



SIRE Technology Limited
Unit 23 Wellington Business Park, Crowthorne, Berkshire RG45 6LS, Tel: 01344 758700

TERMS AND CONDITIONS FOR THE PROVISION OF BACK-UP SERVICES

1. Interpretation

1.1 Definitions:

Business Day	a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business;
Change Control Procedures	are as set out in the Schedule;
Charges	the charges payable by the Customer for the supply of the Services which are set out in the schedule to the Supplier's quotation which is the subject of the Order, and which are payable in accordance with clause 5 and the Schedule;
Commencement Date	has the meaning set out in clause 2.2;
Conditions	these terms and conditions as amended from time to time in accordance with clause 10.5;
Contract	the contract between the Supplier and the Customer for the supply of Services in accordance with these Conditions;
Customer	the person or firm who purchases Services from the Supplier, as identified in the quotation provided by the Supplier;
Customer Data	the data loaded on the System;
Customer Default	has the meaning set out in clause 4.2;
Data Protection Legislation	all applicable data protection and privacy legislation in force from time to time in the UK including without limitation the UK GDPR and the Data Protection Act 2018 (and regulations made thereunder) (DPA 2018), and all other legislation and regulatory requirements in force from time to time in any jurisdiction which apply to a party relating to the use of personal data;
Information Technology	hardware, software, licensing and networking provided to the Customer for non-exclusive use, including third party services;
Intellectual Property Rights	patents, rights to inventions, copyright and related rights, trade marks, business names and domain names, rights in get-up, goodwill and the right to sue for passing off, rights in designs, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how), and all



other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world;

Immutable	backed-up files cannot be modified or deleted by any accounts of any type on from your computer systems and are stored on the Supplier where only our network administrators can delete backup files.
Materials	all content on the System, including any Software;
Order	the Customer's order for the Services as set out in the Customer's written acceptance of a quotation by the Supplier;
Project Plan	any timetable for providing the Services set out in the Supplier's quotation which is the subject of the Order;
Services	the services to be supplied by the Supplier to the Customer as set out in the quotation schedule;
Software	any application that is on the System;
Supplier	SIRE Technology Limited; and
System	the system or systems in relation to which the Services are provided.

1.2 Interpretation:

- 1.2.1 A reference to a statute or statutory provision is a reference to it as amended or re-enacted. A reference to a statute or statutory provision includes any subordinate legislation made under that statute or statutory provision, as amended or re-enacted.
- 1.2.2 Any phrase introduced by the terms **including, include, in particular** or any similar expression, shall be construed as illustrative and shall not limit the sense of the words preceding those terms.
- 1.2.3 A reference to **writing** or **written** includes email but not fax.

2. Basis of contract

- 2.1 The Order constitutes an offer by the Customer to purchase Services in accordance with these Conditions.
- 2.2 The Order shall only be deemed to be accepted when the Supplier issues written acceptance of the Order or when the Supplier commences performance of the Services pursuant to the



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Order, at which point and on which date the Contract shall come into existence (Commencement Date).

2.3 These Conditions apply to the Contract to the exclusion of any other terms that the Customer seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.

2.4 Any quotation given by the Supplier shall not constitute an offer, and is only valid for a period of 20 Business Days from its date of issue.

3. **Supply of Services**

3.1 The Supplier shall provide the Services to the Customer.

3.2 The Supplier shall have the right to make any changes to the Services which are necessary to comply with any applicable law or safety requirement, or which do not materially affect the nature or quality of the Services, and the Supplier shall notify the Customer in any such event.

3.3 The Supplier warrants to the Customer that the Services will be provided using reasonable care and skill.

3.4 The Supplier shall endeavour to ensure that any Customer Data contained in the back-ups performed as part of the Services is free from corruption. However, in the event that any Customer Data is corrupted or otherwise unusual other than as a result of the Supplier's negligence (including due to the failure of any hardware containing such data), the Supplier shall have no liability in relation to such corruption.

