

PEOPLEFLUENT
SOFTWARE-AS-A-SERVICE AGREEMENT
FOR WATERSHED

Standard Terms and Conditions Schedule

This PeopleFluent Software-as-a-Service Agreement for the third party application Watershed is between the PeopleFluent group company identified in the Commercial Terms (“PeopleFluent”) and the entity that wishes to use PeopleFluent’s Watershed Software-as-a-Service (as identified in the Commercial Terms) (“Client”) for NetDimensions Talent Suite (“NTS”) or any other agreed software application(s) related analytics purposes, and describes the terms and conditions pursuant to which PeopleFluent will provide the Watershed Software-as-a-Service to the Client. By use of the Services described herein, the Client agrees to be bound by the terms and conditions of this Agreement. For the avoidance of doubt, effective October 2018, the NetDimensions group of companies has become part of the PeopleFluent group of companies, and all current and former NetDimensions entities are now doing business under the name PeopleFluent, provided that the product NetDimensions Talent Suite shall continue to be used by PeopleFluent under its current name.

1 Definitions and Interpretation

1.1 In this Agreement, unless the context otherwise requires, the following words have the following meanings:

“Agreement”	this Software-as-a-Service Agreement for Watershed to which the Client is required to agree before using the Services comprising, where appropriate, an order form, statement of work and/or a signature section (in either case incorporating the Commercial Terms) and this Standard Terms and Conditions Schedule;
“Analyst”	has the meaning set out in Clause 3.7;
“Application”	the third party software application Watershed Learning Record Store and Learning Analytics Platform in machine readable form used in the Services provision (as identified in the Commercial Terms and as (may be) further described on PeopleFluent’s online client pages), including any applicable error corrections, updates, upgrades, modifications and enhancements to it;
“Charges”	the charges payable by the Client for the Services and other charges falling due in accordance with this Agreement;
“Client”	the Client that has purchased the Services from PeopleFluent;
“Client Data”	the information, data and content input into or used in the Software-as-a-Service by the Client or Users;
“Commercial Terms”	the main commercial terms set out in the order form, statement of work and/or signature section of this Agreement;
“Confidential Information”	all materials and/or information, whether or not marked or otherwise identified as confidential, whether written, oral, graphic or ascertainable by inspection of tangible objects, including without limitation: specifications, formulae, samples, prototypes, devices, techniques, processes, methods,

discoveries, inventions, ideas and improvements (whether or not patentable), data, compilations, algorithms, studies, computer programs, code, research, reports, patterns, designs, sketches, plans, drawings, photographs, know-how, trade secrets, marketing plans, business plans, financial information, commercial information, technical information, pricing information, market information, information relating to relationships with third parties, information relating to business models and/or business methods, customer, supplier and distributor lists, and any other subject matter which by its nature would be reasonably known to be confidential or proprietary, and all copies of such materials and information;

“Data Protection Laws”	all applicable data protection and privacy laws and regulations which might apply to the parties in the provision of the Services, including, but not limited to the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”);
“Initial Term”	a period of one (1) year from the Services Commencement Date or such other period as may be specified in the Commercial Terms;
“Intellectual Property Rights”	any patent, right to patent, copyright, design rights (registered and unregistered), trade mark and service mark (whether or not registered), trade and business names (including internet domain names and e-mail address names), database rights, know-how, trade secrets, unpatented inventions and any other intellectual property rights in any relevant jurisdiction;
“Learner”	An individual employee or independent contractor of Client who is the subject of a Tin Can statement;
“PeopleFluent Group Company”	PeopleFluent and any entity that directly or indirectly (whether partially or fully) controls, is partially or fully controlled by, or is under partial or full common control with PeopleFluent and may provide any or all of the Services and including but not limited to direct and indirect subsidiaries of an ultimate parent holding company of PeopleFluent, including any companies in the (former) NetDimensions group of companies or otherwise part of the Learning Technologies Group;
“Renewal Term”	the meaning set out in Clause 2;
“Service Level Terms”	the service level terms specified in Clause 4 applicable to the Services under this Agreement;
“Services”	the Software-as-a-Service provision, Support and other related services, as agreed, to be provided by PeopleFluent under this Agreement, unless otherwise specified in the Commercial Terms;
“Services Commencement Date”	the date specified as the Services Commencement Date in the Commercial Terms or, if earlier or in the absence of a date being specified, the date from which PeopleFluent starts

	providing any of the Services;
“Scheduled Maintenance Down-Time”	the meaning set out in Clause 4.5;
“Service Business Hours”	has the meaning set out in the Commercial Terms, or in default thereof from 9pm to 5pm during Tennessee, USA business days not including public holidays;
“Software-as-a-Service”	the services provided under this Agreement that PeopleFluent provides to allow authorized Users to access and use the Application through the internet;
“Statement”	has the meaning set out in Clause 3.7;
“Support”	the standard maintenance and support services provided by PeopleFluent in relation to the Application pursuant to Clause 4.2;
“User”	means, collectively, Learners and Analysts of Client authorized to access the Software-as-a-Service and use the Application in accordance with this Agreement.

1.2 In this Agreement words importing the singular include the plural and vice versa and words importing gender include any other gender.

1.3 The headings of Clauses are for ease of reference and will not affect the construction of this Agreement.

1.4 Anything agreed in the Commercial Terms takes priority over the terms and conditions set out in this Standard Terms and Conditions Schedule. Except as set out in this Agreement, no other terms shall apply, even where specified in the Client’s purchase order or otherwise.

