gender, colour, religious belief, sexual orientation, disability; or
- (f) is otherwise illegal or causes damage or injury to any person or property;

and Jamworks reserves the right, without liability or prejudice to its other rights to the Institution, to disable the Institution's access to any material that breaches the provisions of this clause.

2.4 The Institution shall not:

- (a) except as may be allowed by any applicable law which is incapable of exclusion by agreement between the parties and except to the extent expressly permitted under this agreement:
 - (i) attempt to copy, modify, duplicate, create derivative works from, frame, mirror, republish, download, display, transmit, or distribute all or any portion of the Software and/or Documentation (as applicable) in any form or media or by any means; or
 - (ii) attempt to de-compile, reverse compile, disassemble, reverse engineer or otherwise reduce to human-perceivable form all or any part of the Software; or
- (b) access all or any part of the Services and Documentation in order to build a product or service which competes with the Services and/or the Documentation; or
- (c) use the Services and/or Documentation to provide services to third parties; or
- (d) subject to clause 22.1, license, sell, rent, lease, transfer, assign, distribute, display, disclose, or otherwise commercially exploit, or otherwise make the Services and/or Documentation available to any third party except the Authorised Users, or
- (e) attempt to obtain, or assist third parties in obtaining, access to the Services and/or Documentation, other than as provided under this clause 2; or
- (f) introduce or permit the introduction of any Virus or Vulnerability into Jamworks' network and information systems.

2.5 The Institution shall use all reasonable endeavours to prevent any unauthorised access to, or use of, the Services and/or the Documentation and, in the event of any such unauthorised access or use, promptly notify Jamworks.

2.6 The rights provided under this clause 2 are granted to the Institution only and shall not be considered granted to any subsidiary or holding company of the Institution.

3. Additional user subscriptions

- 3.1 Subject to clause 3.2 and clause 3.3, the Institution may, from time to time during any Subscription Term, purchase additional User Subscriptions in excess of the number set out in the order form and Jamworks shall grant access to the Services and the Documentation to such additional Authorised Users in accordance with the provisions of this agreement.
- 3.2 If the Institution wishes to purchase additional User Subscriptions, the Institution shall notify Jamworks in writing. Jamworks shall evaluate such request for additional User Subscriptions and respond to the Institution with approval or rejection of the request. Where Jamworks approves the request, Jamworks shall activate the additional User Subscriptions within 1 day of its approval of the Institution's request.
- 3.3 If Jamworks approves the Institution's request to purchase additional User Subscriptions, the Institution shall, within 30 days of the date of Jamworks' invoice, pay to Jamworks the relevant fees for such additional User Subscriptions as set out in the order form and, if such additional User Subscriptions are purchased by the Institution part way through the Initial Subscription Term or any Renewal Period (as applicable), such fees shall be pro-rated from the date of activation by Jamworks for the remainder of the Initial Subscription Term or then current Renewal Period (as applicable).

4. Services

- 4.1 Jamworks shall, during the Subscription Term, provide the Services and make available the Documentation to the Institution on and subject to the terms of this agreement.
- 4.2 Jamworks shall use commercially reasonable endeavours to make the Services available 24 hours a day, seven days a week, except for:
- (a) planned maintenance carried out during the maintenance window of 7.00 am to 10.00 am UK time; and
 - (b) unscheduled maintenance performed outside Normal Business Hours, provided that Jamworks has used reasonable endeavours to give the Institution at least 6 Normal Business Hours' notice in advance.
- 4.3 Jamworks will, as part of the Services and at no additional cost to the Institution provide the Institution with Jamworks' standard Institution support services during Normal Business Hours in accordance with Jamworks' Support Services Policy in effect at the time that the Services are provided. Jamworks may amend the Support Services Policy in its sole and absolute discretion from time to time. The Institution may purchase enhanced support services separately at Jamworks' then current rates.

5. Data protection

5.1 In this agreement, the following definitions apply:

Controller, Processor, Data Subject, Personal Data, Personal Data Breach, Subprocessor, processing and appropriate technical and organisational measures: as defined in the Data Protection Legislation.