4. **Customer's obligations**

4.1 The Customer shall:

4.1.1 ensure that the terms of the Order are complete and accurate;

4.1.2 co-operate with the Supplier in all matters relating to the Services;

4.1.3 provide the Supplier, its employees, agents, consultants and sub-contractors, with access (whether physically or remotely) to the Customer's premises, office accommodation and other facilities as reasonably required by the Supplier, including to access Information Technology;

4.1.4 provide the Supplier with such information and materials as the Supplier may reasonably require in order to supply the Services, and ensure that such information is accurate in all material respects;

4.1.5 obtain and maintain all necessary licences, permissions and consents which may be required before the Commencement Date, including in relation to the Materials;

4.1.6 take all reasonable precautions to protect the health and safety of the Supplier's employees, agents and sub-contractors while on the Customer's premises;

4.1.7 not, for the duration of this Contract, and for a period of 6 months following termination, directly or indirectly induce or attempt to induce any employee or contractor of the Supplier who has been engaged in the provision, receipt, review



- or management of the Services to leave the employment of or engagement by the Supplier;
- 4.1.8 ensure that the Materials do not infringe any applicable laws, regulations or third party rights (such as material which is obscene, indecent, pornographic, seditious, offensive, defamatory, threatening, liable to incite racial hatred or acts of terrorism, menacing, blasphemous or in breach of any third party Intellectual Property Rights) (Inappropriate Content);
 - 4.1.9 indemnify the Supplier in full from and against all damages, losses, liabilities, costs and expenses arising as a result of any action or claim that the Materials or any other material posted to, or linked to, the Hosted Server by or on behalf of the Customer constitutes Inappropriate Content;
 - 4.1.10 where Information Technology is provided by the Supplier and is located within the custody of the Customer or one of the Customer's suppliers, insure and keep it insured against accidental harm not arising from the Supplier's fault or negligence (and shall provide the Supplier with a copy of such insurance details on request);
 - 4.1.11 not dispose of or use any Information Technology other than in accordance with the Supplier's prior written instructions or authorisation; and
 - 4.1.12 be wholly responsible for the use, access and security of the Materials, use commercially reasonable efforts to prevent unauthorised access to, or use of, the Services and notify the Supplier of any known or suspected unauthorised use of the Services.
- 4.2 If the Supplier's performance of any of its obligations under the Contract is prevented or delayed by any act or omission by the Customer, its employees, agents, consultants and sub-contractors or failure by the Customer to perform any relevant obligation (Customer Default):
- 4.2.1 the Supplier shall without limiting its other rights or remedies have the right to suspend performance of the Services until the Customer remedies the Customer Default, and to rely on the Customer Default to relieve it from the performance of any of its obligations to the extent the Customer Default prevents or delays the Supplier's performance of any of its obligations;
 - 4.2.2 the Supplier shall not be liable for any costs or losses sustained or incurred by the Customer arising directly or indirectly from the Supplier's failure or delay to perform any of its obligations as set out in this clause 4.2; and
 - 4.2.3 the Customer shall reimburse the Supplier on written demand for any reasonable costs or losses sustained or incurred by the Supplier arising directly or indirectly from the Customer Default.
- 4.3 The Customer agrees that the Supplier may remove content from the System where it reasonably believes such content is Inappropriate Content. The Supplier shall notify the Customer if it becomes aware of any allegation that content may be Inappropriate Content.

5. Charges and payment

- 5.1 The Charges shall include travelling expenses, hotel costs, subsistence and any associated expenses.