2 Commencement, Duration and License

2.1 This Agreement will commence on the Services Commencement Date and will continue for the Initial Term and will renew automatically for subsequent 12 month periods or such other period as agreed in the Commercial Terms (each a “Renewal Term”) until it expires or terminates pursuant to this Agreement or until terminated by either party per the end of the Initial Term or subsequent Renewal Term on serving not less than two months’ written notice to the other party.

3 Provision of Software-as-a-Service

3.1 PeopleFluent will provide the Services to the Client either itself, through a Group Company and/or through Watershed Systems, Inc, a Delaware based corporation having its principal place of business at 210 Gothic Ct, Suite 100B, Franklin, Tennessee 37067, USA.

3.2 The Client will promptly report to PeopleFluent all identified attempts (whether successful or not) by unauthorised persons (including unauthorised persons who are employees of the Client) either to gain access to or to interfere with the Software-as-a-Service.

- 3.3 PeopleFluent will not be responsible for supplying any line access, hardware or any other equipment on the Client's premises.
- 3.4 PeopleFluent reserves the right at all times without prior notice to suspend the Client's access to, and/or the provision of, any of the Services for such period as is necessary to carry out emergency system maintenance, emergency upgrading, emergency testing and/or repair, but it shall endeavour to give prior notice to the Client where reasonably practicable.
- 3.5 PeopleFluent reserves the right at all times without prior notice at its sole discretion to suspend, remove or refuse to host (but is under no obligation to monitor) certain kinds of content (including, but not limited to, content that requires unsafe write access to PeopleFluent's servers or requires PeopleFluent to install system software that it does not usually use or support) and any other content that causes harm or may in PeopleFluent's sole opinion cause harm to PeopleFluent's servers or to the provision of Services or which is defamatory, obscene, offensive, blasphemous or infringes third party Intellectual Property Rights, and the Client shall not store, distribute or transmit any such content on, to or through the Application. PeopleFluent will not be liable to the Client for any loss or damage caused as a result of it suspending, removing or refusing to host material or content pursuant to this Clause. In exercising its rights under this Clause 3.5 PeopleFluent shall exercise due caution.
- 3.6 The Client will not be entitled to any form of access to the servers used in the Software-as-a-Service (either read or write access), databases, software or hardware other than the access provided by and through the Application itself.
- 3.7 PeopleFluent hereby grants to the Client, on and subject to the terms and conditions of this Agreement, a non-exclusive, non-transferable licence to use the Software-as-a-Service to receive, store and share experiential data in the form of statement objects ("Statements") relating to a limited, agreed number of unique NTS (or such other software application(s) as agreed with PeopleFluent) Users, solely for the Client's own internal NTS (or such other software application(s) as agreed with PeopleFluent) related analytics purposes and subject always to the terms and conditions of this Agreement. In addition, the Client shall have the right for a limited number of unique administrator users (each an "Analyst") (as specified in the Commercial Terms) to login, access and use the Software-as-a-Service in order to (i) view, share or generate administrative reports and/or (ii) extract, migrate or share Statements, solely for the Client's own internal NTS (or such other software application(s) as agreed with PeopleFluent) related analytics purposes and subject always to the terms and conditions of this Agreement. The definition of Analyst, however, shall not include consultants, agents, advisers or representatives of the Client but shall be strictly limited to employees of Client.
- 3.8 The Client shall not, and warrants that its Users shall not:
- 3.8.1 (attempt to) copy, duplicate, modify, create derivative works from or distribute all or any portion of the Application; or
 - 3.8.2 (attempt to) reverse compile, disassemble, reverse engineer or otherwise reduce to human-perceivable form all or any part of the Application; or
 - 3.8.3 access all or any part of the Application or Services in order to build a product or service which competes with the Application and/or the Services; or

- 3.8.4 save as expressly provided in Clause 3.7, use the Application or Services to provide services to third parties or attempt to obtain, or assist third parties in obtaining, access to the Application.
- 3.9 PeopleFluent shall provide Client with unique User usernames and access passwords based on the Commercial Terms. Client will not allow any User account to be used by more than one individual User unless it has been reassigned in its entirety to another individual User, in which case the prior User shall no longer have any right to access or use the Software-as-a-Service.
- 3.10 PeopleFluent may as part of the Services anonymize the Client's Users' Application usage data to create reports showing general usage statistics of its clients for research and analytics purposes, for sharing on an individualized basis with the Client or on a generalized basis with other PeopleFluent's clients. The Client agrees to the anonymizing and inclusion of its usage data in such reports. All Intellectual Property Rights in such reports shall at all times remain with and vest in PeopleFluent.