Data Protection Legislation: all applicable data protection and privacy legislation in force from time to time in any relevant jurisdiction, which may include the UK including the UK GDPR; the Data Protection Act 2018 (DPA 2018) (and regulations made thereunder) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended; the Family Educational Rights and Privacy Act, 20 USC § 1232 (g) (FERPA) and Oregon Revised Statute (ORS) 326.565; the Oregon Consumer Privacy Act (ORS 646A.570 et seq.); 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); and the guidance and codes of practice issued by the Information Commissioner or other relevant regulatory authority and applicable to a party.

Domestic Law: the law of the United Kingdom or a part of the United Kingdom.

EU GDPR: the General Data Protection Regulation ((EU) 2016/679).

EU Law: the law of the European Union or any member state of the European Union.

UK GDPR: has the meaning given to it in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018.

5.2 Both parties will comply with all applicable requirements of the Data Protection Legislation. This clause 5 is in addition to, and does not relieve, remove or replace, a party's obligations or rights under the Data Protection Legislation.

5.3 The parties acknowledge that for the purposes of the Data Protection Legislation, the Institution is the Controller and Jamworks is the Processor. This agreement sets out the scope, nature and purpose of processing by Jamworks, the duration of the processing and the types of Personal Data and categories of Data Subject.

5.4 Without prejudice to the generality of clause 5.1, the Institution will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of the Personal Data to Jamworks and/or lawful collection of the Personal Data by Jamworks on behalf of the Institution for the duration and purposes of this agreement.

- 5.5 Without prejudice to the generality of clause 5.1, Jamworks shall, in relation to any Personal Data processed in connection with the performance by Jamworks of its obligations under this agreement:
- (a) process that Personal Data only on the documented written instructions of the Institution unless Jamworks is required by Domestic Law to otherwise process that Personal Data. Where Jamworks is relying on Domestic Law as the basis for processing Personal Data, Jamworks shall promptly notify the Institution of this before performing the processing required by the Domestic Law unless the Domestic Law prohibits Jamworks from so notifying the Institution;
 - (b) not retain, use, or disclose Personal Data for any purpose other than for the specific purpose of performing the Services. Specifically, Jamworks will not sell Personal Data; retain, use, or disclose Personal Data for a commercial purpose; or retain, use, or disclose Personal Data outside of the direct business relationship between Jamworks and the Institution. Jamworks will not combine the Personal Data that it receives from the Institution with any personal information it receives from or on behalf of another person or entity, or that it collects from its own interaction with an individual. Jamworks and its Subprocessor(s) will not use Authorised Users' data to train artificial intelligence models;
 - (c) not process Personal Data after the term of the agreement;
 - (d) ensure that it has in place appropriate technical and organisational measures, reviewed and approved by the Institution, 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);
 - (e) ensure that all personnel who have access to and/or process Personal Data are obliged to keep the Personal Data confidential;

- (f) not transfer any Personal Data outside of the US unless the prior written consent of the Institution has been obtained and the following conditions are fulfilled:
 - (i) the Institution or Jamworks has provided appropriate safeguards in relation to the transfer;
 - (ii) the data subject has enforceable rights and effective legal remedies;
 - (iii) Jamworks complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred; and
 - (iv) Jamworks complies with reasonable instructions notified to it in advance by the Institution with respect to the processing of the Personal Data;
- (g) assist the Institution in responding to any request from a Data Subject and in ensuring compliance with its obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with or investigations by supervisory authorities or regulators;
- (h) notify the Institution without undue delay (and in no event later than 48 hours) on becoming aware of a Personal Data Breach. Jamworks shall, either in the initial notice or in subsequent notices as soon as the information becomes available, inform the Institution of the nature of the Personal Data Breach, the categories and number of individuals, the categories and amount of Personal Data, the likely consequences of the Personal Data Breach, and the measures taken or proposed to be taken to address the Personal Data Breach and mitigate possible adverse effects. If Jamworks' (or Subprocessor's) notice or subsequent notices are delayed, they shall be accompanied by reasons for the delay. Jamworks (and any Subprocessor) shall take reasonably necessary measures and actions to mitigate the effects of the Personal Data Breach and shall keep the Institution informed of all material developments in connection with the Personal Data Breach. Jamworks shall provide the Institution with sufficient information to allow the Institution to meet any obligations to report or inform individuals of the Personal Data Breach under applicable Data Protection Legislation. Jamworks shall reimburse the Institution for reasonable costs associated with informing all affected individuals and/or supervisory authorities or regulators of a Personal Data Breach when such notifications are required by applicable Data Protection Legislation;