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- 5.2 The Customer shall pay each invoice submitted by the Supplier:
- 5.2.1 within 30 days of the date of the invoice; and
 - 5.2.2 in full and in cleared funds to a bank account nominated in writing by the Supplier, and
- and time for payment shall be of the essence of the Contract.
- 5.3 All amounts payable by the Customer under the Contract are exclusive of amounts in respect of value added tax chargeable for the time being (VAT). Where any taxable supply for VAT purposes is made under the Contract by the Supplier to the Customer, the Customer shall, on receipt of a valid VAT invoice from the Supplier, pay to the Supplier such additional amounts in respect of VAT as are chargeable on the supply of the Services at the same time as payment is due for the supply of the Services.
- 5.4 If the Customer fails to make any payment due to the Supplier under the Contract by the due date for payment, then the Customer shall pay interest on the overdue amount at the rate of 3% per cent per annum above HSBC's base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment. The Customer shall pay the interest together with the overdue amount.
- 5.5 The Customer shall pay all amounts due under the Contract in full without any set-off, counterclaim, deduction or withholding (except for any deduction or withholding required by law). The Supplier may at any time, without limiting its other rights or remedies, set off any amount owing to it by the Customer against any amount payable by the Supplier to the Customer.
- 6. Intellectual property rights and Data Protection**
- 6.1 All Intellectual Property Rights in any works arising in connection with the performance of the Services by the Supplier ("Works") shall be owned by the Supplier.
- 6.2 The Customer retains all Intellectual Property Rights in the Software and the Materials, and grants the Supplier a licence to use such Intellectual Property Rights to the extent required to perform the Services.
- 6.3 The Customer shall indemnify the Supplier against all damages, losses, costs and expenses arising as a result of any action or claim that the Software or the Materials infringe any Intellectual Property Rights of a third party.
- 6.4 The Supplier shall indemnify the Customer against all damages, losses, costs and expenses arising as a result of any action or claim that the Works infringe the Intellectual Property Rights of a third party in the UK.
- 6.5 The indemnities in clause 6.3 and clause 6.4 shall not apply to the extent that the action or claim arises out of the indemnifier's compliance with any designs, specifications or instructions of the indemnified party.
- 6.6 Both the Supplier and the Customer will comply with all applicable requirements of the Data Protection Legislation. This clause 6.6 is in addition to, and does not relieve, remove or replace, a party's obligations under the Data Protection Legislation. The Supplier and the

Customer acknowledge that, for the purposes of the Data Protection Legislation, the Customer is the Data Controller and the Supplier is the Data Processor in respect of any Customer Data (where **Data Controller** and **Data Processor** have the meanings as defined in the Data Protection Legislation)

- 6.7 Without prejudice to the generality of clause 6.6, the Supplier shall, in relation to any Personal Data (as defined in the Data Protection Legislation), or any part of such Personal Data, in respect of which the Customer is the Data Controller and which is processed by the Supplier in connection with the performance by it of the Services (“Customer Personal Data”):
- (a) process that Customer Personal Data only on the written instructions of the Customer unless the Supplier is required by any applicable laws to process Customer Personal Data. Where the Supplier is relying on laws of a member of the European Union or European Union law as the basis for processing Customer Personal Data, it shall promptly notify the Customer of this before performing the processing required by such laws unless those laws prohibit it from so notifying the Customer;
 - (b) ensure that it has in place appropriate technical and organisational measures, reviewed and approved by the Customer if the Customer so requires, to protect against unauthorised or unlawful processing of Customer Personal Data and against accidental loss or destruction of, or damage to, Customer 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 Customer Personal Data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to Customer 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);
 - (c) ensure that all personnel who have access to and/or process Customer Personal Data are obliged to keep the Customer Personal Data confidential;
 - (d) not transfer any Customer Personal Data outside of the UK or the European Economic Area unless the prior written consent of the Customer has been obtained and the following conditions are fulfilled:
 - (i) the Customer or the Supplier has provided appropriate safeguards in relation to the transfer;
 - (ii) the Data Subject has enforceable rights and effective legal remedies;
 - (iii) the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Customer Personal Data that is transferred; and
 - (iv) the Supplier complies with reasonable instructions notified to it in advance by the Customer with respect to the processing of the Customer Personal Data;
 - (e) assist the Customer, at the Customer's cost, 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 supervisory authorities or regulators;