4 Service Level Terms and Support

- 4.1 PeopleFluent will provide technical support as stated below and as (may be) further described in the support policies on PeopleFluent's online client pages (which PeopleFluent may in its sole discretion amend from time to time). This is PeopleFluent's standard support for the Services. PeopleFluent may provide additional technical support services to the Client upon terms and charges to be agreed. Where so granted direct access by PeopleFluent, Client shall also be entitled to raise support queries directly with the licensor of the Application (Watershed Systems, Inc.) via its support portal at <https://watershedlrs.zendesk.com/hc/en-us>, provided that any support provided by Watershed Systems Inc. to the Client directly shall be exclusively governed by this Agreement..
- 4.2 Any support provided in addition to the support described in this Clause 4.2 will be charged in addition, in accordance with Clause 4.1. Telephone and on-site support do not form part of Support. PeopleFluent will not be obliged to provide Support for any release of the Application other than the current release.
- 4.3 PeopleFluent reserves the right to amend the Service Level Terms at any time upon 60 days' written notice to the Client to the extent that such amendment is necessary to meet any legislative or best practice requirements, so long as the amendment does not have a material adverse effect on the Client. The Service Level Terms are limited to those events and service levels within PeopleFluent's commercially reasonable control and do not include events or Services/services or security failures resulting from any actions or inactions of the Client or any third parties not under PeopleFluent's direct control (including but not limited to Client or third-party equipment and internet or telecommunications providers).
- 4.4 PeopleFluent uses PeopleFluent Group Companies and Watershed Systems, Inc. as its subcontractors in providing the Services. The Software-as-a-Service also uses third party hosting infrastructure providers. PeopleFluent shall be responsible for the acts and omissions of its subcontractors under this Agreement, save where the Client or any Users logs a support request directly with Watershed System, Inc. through the support portal referred to in Clause 4.1. PeopleFluent shall endeavour to provide Client with 99.5% Uptime per month during Service Business Hours. Uptime is defined as the amount of time the Software-as-a-Service is available to Users and capable of performing operations, excluding Scheduled Maintenance Down Time (as defined below) and non-availability caused by actions or inactions of the Client or

Users. Non-availability is the amount of time (excluding Scheduled Maintenance Down-Time) that the Software-as-a-Service is either not available or not capable of performing operations. The Software-as-a-Service will be available 99.5% of the time calculated over each month and is measured by PeopleFluent by consecutive seconds over the period of a calendar month of this Agreement. Non-availability caused by (i) the actions or inactions of the Client or Users (including the Client's equipment), (ii) downtime resulting from requests by the Client, (iii) network errors outside the control of PeopleFluent or its agents or contractors, (iv) server errors and limitations set by third party service providers, (v) scheduled Maintenance Downtime, or (vi) maintenance that is performed outside of Service Business Hours will not be included when calculating the Uptime. If the Uptime Service Level is not met for three consecutive months or for 4 months in any year of the contract, the Client will have the right to terminate this Agreement and to receive a prorated refund of the Charges for the remaining unused months of the paid Software-as-a-Service.

- 4.5 The Client accepts that PeopleFluent will require scheduled down-time periods from time to time to perform system maintenance, backup and upgrade functions for the Software-as-a-Service ("Scheduled Maintenance Down-Time"). Scheduled Maintenance Down-Time will usually consist of a weekly three hour maintenance window to take outside of Service Business Hours. The weekly maintenance window is required to allow PeopleFluent (or its third party contractors) to maintain and improve server or storage space and other facilities. The timing of the weekly maintenance window will be communicated in writing to the Client from time to time and PeopleFluent shall use reasonable efforts to provide the Client with at least 48 hours' of such Scheduled Downtime. Additional periods of Scheduled Maintenance Down-Time may be required by PeopleFluent which will be scheduled in advance by e-mail message or telephone call to the Client, and PeopleFluent will use its reasonable endeavours to ensure that Scheduled Maintenance Down-Time is at times and for periods which minimise inconvenience to the Client. The measurement for Scheduled Maintenance Down-Time is the time elapsed from when the Software-as-a-Service becomes unavailable to perform operations to the time when the Software-as-a-Service becomes available to perform operations again.
- 4.6 The Client may designate up to two Users as technical support contacts. Each technical support contact may document a technical support issue via PeopleFluent's customer support web-based tool (zendesk or such other tools used by PeopleFluent from time to time) or, where so granted direct access by PeopleFluent, via Watershed System Inc.'s support portal at <https://watershedlrs.zendesk.com/hc/en-us>. Support will be provided at the times specified in this Agreement, as otherwise agreed between PeopleFluent and the Client or as may be reasonably communicated to Client by PeopleFluent from time to time. The Client may change the technical support contacts up to twice in any year of this Agreement free of charge.
- 4.7 PeopleFluent will prioritize support requests related to the Application and the Software-as-a-Service into four levels:

Severity Level	Description	Examples
1	Production Down	The Application is inoperable. A major application failure has occurred or data integrity issues exist, and business processes are halted. There is no workaround available.
2	High	A critical business process is impaired, causing a serious disruption of a major business function. It is causing serious impact on daily functions or processing, and there

		is no acceptable workaround. The workaround is unacceptable if one or more of the following are true: - Workaround is very labor intensive or time consuming. - Workaround affects transactions that are repeated throughout the day. - Analyst has to reallocate and/or add staff to accomplish the workaround.
3	Medium	Non-critical problems occur with the Application, but the Analyst is able to run the system and/or application, and there is an acceptable workaround for the problem.
4	Low	An inquiry and/or low system impact issue which does not require immediate attention. This includes cosmetic issues on screens or a request for information regarding the use of the Application.