- (i) at the written direction of the Institution, delete or return Personal Data and copies thereof to the Institution on termination of the agreement unless required by Domestic Law to store the Personal Data, and request that all Subprocessor(s) do the same;
- (j) maintain complete and accurate records and information to demonstrate its compliance with this clause 5 and allow for audits by the Institution or the Institution's designated auditor and immediately inform the Institution if, in the opinion of Jamworks, an instruction infringes the Data Protection Legislation; and
- (k) enter into a written agreement with all Subprocessors which imposes the same obligations on the Subprocessors as this agreement imposes on Jamworks. Jamworks has engaged the Subprocessors listed on its AI & Data Security page, <https://help.jamworks.com/en/articles/9571846-jamworks-ai-data-security>. Jamworks will be liable for any breach of this agreement that is caused by an act, error, or omission of a Subprocessor.
- (i) Jamworks agrees to protect the confidentiality of student information and to comply with FERPA and its implementing regulations, 34 CFR § 99.1 et seq., with respect to any redisclosure of personally identifiable information from education records obtained from Institution.

6. Security

- (a) **Information-Security Policy.** Jamworks shall maintain a formal, documented information-security policy that is reviewed and approved by senior management at least annually. The policy applies to all Confidential Information and Institution Data stored, processed, or transmitted by the Services, including the underlying source code, infrastructure, and supporting components.
- (b) **Risk Assessment.** Jamworks shall operate an enterprise-level risk-assessment programme that (a) identifies reasonably foreseeable internal and external threats, (b) evaluates the likelihood and potential impact of those threats, and (c) is refreshed at least once every twelve (12) months or promptly after any material change to Jamworks' environment.
- (c) **Safeguards & Personnel Confidentiality.** Jamworks shall implement and maintain appropriate technical and organisational safeguards—consistent with SOCII or equivalent frameworks—to protect Confidential Information and Institution Data. All Jamworks employees, contractors, and temporary staff must, as a condition of engagement, sign a confidentiality and information-

security agreement that prohibits unauthorised access, use, or disclosure of Jamworks or Institution data.

- (d) **Privileged-Access Management.** Jamworks shall enforce role-based access controls that restrict access to Confidential Information and Institution Data to authorised personnel with a business need-to-know. Privileged accounts shall use multi-factor authentication, be uniquely assigned to individuals, and be reviewed at least quarterly.
- (e) **Data Handling, Retention & Disposal.** Jamworks shall (a) classify data according to its sensitivity; (b) maintain and follow a written data-retention schedule aligned with applicable laws, contractual requirements, and business needs; (c) retain Confidential Information and Institution Data only for as long as necessary for the purposes identified in this Agreement (unless a longer period is required by law); and (d) destroy or render unreadable all backups, media, and logs containing such data in accordance with NIST SP-800-88 or equivalent standards.
- (f) **Network Segmentation.** Jamworks shall segment production networks containing Confidential Information or Institution Data from any externally facing or development networks and shall prevent direct, unauthorised connections between the Internet and such segmented environments.
- (g) **Vulnerability Management.** Jamworks shall operate a documented vulnerability-management programme that includes: (a) authenticated internal and external vulnerability scans at least quarterly, (b) annual independent penetration testing of all systems storing or processing Confidential Information or assessed as critical risk, (c) risk-based remediation timeframes, and (d) continuous monitoring for newly disclosed threats.
- (h) **Penetration Testing.** Jamworks shall engage an independent, qualified third party to perform penetration tests of systems identified in §6(g) at least once every twelve (12) months. Jamworks shall provide the Institution, upon written request, with an executive summary of the test results and evidence of remediation of high-risk findings.