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- (f) notify the Customer without undue delay on becoming aware of a breach of Data Protection Legislation in relation to Customer Personal Data;
 - (g) at the written direction of the Customer, delete or return Customer Personal Data and copies thereof to the Customer on termination of this agreement unless required by applicable law to store the Customer Personal Data; and
 - (h) maintain complete and accurate records and information to demonstrate its compliance with this clause 6.7.
- 6.8 The Customer acknowledges that the Supplier is reliant on the Customer for direction as to the extent to which the Supplier is entitled to use and process the Customer Personal Data. Consequently, the Supplier will not be liable for any claim brought by a Data Subject arising from any act or omission by the Supplier, to the extent that such act or omission resulted from Customer instructions.
- 6.9 The Customer consents to the Supplier appointing a third party as a third-party processor of Customer Personal Data under this agreement if it so requires. The Supplier confirms that it will enter with any third-party processor into a written agreement incorporating terms which are substantially similar to those set out in this clause. As between the Customer and the Supplier, the Supplier shall remain fully liable for all acts or omissions of any third-party processor appointed by it pursuant to this clause 6.9.
- 6.10 Either party may, at any time on not less than 30 days' notice, revise clauses 6.6 to 6.9 by replacing any part of them with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when replaced by attachment to this agreement).
- 7. **Limitation of liability: THE CUSTOMER'S ATTENTION IS PARTICULARLY DRAWN TO THIS CLAUSE**
- 7.1 Nothing in the Contract shall limit or exclude the Supplier's liability for:
 - 7.1.1 death or personal injury caused by its negligence, or the negligence of its employees, agents or sub-contractors;
 - 7.1.2 fraud or fraudulent misrepresentation; or
 - 7.1.3 breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession) or any other liability which cannot be limited or excluded by applicable law.
- 7.2 Subject to clause 7.1, the Supplier shall not be liable to the Customer, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the Contract for:
 - 7.2.1 loss of profits;
 - 7.2.2 loss of sales or business;
 - 7.2.3 loss of agreements or contracts;
 - 7.2.4 loss of anticipated savings;



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- 7.2.5 loss of use or corruption of software, data or information;
- 7.2.6 loss of damage to goodwill; and
- 7.2.7 any indirect or consequential loss.
- 7.3 Subject to clause 7.1, the Supplier's total liability to the Customer, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with the Contract shall be limited to the amount of the Charges.
- 7.4 The terms implied by sections 3 to 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from the Contract.
- 7.5 The Supplier does not warrant that the Services will cause any Software to operate without error or interruption either generally or for a specified period of time.
- 7.6 This clause 7 shall survive termination of the Contract.
- 8. **Termination**
- 8.1 Without limiting its other rights or remedies, either party may terminate the Contract by giving the other party not less than 30 days' written notice, to expire on the first anniversary of the Commencement Date or any subsequent anniversary thereof.
- 8.2 Without limiting its other rights or remedies, either party may terminate the Contract with immediate effect by giving written notice to the other party if:
 - 8.2.1 the other party commits a material breach of any term of the Contract and (if such a breach is remediable) fails to remedy that breach within 21 days of that party being notified in writing to do so;
 - 8.2.2 the other party takes any step or action in connection with its entering administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business or, if the step or action is taken in another jurisdiction, in connection with any analogous procedure in the relevant jurisdiction;
 - 8.2.3 the other party suspends, or threatens to suspend, or ceases or threatens to cease to carry on all or a substantial part of its business; or
 - 8.2.4 the other party's financial position deteriorates to such an extent that in the terminating party's opinion the other party's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy.
- 8.3 Without limiting its other rights or remedies, the Supplier may terminate the Contract with immediate effect by giving written notice to the Customer if the Customer fails to pay any amount due under the Contract on the due date for payment and remains in default not less than 21 days after being notified [in writing] to make such payment.
- 8.4 Without limiting its other rights or remedies, the Supplier may suspend provision of the Services under the Contract or any other contract between the Customer and the Supplier if



the Customer becomes subject to any of the events listed in clause 8.2.2 to clause 8.2.4 or the Supplier reasonably believes that the Customer is about to become subject to any of them, or if the Customer fails to pay any amount due under this Contract on the due date for payment.