4.8 Response and Resolution targets are set out in the table below: incidents are responded to upon Client's initial logging and each time Client makes an update to the incident. The response targets are calculated as the time difference between each update Client makes to the incident and PeopleFluent's corresponding response. Resolution targets are calculated as the difference between the time the incident is logged by Client and the time the response is provided and the incident is closed. The resolution to the incident can be an answer to a question, an acceptable workaround, an existing code correction, or a new code correction. The response and resolution targets are based on the severity level of the incident and are defined below. Client shall indicate the level of severity to PeopleFluent when initially notifying PeopleFluent of the request for support and the response and resolution times shall start once PeopleFluent has sufficient information to enable it to replicate the error:

Severity Level	Response Target	Resolution Target
Severity 1 – Production Down	Within 2 business hour	Within 2 business day
Severity 2 - High	Within 8 business hours	Within 4 business days
Severity 3 – Medium	Within 16 business hours	Within 6 business days
Severity 4 - Low	Within 24 business hours	To be mutually agreed upon

4.9 PeopleFluent will use commercially reasonable efforts to prevent unauthorised access to the Client Data, and PeopleFluent will notify the Client of any known material security breaches or holes. The Client acknowledges that the Software-as-a-Service and data transmitted to the Software-as-a-Service are provided via the internet, a publicly-available computer network, and that such networks are susceptible to failure, attack and hacking.

5 Client's Obligations

5.1 The Software-as-a-Service is provided subject to an agreed disk space as specified in the Commercial Terms and subject to reasonable bandwidth use (as elaborated on below). The Client will not exceed this agreed disk space without the prior written

consent of PeopleFluent and any agreed additional disk space shall be subject to paying additional charges as indicated in the Commercial Terms or as may be agreed. PeopleFluent shall use reasonable endeavours to inform Client when disk space or bandwidth utilised by the Client reaches 80% of the agreed level. Any additional disk space required or used will be provided in increments of the same amount and subject to an additional annual charge per increment as shown in the Commercial Terms or where this is not so specified, at PeopleFluent's then current list price, payable in advance (and where an increment is provided part way through a year, the initial payment will be pro rata to the next anniversary). If the amount of disk space is not specified in the Commercial Terms, the Client will be entitled to use a maximum of 50 gigabytes at no additional charge.

- 5.2 The Client will, without prejudice to its obligation not to exceed the agreed disk space or reasonable bandwidth, within five business days of receipt of a written notice from PeopleFluent, reduce its content so as to operate within the amount of disk space agreed with PeopleFluent (or, alternatively, agree to increased disk space available upon payment of an applicable charge within the said five Business Days). PeopleFluent will be entitled to suspend the Services forthwith without serving notice on the Client if the Client exceeds the agreed disk space and/or reasonably allowed bandwidth (bandwidth usage is deemed not reasonable if it causes harm or in PeopleFluent's sole opinion may cause harm to the systems used in the performance of the Services).
- 5.3 The Client will:
- 5.3.1 use the Services in accordance with PeopleFluent's reasonable operating instructions as made available to the Client in writing (including via email, wiki and support channels such as zendesk) from time to time and the terms of this Agreement;
 - 5.3.2 comply with any restrictions contained in this Agreement, including but not limited to the identity and number of Users and any bandwidth limitations;
 - 5.3.3 be responsible for ensuring that the Software-as-a-Service is not used for the sending, recording or storage of any defamatory, offensive, abusive, derogatory, blasphemous, racist, obscene or menacing material or in a manner which infringes the rights of any person (including rights of data privacy, copyright and confidentiality);
 - 5.3.4 be responsible for complying with its obligations under any applicable statutory provisions in any relevant jurisdiction in respect of data privacy or information processed and stored;
 - 5.3.5 be responsible for the acts and omissions of the Users;
 - 5.3.6 ensure that any User authorised to use the Services (as specified in the Commercial Terms) is bound by the terms of this Agreement prior to accessing the Services and complies with the same; and
 - 5.3.7 in a timely manner inform PeopleFluent if Client is planning to materially change its usage behaviour (which could affect the provision of the Services).
- 5.4 The Client will ensure that no one other than Users, and no more than the permitted number of Users in accordance with the Commercial Terms, access the Services.

- 5.5 PeopleFluent may at any time, at its own expense, audit the Client's usage of the Application and Services and compliance with this Agreement (including with regard to the number of Users accessing the Services and/or registered on the Application and the amount of bandwidth or disk space used), and such audit shall be exercised in a manner so as to not substantially interfere with Client's normal conduct of business. If an audit reveals that the number of Users exceeds the number specified in the Commercial Terms, allowed under this Agreement or otherwise agreed with PeopleFluent (and paid for) or the bandwidth or disk space used, PeopleFluent is entitled to (in the case of bandwidth and/or disk space, in addition to the right to suspend set out in Clause 5.2) immediately invoice Client for the additional Users (regardless of the active or non-active status) or the additional bandwidth or disk space used for the remainder of the Initial Term or applicable Renewal Term in accordance with its current (per User) list price or such pricing as may be agreed with Client.
- 5.6 The Client will be responsible for maintaining the confidentiality of its passwords and for procuring that all Users keep their own passwords confidential. If the Client becomes aware of any unauthorised access to the Services by any person who uses a password without the Client's or PeopleFluent's authorisation, the Client will immediately notify PeopleFluent and disable such password.
- 5.7 With the Client's prior written approval, PeopleFluent and any Group Company may refer to the Client in PeopleFluent's websites and marketing materials.
- 5.8 Where the Client wishes to dispute an invoice or part of an invoice it will do so as soon as reasonably practicable and in any event within 15 working days of issuance of the applicable invoice.