7. Third party providers

The Institution acknowledges that the Services may enable or assist it to access the website content of, correspond with, and purchase products and services from, third parties via third-party websites and that it does so solely at its own risk. Jamworks makes no representation, warranty or commitment and shall have no liability or obligation whatsoever in relation to the content or use of, or correspondence with, any such third-party website, or any transactions completed, and any contract entered into by the Institution, with any such third party. Any

contract entered into and any transaction completed via any third-party website is between the Institution and the relevant third party, and not Jamworks. Jamworks recommends that the Institution refers to the third party's website terms and conditions and privacy policy prior to using the relevant third-party website. Jamworks does not endorse or approve any third-party website nor the content of any of the third-party website made available via the Services.

8. Supplier's obligations

- 8.1 Jamworks undertakes that the Services will be performed substantially in accordance with the Documentation and with reasonable skill and care.
- 8.2 The undertaking at clause 7 shall not apply to the extent of any non-conformance which is caused by use of the Services contrary to Jamworks' instructions, or modification or alteration of the Services by any party other than Jamworks or Jamworks' duly authorised contractors or agents. If the Services do not conform with the foregoing undertaking, Supplier will, at its expense, use all reasonable commercial endeavours to correct any such non-conformance promptly, or provide the Institution with an alternative means of accomplishing the desired performance. Such correction or substitution constitutes the Institution's sole and exclusive remedy for any breach of the undertaking set out in clause 7.1.
- 8.3 Jamworks:
 - (a) does not warrant that:
 - (i) the Institution's use of the Services will be uninterrupted or error-free;
 - (ii) that the Services, Documentation and/or the information obtained by the Institution through the Services will meet the Institution's requirements;
 - (iii) the Software or the Services will be free from Vulnerabilities; or
 - (iv) the Software, Documentation or Services will comply with any Heightened Cybersecurity Requirements.
 - (b) is not responsible for any delays, delivery failures, or any other loss or damage resulting from the transfer of data over communications networks and facilities, including the internet, and the Institution acknowledges that the Services and Documentation may be subject to limitations, delays and other problems inherent in the use of such communications facilities.

8.4 This agreement shall not prevent Jamworks from entering into similar agreements with third parties, or from independently developing, using, selling or licensing documentation, products and/or services which are similar to those provided under this agreement.

8.5 Jamworks warrants that it has and will maintain all necessary licences, consents, and permissions necessary for the performance of its obligations under this agreement.

9. Institution's obligations

9.1 The Institution shall:

- (a) provide Jamworks with:
 - (i) all necessary co-operation in relation to this agreement; and
 - (ii) all necessary access to such information as may be required by Jamworks; in order to provide the Services, including but not limited to Institution Data, security access information and configuration services;
- (b) without affecting its other obligations under this agreement, comply with all applicable laws and regulations with respect to its activities under this agreement;
- (c) carry out all other Institution responsibilities set out in this agreement in a timely and efficient manner. In the event of any delays in the Institution's provision of such assistance as agreed by the parties, Jamworks may adjust any agreed timetable or delivery schedule as reasonably necessary;
- (d) ensure that the Authorised Users use the Services and the Documentation in accordance with the terms and conditions of this agreement and shall be responsible for any Authorised User's breach of this agreement;
- (e) obtain and shall maintain all necessary licences, consents, and permissions necessary for Jamworks, its contractors and agents to perform their obligations under this agreement, including without limitation the Services;
- (f) ensure that its network and systems comply with the relevant specifications provided by Jamworks from time to time; and
- (g) be, to the extent permitted by law and except as otherwise expressly provided in this agreement, solely responsible for procuring, maintaining and securing its

network connections and telecommunications links from its systems to Jamworks' data centres.

- 9.2 The Institution shall own all right, title and interest in and to all of the Institution Data that is not personal data and shall have sole responsibility for the legality, reliability, integrity, accuracy and quality of all such Institution Data.

10. Charges and payment

- 10.1 The Institution shall pay the Subscription Fees to Jamworks for the User Subscriptions in accordance with this clause 10.