6 Data Protection

- 6.1 If PeopleFluent processes any personal data, as defined in the Data Protection Laws, on the Client's behalf when performing its obligations under this Agreement, the parties record their intention that the Client will be the data controller and PeopleFluent will be the data processor, and the following provisions shall in such case apply.
- 6.1.1 The nature and purpose of the personal data processing by PeopleFluent hereunder shall comprise the storage of Client personal data in the Application as stated in this Agreement, and such further processing as reasonably required for the Client to use and operate, and for PeopleFluent to support, the Application for the term of, and in accordance with, this Agreement. Support to the Client's authorised support contacts as outlined in this Agreement may comprise PeopleFluent accessing Client personal data to the extent reasonable required to provide the Support.
- 6.1.2 The categories of personal data which may be processed under this Agreement may include, depending on the Client's use of the Application, User's names, email addresses, job titles, assessment results, as well as other e-learning and performance related User personal data as part of Statements.
- 6.2 The Client, as data controller:
- 6.2.1 confirms that it has processed and will continue to process the relevant personal data in accordance with the relevant provisions of the applicable Data Protection Laws and the processing does not violate those laws;

- 6.2.2 will reasonably instruct PeopleFluent throughout the duration of this Agreement to process the relevant personal data exclusively on the Client's behalf and in accordance with the applicable Data Protection Laws and PeopleFluent shall promptly comply with any request from the Client requiring PeopleFluent to amend, transfer or delete the relevant personal data insofar as that is under PeopleFluent's control;
 - 6.2.3 will ensure that it is entitled to transfer the relevant personal data to PeopleFluent so that PeopleFluent may lawfully process the personal data in accordance with this Agreement on the Client's behalf;
 - 6.2.4 shall take and maintain throughout the term of the Agreement appropriate technical and organisational measures against unauthorised or unlawful processing of the personal data or its accidental loss, destruction or damage.
- 6.3 PeopleFluent, as data processor shall:
- 6.3.1 at the Client's reasonable request and at the Client's cost and expense, provide to the client a copy of all relevant personal data held by it in the format and on the media agreed;
 - 6.3.2 promptly inform the Client if any of the relevant personal data are lost or destroyed or become damaged, corrupted or unusable. Where possible, PeopleFluent will restore such personal data at its own expense.
 - 6.3.3 process any Client personal data (including any personal data which comprises Client Data) only on the written instructions of the Client. The Parties agree that the documented instructions are set out in this Agreement or may otherwise be agreed in connection with the performance of this Agreement, such as pursuant to any support requests raised by the Client;
 - 6.3.4 ensure that any of its staff authorised to process the Client personal data are bound by obligations of confidentiality;
 - 6.3.5 not engage another processor without the written consent of the Client (not to be unreasonably withheld or delayed) and only on terms which reflect the provisions of this Clause 6 provided that the Client hereby provides its general consent to PeopleFluent's and Watershed Systems, Inc.'s engagement of:
 - 6.3.5.1 any other processor that is also a PeopleFluent Group Company;
 - 6.3.5.2 any third party hosted infrastructure provider it may require in the performance of the Services (Watershed System Inc. currently uses Amazon Web Services (www.aws.amazon.com)); and
 - 6.3.5.3 any processor involved in the provision of a client support ticketing system to register any support queries relating to the Application (PeopleFluent currently uses Zendesk (www.zendesk.com));

Where any change in hosted infrastructure providers is planned, PeopleFluent shall inform the Client in advance and where the Client objects to such a change (acting reasonably), the Client shall be entitled to terminate the Agreement on no less than 30 days' written notice;

- 6.3.6 implement appropriate technical and operational measures to ensure a level of security appropriate to the general risks involved in the Services as required by Article 32 of the GDPR;
 - 6.3.7 taking into account the nature of the processing, assist the Client by implementing appropriate technical and organisational measures, in so far as this is reasonably possible (subject to such reasonable charge as may be agreed), for the fulfilment of the Client's obligation to respond to requests for exercising the data subject's (as defined in the Data Protection Laws) rights laid down in Chapter III of the GDPR;
 - 6.3.8 reasonably assist the Client (subject to such reasonable charge as may be agreed) in fulfilling its obligations to respond to requests for exercising the data subject's rights set out in Chapter III of the GDPR;
 - 6.3.9 reasonably assist the Client in ensuring compliance with the obligations set out in this Clause 6 and contained in Articles 32 to 36 of the GDPR, taking into account the nature of the processing and the information available to PeopleFluent;
 - 6.3.10 comply with its obligations under Article 28(4) of the GDPR;
 - 6.3.11 at the option of the Client or earlier termination of this Agreement, either delete or return to the Client all Client Data (including any personal data which comprises the Client Data);
 - 6.3.12 make available to the Client all information reasonably necessary and, subject to prior agreement on scope and timing and at the Client's cost, contribute to audits and inspections reasonably carried out by the Client or on its behalf to demonstrate PeopleFluent's compliance with Article 28 of the GDPR and this Agreement; and
 - 6.3.13 inform the Client if, in PeopleFluent opinion any instruction provided by the Client would infringe any Data Protection Laws.
- 6.4 The Client acknowledges that Watershed Systems Inc. which is based in the United States hence outside of the European Economic Area may require access to the Client's personal information from time to time to perform the Services. PeopleFluent will use its reasonable endeavours to ensure that Watershed System, Inc. self-certifies its compliance with the US:EU Privacy Shield Framework and maintains its registration of the same. Where Watershed Systems, Inc. fails to maintain its certification under the US:EU Privacy Shield Framework, PeopleFluent agrees to enter into the EU Model Clauses (with such amendments as may be agreed between the parties) with Watershed Systems, Inc. in order to adduce adequate safeguards with respect to the protection of privacy and fundamental rights and freedoms of individuals in regard to the transfer of personal information by the Client to PeopleFluent.

7 Warranties and Indemnification

- 7.1 PeopleFluent hereby warrants to the Client that it will provide the Services:
 - 7.1.1 with reasonable skill and care;
 - 7.1.2 using appropriately qualified and experienced personnel; and

- 7.1.3 in accordance with current industry standards.
- 7.2 PeopleFluent warrants that it owns or otherwise has sufficient rights in the Application to grant to the Client the rights granted under this Agreement.
- 7.3 Except as expressly set out at Clause 7.1 and 7.2, all warranties, representations, conditions and all other terms of any kind whatsoever, whether express or implied by statute or common law are, to the fullest extent permitted by applicable law, excluded from this Agreement including, without limitation, that the Services will be uninterrupted or virus or error free, that any network or other services supplied by any operator other than PeopleFluent will be uninterrupted or virus or error free or that the Services will meet the Client's requirements other than as stated in this Agreement, or operate in combinations with hardware, software, platforms, systems or databases used by or on behalf of the Client. For the avoidance of doubt, no warranty, representation, condition or other term is given concerning or in relation to the Application and this is provided on an "as is" basis.
- 7.4 The parties warrant that the persons executing this Agreement are authorised to do so on behalf of the relevant parties and that the execution, delivery and performance of this Agreement does not in any way conflict with any other agreement including, but not limited to, any policy or guidelines binding on those persons.
- 7.5 The Client warrants that:
- 7.5.1 it will use reasonably commercial endeavours, including using up-to-date virus-checking routines, to ensure that its data and content transmitted to the Services remain free from viruses and other malicious code;
- 7.5.2 in using the Services it will comply with all applicable laws;
- 7.5.3 it will not upload any material or content through the Application to the Software-as-a-Service which causes or may cause harm to PeopleFluent's servers or to the provision of the Services.
- 7.6 Save to the extent that any claim arises from the actions of PeopleFluent or its other clients, and such actions were neither at the Client's request nor required under this Agreement, the Client will indemnify PeopleFluent and any other PeopleFluent Group Company, as appropriate, and their respective directors, officers, employees, agents and sub-contractors, from and against any claims made against any of them by a third party arising in connection with:
- 7.6.1 the Client's use of the Services or use of Client Data in violation of this Agreement;
- 7.6.2 liability resulting directly or indirectly from Client Data;
- 7.6.3 any claimed violation by PeopleFluent of such laws, rules, policies and procedures which is or are a consequence of the Client failing to inform PeopleFluent that the Client's content or data transmission requires PeopleFluent to obtain licences, permits and/or approvals; or
- 7.6.4 any breach of the Client's obligations under Clauses 3.7 and 3.8 or of any warranties under this Agreement;

provided that PeopleFluent: (1) notifies the Client in writing as soon as is reasonably possible and in any event within 30 days of becoming aware of any such claim; (2) makes no admission or settles the claim, or otherwise does anything to prejudice Client's conduct of the claim without Client's prior written consent; and (3) provides all reasonable assistance in conducting all negotiations and litigation, if required to do so by Client.

- 7.7 The Client will indemnify PeopleFluent against all loss and damage sustained by PeopleFluent as a result of or in connection with any breach by the Client or its Users of PeopleFluent's or its licensors' (Watershed Systems, Inc. included) Intellectual Property Rights.

8 Charges and Payment

- 8.1 In consideration of PeopleFluent providing the Services under this Agreement, the Client will pay the Charges to PeopleFluent prior to the commencement of each year of this Agreement. Payment of all additional charges falling due under this Agreement shall be made within 30 days of the date of PeopleFluent's invoice.

- 8.2 All charges quoted by PeopleFluent are exclusive of any value added tax and any other applicable local, regional or national taxes, levies or charges, for which the Client will be additionally liable at the rate applicable at the date of PeopleFluent's invoice.

- 8.3 Payment of all amounts due to PeopleFluent will be made by the Client in the agreed currency by wire transfer or by such other method as may be agreed or specified from time to time by PeopleFluent. The Client will be responsible for payment of all its bank charges.

- 8.4 Payment of all sums due to PeopleFluent must be made by the Client in full without any set-off (whether at common law or otherwise), deductions or withholding for or on account of any taxes, fees, levies, imposts, duties or charges of any nature imposed by any governmental authority on any payment due hereunder, except as required by law.

- 8.5 If the Client fails to make a payment (which has not been disputed in accordance with Clause 5.9) to PeopleFluent in accordance with this Clause 8, PeopleFluent will be entitled to (i) charge interest on the overdue amount at a rate of 1.5% per month compounded monthly from 30 days after the invoice date until the date of payment, and (ii) recover on demand from the Client the costs (including attorneys' costs) incurred by PeopleFluent in collecting or recovering the payment due from the Client.

- 8.6 PeopleFluent may increase per the end of the Initial Term or applicable Renewal Term the Charges with at least 90 days' notice in writing before the end of the Initial Term and before the end of each subsequent Renewal Term.

- 8.7 Pricing and applicable terms for any services other than the Services shall be as may be agreed by the parties.

9 Intellectual Property Rights

- 9.1 All Intellectual Property Rights and all other right, title and interest in and to the Client Data shall be owned at all times by the Client and the Client shall have sole responsibility for the legality, reliability, integrity, accuracy and quality of the Client Data. The Client gives PeopleFluent, any other PeopleFluent Group Company, as

appropriate, a non-exclusive right to use such content and data solely in connection with this Agreement and for the purpose of the provision of the Services and Support in accordance with this Agreement.