- 10.2 The Institution shall on the Effective Date provide to Jamworks valid, up-to-date and complete credit card details or approved purchase order information acceptable to Jamworks and any other relevant valid, up-to-date and complete contact and billing details and, if the Institution provides:

- (a) its credit card details to Jamworks, the Institution hereby authorises Jamworks to bill such credit card:
 - (i) on the Effective Date for the Subscription Fees payable in respect of the Initial Subscription Term; and
 - (ii) subject to clause 15.1, on each anniversary of the Effective Date for the Subscription Fees payable in respect of the next Renewal Period;
- (b) its approved purchase order information to Jamworks, Jamworks shall invoice the Institution:
 - (i) on the Effective Date for the Subscription Fees payable in respect of the Initial Subscription Term; and
 - (ii) subject to clause 15.1, at least 30 days prior to each anniversary of the Effective Date for the Subscription Fees payable in respect of the next Renewal Period, and the Institution shall pay each invoice within 30 days after the date of such invoice.

- 10.3 If Jamworks has not received payment for undisputed fees within 45 days after the due date, and without prejudice to any other rights and remedies of Jamworks:

- (a) Jamworks may, without liability to the Institution, disable the Institution's password, account and access to all or part of the Services and Jamworks shall be

under no obligation to provide any or all of the Services while the invoice(s) concerned remain unpaid; and

- (b) Overdue account charges will not accrue on any purchases made by Institution during the time of civil emergency or in the event of a natural disaster that prevents the timely payment of accounts. In such instances, accounts will be paid in as timely a manner as possible; and

10.4 All amounts and fees stated or referred to in this agreement:

- (a) shall be payable as stated on the order form;
- (b) are exclusive of value added tax, which shall be added to Jamworks' invoice(s) at the appropriate rate.

10.5 Jamworks shall be entitled to increase the Subscription Fees, the fees payable in respect of the additional User Subscriptions purchased pursuant to clause 3.3 and/or the support fees payable pursuant to clause 4.3 by no more than 3% at the start of each Renewal Period upon 90 days' prior notice to the Institution and the Renewal Order Form shall be deemed to have been amended accordingly.

11. Proprietary rights

11.1 The Institution acknowledges and agrees that Jamworks and/or its licensors own all intellectual property rights in the Services and the Documentation. Except as expressly stated herein, this agreement does not grant the Institution any rights to, under or in, any patents, copyright, database right, trade secrets, trade names, trade marks (whether registered or unregistered), or any other rights or licences in respect of the Services or the Documentation.

11.2 Jamworks confirms that it has all the rights in relation to the Services and the Documentation that are necessary to grant all the rights it purports to grant under, and in accordance with, the terms of this agreement.

12. Confidentiality

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

- (a) is or becomes publicly known other than through any act or omission of the receiving party;

- (b) was in the other party's lawful possession before the disclosure;
 - (c) is lawfully disclosed to the receiving party by a third party without restriction on disclosure; or
 - (d) is independently developed by the receiving party, which independent development can be shown by written evidence.
- 12.2 Subject to clause 12.4, each party shall hold the other's Confidential Information in confidence and not make the other's Confidential Information available to any third party, or use the other's Confidential Information for any purpose other than the implementation of this agreement.
- 12.3 Each party shall take all reasonable steps to ensure that the other's Confidential Information to which it has access is not disclosed or distributed by its employees or agents in violation of the terms of this agreement.
- 12.4 A party may disclose Confidential Information to the extent such Confidential Information is required to be disclosed by law, by any governmental or other regulatory authority or by a court or other authority of competent jurisdiction, provided that, to the extent it is legally permitted to do so, it gives the other party as much notice of such disclosure as possible and, where notice of disclosure is not prohibited and is given in accordance with this clause 12.4, it takes into account the reasonable requests of the other party in relation to the content of such disclosure.
- 12.5 The Institution acknowledges that details of the Services, and the results of any performance tests of the Services, constitute Jamworks' Confidential Information.
- 12.6 Jamworks acknowledges that the Institution Data is the Confidential Information of the Institution.
- 12.7 No party shall make, or permit any person to make, any public announcement concerning this 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.
- 12.8 The above provisions of this clause 12 shall survive termination of this agreement, however arising.

13. Indemnity

- 13.1 Jamworks shall defend the Institution, its officers, directors and employees against any claim that the Institution's use of the Services or Documentation in accordance with this agreement infringes any patent effective as of the Effective Date, copyright, trade mark, database right or right of confidentiality, and shall indemnify the Institution for any amounts awarded against the Institution in judgment or settlement of such claims, provided that:
- (a) Jamworks is given prompt notice of any such claim;
 - (b) the Institution does not make any admission, or otherwise attempt to compromise or settle the claim and provides reasonable co-operation to Jamworks in the defence and settlement of such claim, at Jamworks' expense; and
 - (c) subject to approval by Institution's General Counsel, Jamworks is given sole authority to defend or settle the claim.
- 13.2 In the defence or settlement of any claim, Jamworks may procure the right for the Institution 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 agreement on 2 Business Days' notice to the Institution without any additional liability or obligation to pay liquidated damages or other additional costs to the Institution. If Jamworks so terminates the agreement, it will refund any Subscription Fees paid by the Institution on a pro rata basis.
- 13.3 In no event shall Jamworks, its employees, agents and sub-contractors be liable to the Institution to the extent that the alleged infringement is based on:
- (a) a modification of the Services or Documentation by anyone other than Jamworks; or
 - (b) the Institution's use of the Services or Documentation in a manner contrary to the instructions given to the Institution by Jamworks; or
 - (c) the Institution's use of the Services or Documentation after notice of the alleged or actual infringement from Jamworks or any appropriate authority.
- 13.4 The foregoing and clause 14.3(a) state the Institution's sole and exclusive rights and remedies, and Jamworks' (including Jamworks' employees', agents' and subcontractors') entire obligations and liability, for infringement of any patent, copyright, trade mark, database right or right of confidentiality.

14. Limitation of liability

14.1 Except as expressly and specifically provided in this agreement:

- (a) the Institution assumes sole responsibility for results obtained from the use of the Services and the Documentation by the Institution, and for conclusions drawn from such use;
- (b) the Services and the Documentation are provided to the Institution on an "as is" basis.

14.2 Nothing in this agreement excludes the liability of Jamworks:

- (a) for death or personal injury caused by Jamworks' negligence; or
- (b) for fraud or fraudulent misrepresentation.

14.3 Subject to clause 14.1 and clause 14.2:

- (a) Limitations of liability in favor of Jamworks do not apply to (a) damages arising from a breach of Jamworks' confidentiality, data security, or privacy obligations or (b) Jamworks' indemnification obligations set forth in this agreement.

14.4 Nothing in this agreement excludes the liability of the Institution for any breach, infringement or misappropriation of Jamworks' Intellectual Property Rights.

15. Term and termination

15.1 This Agreement shall commence on the Effective Date and, unless terminated earlier in accordance with this Agreement, shall continue for the Initial Subscription Term. The Initial Subscription Term, together with any Renewal Periods, shall be referred to as the 'Subscription Term'.

15.2 Without affecting any other right or remedy available to it, either party may terminate this agreement with immediate effect by giving written notice to the other party if:

- (a) the other party fails to pay any amount due under this 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;
- (b) the other party commits a material breach of any other term of this agreement and (if such breach is remediable) fails to remedy that breach within a period of 14 days after being notified in writing to do so;

- (c) 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;
- (d) 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;
- (e) the other party applies to court for, or obtains, a moratorium under Part A1 of the Insolvency Act 1986;
- (f) 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;
- (g) 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 (being a company, partnership or limited liability partnership);
- (h) the holder of a qualifying floating charge over the assets of that other party (being a company or limited liability partnership) has become entitled to appoint or has appointed an administrative receiver;
- (i) 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;
- (j) 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;
- (k) 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 15.2(c) to clause 15.2(j) (inclusive);

- (l) the other party suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business; or
- (m) the other party's financial position deteriorates so far as to reasonably justify the opinion that its ability to give effect to the terms of this agreement is in jeopardy.

15.3 On termination of this agreement for any reason:

- (a) all licences granted under this agreement shall immediately terminate and the Institution shall immediately cease all use of the Services and/or the Documentation;
- (b) 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;
- (c) Jamworks may destroy or otherwise dispose of any of the Institution Data in its possession unless Jamworks receives, no later than ten days after the effective date of the termination of this agreement, a written request for the delivery to the Institution of the then most recent back-up of the Institution Data. Jamworks shall use reasonable commercial endeavours to deliver the back-up to the Institution within 30 days of its receipt of such a written request, provided that the Institution has, at that time, paid all fees and charges outstanding at and resulting from termination (whether or not due at the date of termination); and
- (d) 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 agreement which existed at or before the date of termination shall not be affected or prejudiced.