- 9.2 All Intellectual Property Rights and all other right, title and interest in and to the Application shall be owned at all times by the applicable third party licensor or its licensors.

10 Confidentiality

- 10.1 Each party to this Agreement (the "Receiving Party") agrees to keep confidential and not copy, adapt, alter or divulge to any third party any and all Confidential Information supplied to or observed by its agents, employees or subcontractors in the course of performing this Agreement which belongs to or relates to the other party (the "Disclosing Party") or the other party's business, organisation, work methods, know-how, clients, programs or products, or which belongs to or relates to any member of the other party's group.
- 10.2 Each party will immediately inform the other if it becomes aware of the possession, use or knowledge of, or attempts to gain access to, any of the Confidential Information by any person not authorised to possess, use or have knowledge of the Confidential Information and will at the request of the other party provide such reasonable assistance at its own expense as is required by such other party to deal with such event.
- 10.3 The provisions of Clauses 10.1 and 10.2 will not apply to any information which:
- 10.3.1 is in or enters the public domain other than by breach of Clauses 10.1 and 10.2; or
 - 10.3.2 is obtained from a third party who is lawfully authorised to disclose such information; or
 - 10.3.3 is independently developed without reference to the Confidential Information of the Disclosing Party and such independent development can be proved to the reasonable satisfaction of the Disclosing Party; or
 - 10.3.4 is authorised for release by written consent of the Disclosing Party; or
 - 10.3.5 is required to be disclosed by law or order of a court of competent jurisdiction, provided the Receiving Party uses reasonable efforts to limit disclosure and to obtain confidential treatment or a protective order and has given the Disclosing 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, it takes into account the reasonable requests of the other party in relation to the content of this disclosure.

11 Limitation of Liability and Disclaimers

- 11.1 This Clause 11 sets out the entire financial liability of PeopleFluent (including any liability for the acts or omissions of its employees, agents and subcontractors(PeopleFluent Group Companies included)) to the Client:
- 11.1.1 arising under or in connection with this Agreement;

- 11.1.2 in respect of any use made by the Client of the Services, the Application, or any part of them; and
- 11.1.3 in respect of any representation, misrepresentation (whether innocent or negligent), statement or tortious act or omission (including negligence) arising under or in connection with this Agreement.
- 11.2 Except as expressly and specifically provided in this Agreement:
- 11.2.1 the Client assumes sole responsibility for results or other output obtained from the use of the Application and the Services by the Client and the Users;
- 11.2.2 PeopleFluent shall have no liability for any damage caused by errors or omissions in any Client Data or any other information, instructions or content provided to PeopleFluent by the Client in connection with the Services, or any actions taken by PeopleFluent at the Client's direction.
- 11.3 Nothing in this Agreement excludes the liability of either party:
- 11.3.1 for death or personal injury caused by that party's negligence; or
- 11.3.2 for fraud or fraudulent misrepresentation; or
- 11.3.3 for any damages resulting from that party's wilful misconduct or gross negligence.
- 11.4 Subject to Clause 11.3, the Service Level Terms state the Client's full and exclusive right and remedy, and PeopleFluent's only obligation and liability in respect of, the performance and/or availability of the Services, or their non-performance and non-availability.
- 11.5 Subject to Clause 11.3:
- 11.5.1 PeopleFluent shall not be liable whether in contract, tort (including for negligence breach of statutory duty), misrepresentation (whether innocent or negligent), restitution or otherwise for any loss of revenue, loss of profits, loss of business or contracts, loss of actual or anticipated savings, depletion of goodwill and/or similar losses or loss of or corruption to data or information, or pure economic loss, or for any special, incidental, indirect or consequential loss, costs, damages, charges or expenses however arising under this Agreement, even if it has been advised of the possibility of the same; and
- 11.5.2 PeopleFluent's total aggregate liability in contract (excluding in respect of any indemnity, in respect of which PeopleFluent's aggregate liability shall be at the limit specified in clause 11.5.3), tort (including negligence or breach of statutory duty), misrepresentation (whether innocent or negligent), restitution or otherwise, arising in connection with the performance or contemplated performance of this Agreement shall be limited to the charges paid by Client for the Services during the 12 months preceding the date on which the claim arose; and
- 11.5.3 PeopleFluent's total aggregate liability under or in respect of any indemnity under this Agreement shall be limited to US\$100,000.

12 Suspension and Termination

- 12.1 Either party may (without prejudice to its other rights) terminate this Agreement by notice in writing to the other if the other party:
- 12.1.1 defaults in due performance or observance of any material obligation under this Agreement and (in the case of a remediable breach) fails to remedy the default within thirty days of receipt of the terminating party's notice so to do, and such termination will take effect either immediately or at a date specified in the notice provided that this provision will not apply to a failure to pay any sum by the due date; or
 - 12.1.2 becomes bankrupt or insolvent, or if the other party's business is placed in the hands of a receiver or trustee, whether voluntarily or otherwise, and such termination will take effect either immediately or at a date specified in such notice.
- 12.2 PeopleFluent will have the right to terminate this Agreement on serving written notice with immediate effect if the Client does not pay any sum within 10 days of receiving a written reminder from PeopleFluent provided that the sum has not been disputed in good faith in accordance with Clause 5.9.
- 12.3 PeopleFluent may also suspend the provision of the Services under this Agreement on giving not less than 2 Business Days' notice in writing if circumstances arise in respect of which it has the right to terminate this Agreement under Clause 12.1 or 12.2, and may continue the suspension until the relevant payment has been made or the relevant default has been cured.
- 12.4 Client may suspend its payments under this Agreement on giving no less than 2 Business Days' notice in writing if circumstances arise in respect of which it has a right to terminate this Agreement under Clause 12.1.