16. Force majeure

Neither party shall have liability to the other party under this agreement if it is prevented from or delayed in performing its obligations under this 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 the workforce of Jamworks or any other party), failure of a utility service or transport or telecommunications network, act of God, war, riot, civil commotion, 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 the other party is notified of such an event and its expected duration.

17. Conflict

If there is an inconsistency between any of the provisions in the main body of this agreement and the Schedules, the provisions in the main body of this agreement shall prevail.

18. Variation

No variation of this agreement shall be effective unless it is in writing and signed by the parties (or their authorised representatives).

19. Waiver

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

20. Rights and remedies

Except as expressly provided in this agreement, the rights and remedies provided under this agreement are in addition to, and not exclusive of, any rights or remedies provided by law.

21. Severance

- 21.1 If any provision or part-provision of this agreement is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of this agreement.
- 21.2 If any provision or part-provision of this agreement is deemed deleted under clause 20.1 the parties shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the intended commercial result of the original provision.

22. Entire agreement

- 22.1 This agreement constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.

- 22.2 Each party acknowledges that in entering into this agreement it does not rely on, and shall have no remedies in respect of, any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this agreement.
- 22.3 Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this agreement.
- 22.4 Nothing in this clause shall limit or exclude any liability for fraud.

23. Assignment

- 23.1 The Institution shall not, without the prior written consent of Jamworks, assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under this agreement.
- 23.2 Jamworks may at any time assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under this agreement.

24. No partnership or agency

Nothing in this agreement is intended to or shall operate to create a partnership between the parties, or authorise either party to act as agent for the other, and neither party shall have the authority to act in the name or on behalf of or otherwise to bind the other in any way (including, but not limited to, the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).

25. Third party rights

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

26. Accessibility

All digital content, products, and services (including but not limited to software, web pages, ICT systems, and digital documents) that are developed, modified, or provided by Jamworks shall comply with World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.1 AA and Section 508 Standards (2018 Revision). When requested, Jamworks shall provide Institution with a current, completed Voluntary Product Accessibility Template (VPAT) to detail compliance. If any digital content, products, and services provided by Jamworks do not meet WCAG 2.1 AA and Revised Section 508 standards, Institution may demand that Jamworks promptly make modifications that will bring them into compliance.

27. Click-through/Shrinkwrap Terms

The Parties agree that in the event any “Click-through” or “Shrinkwrap” terms and conditions are required to be agreed to in order to access deliverables under this agreement, the terms and conditions of this agreement will control over any such terms and conditions.

28. Counterparts

- 28.1 This agreement may be executed in any number of counterparts, each of which shall constitute a duplicate original, but all the counterparts shall together constitute the one agreement.
- 28.2 Transmission of the executed signature page of a counterpart of this agreement by (a) fax or (b) email (in PDF, JPEG or other agreed format) shall take effect as the transmission of an executed "wet-ink" counterpart of this agreement.
- 28.3 No counterpart shall be effective until each party has provided to the other at least one executed counterpart.

29. Notices

- 29.1 Any notice required to be given under this agreement shall be in writing and shall be delivered by hand or sent by pre-paid first-class post or recorded delivery post to the other party at its address set out in this agreement, or such other address as may have been notified by that party for such purposes, or sent by fax to the other party's fax number as set out in this agreement.
- 29.2 A notice delivered by hand shall be deemed to have been received when delivered (or if delivery is not in business hours, at 9 am on the first business day following delivery). A correctly addressed notice sent by pre-paid first-class post or recorded delivery post shall be deemed to have been received at the time at which it would have been delivered in the normal course of post. A notice sent by fax shall be deemed to have been received at the time of transmission (as shown by the timed printout obtained by the sender).

30. Governing law

The subjects of “governing law,” “dispute resolution,” “litigation forum,” and “arbitration” in the agreement will remain silent.

31. Acknowledgment and Acceptance of Terms

By signing the order form, the Customer acknowledges that they have read, understood, and agree to be bound by the terms and conditions set forth in this Service Agreement. The Customer's signature on the order form constitutes their acceptance of all the terms, conditions, and obligations contained herein.