13 Consequences of Termination

- 13.1 On termination of this Agreement for any reason:
- 13.1.1 all licences granted under this Agreement shall immediately and automatically cease; and
 - 13.1.2 the Client will immediately stop accessing the Services; and
 - 13.1.3 each party shall return and make no further use of any equipment, property, materials, Confidential Information (excluding Client Data) and other items (including all copies of them) belonging to the other; and
 - 13.1.4 PeopleFluent may destroy or otherwise dispose of the Client Data in its possession unless it receives, no later than 14 days after the effective date of termination of this Agreement, a written request from Client to allow it to download the Client Data from PeopleFluent's servers. In such case, PeopleFluent shall allow the Client to download its data within 10 business days of such request, provided that the Client has, at that time, paid all Charges outstanding.
- 13.2 Termination of this Agreement will not affect the obligation of the Client to pay PeopleFluent, as the case may be, any charges or other payments which are due and unpaid at the date of termination.

13.3 Any termination of this Agreement will not affect any accrued rights or liabilities of either party nor will it affect the coming into force or the continuance in force of any provision of this Agreement which is expressly or by implication intended to come into or continue in force on or after such termination.

14 Force Majeure

14.1 Neither PeopleFluent nor the Client will be liable to the other under this Agreement for any failure to perform its obligations hereunder other than payment obligations or for any loss or damage which may be suffered by the other party due to any circumstances beyond its reasonable control including, without limitation, any Act of God, failure or shortage of power supplies, flood, lightning or fire, strike or other industrial action, the act or omission of Government or other competent regulatory authority, war, military operations, epidemic, quarantine restrictions or riot. PeopleFluent bears no responsibility for any adverse effect on the Services (including, but not limited to, server failure or slow response time) caused by any acts of the Client in violation of this Agreement.

14.2 If either the Client or PeopleFluent wishes to rely upon this Clause 14 it will send written notice to the other party explaining the relevant force majeure circumstances as soon as reasonably possible.

15 General

15.1 This Agreement is personal to the Client and may not be assigned to any third party in whole or in part, including by sale of assets, merger, consolidation or otherwise, without the prior written consent of PeopleFluent, not to be unreasonably withheld.

15.2 PeopleFluent has the right to assign the Services, this Agreement or any part of this Agreement or the Services to a PeopleFluent Group Company. PeopleFluent has the right to subcontract any part of the Services to a PeopleFluent Group Company or such third party service provider it deems appropriate in the event of any such subcontracting, PeopleFluent shall remain responsible for all acts and omissions of the applicable PeopleFluent Group Company and/ or third party service provider.

15.3 The terms of this Standard Terms and Conditions Schedule Agreement will not be varied or amended unless such variation or amendment is agreed by separate agreement specifically drafted for purpose and executed by duly authorised representatives from the Client and PeopleFluent.

15.4 If any provision of this Agreement is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, the provision will be severed and the remainder of the provisions of this Agreement will continue in full force and effect as if this Agreement had been executed with the invalid, illegal or unenforceable provision eliminated. In the event of a holding of invalidity so fundamental as to prevent the accomplishment of the purpose of this Agreement, the Client and PeopleFluent will immediately commence good faith negotiations to remedy such invalidity.

15.5 No failure or delay on the part of either of the parties to this Agreement to exercise any right or remedy under this Agreement will be construed or operate as a waiver nor will any single or partial exercise of any right or remedy preclude the further exercise of such right or remedy as the case may be. The rights and remedies provided in this Agreement are cumulative and are not exclusive of any rights or remedies provided by law.

- 15.6 This Agreement constitutes the entire understanding between the parties relating to the subject matter hereof unless any representation or warranty made about this Agreement was made fraudulently and, save as may be expressly referred to or referenced in this Agreement, supersedes all prior representations, writings, negotiations or understandings with respect hereto.

16 Notices and Communications

- 16.1 Any notice or other document to be given under this Agreement will be in writing and will be deemed to have been duly given if left at or sent by hand or by registered post, or by facsimile or such other electronic media (including email) to a party at the address or facsimile number set out in the signature section of this Agreement or such other (email) address or facsimile number as one party may from time to time designate by written (email) notice to the other.
- 16.2 Any such notice or other document will be deemed to have been received by the addressee three working days following the date of dispatch if the notice or other document is sent by registered post, or simultaneously with the delivery or transmission if sent by hand or if given by facsimile, or at the moment of receipt of a confirmation for receipt in the case of email or other electronic means.

17 Anti-Corruption

The Client has not received or been offered any illegal or improper bribe, kickback, payment, gift, or thing of value from any of PeopleFluent's employees or agents in connection with this Agreement. Reasonable gifts and entertainment provided in the ordinary course of business do not violate the above restriction. If the Client learns of any violation of the above restriction, it will use reasonable efforts to promptly notify PeopleFluent's Legal and Compliance Department.

18 Governing Law and Disputes

This Agreement will be governed by and construed and interpreted in accordance with the laws of England, and each party irrevocably submits to the jurisdiction of the English courts.