9. Consequences of termination

On termination of the Contract:

- 9.1.1 the Customer shall immediately pay to the Supplier all of the Supplier's outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, the Supplier shall submit an invoice, which shall be payable by the Customer immediately on receipt;
- 9.1.2 (save where the Contract is terminated by the Supplier pursuant to clause 8.2), the Supplier shall promptly return to the Customer the last created back-up of the System, and provide such assistance as is reasonably requested by the Customer to transfer the provision of the Services to the Customer or another service-provider, subject to payment of the Supplier's expenses reasonably incurred for this;
- 9.1.3 the Customer shall return all Information Technology within 7 days;
- 9.1.4 the Supplier shall delete all Customer Data, including any back-ups of the System;
- 9.1.5 any licences granted by the Supplier pursuant to the Contract will terminate immediately;
- 9.1.6 the accrued rights, remedies, obligations and liabilities of the parties as at termination shall be unaffected, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination; and
- 9.1.7 clauses which expressly or by implication survive termination shall continue in full force and effect.

10. General

10.1 **Force majeure.** Neither party shall be in breach of this Contract nor liable for delay in performing, or failure to perform, any of its obligations under this Contract if such delay or failure result from events, circumstances or causes beyond its reasonable control.

10.2 Assignment and other dealings.

- 10.2.1 The Supplier may at any time assign, transfer, mortgage, charge, sub-contract or deal in any other manner with all or any of its rights under the Contract and may sub-contract or delegate in any manner any or all of its obligations under the Contract to any third party or agent.
- 10.2.2 The Customer shall not, without the prior written consent of the Supplier, not to be unreasonably withheld or delayed, assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any or all of its rights or obligations under the Contract.



10.3 **Confidentiality.**

10.3.1 Each party undertakes that it shall not at any time disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party, except as permitted by clause 10.3.2.

10.3.2 Each party may disclose the other party's confidential information:

(a) to its employees, officers, representatives, sub-contractors or advisers who need to know such information for the purposes of carrying out the party's obligations under the Contract. Each party shall ensure that its employees, officers, representatives, sub-contractors or advisers to whom it discloses the other party's confidential information comply with this clause 10.3; and

(b) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.

10.3.3 Neither party shall use the other party's confidential information for any purpose other than to perform its obligations under the Contract.

10.4 **Entire agreement.**

10.4.1 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.

10.4.2 Each party agrees that it 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 or the Order. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this agreement.

10.5 **Variation.** No variation of the Contract shall be effective unless it is in writing and signed by the parties (or their authorised representatives) or made in accordance with the Change Control Procedures.

10.6 **Waiver.** A waiver of any right or remedy is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. A delay or failure to exercise, or the single or partial exercise of, any right or remedy shall not:

10.6.1 waive that or any other right or remedy; or

10.6.2 prevent or restrict the further exercise of that or any other right or remedy.

10.7 **Severance.** If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of the Contract.

10.8 **Notices.**



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- 10.8.1 Any notice or other communication given to a party under or in connection with the Contract shall be in writing, addressed to that party at its registered office or such other address as that party may have specified to the other party in writing in accordance with this clause, and shall be delivered personally, or sent by pre-paid first class post or other next working day delivery service or commercial courier or by email.
- 10.8.2 A notice or other communication shall be deemed to have been received: if delivered personally, when left at the address referred to in clause 10.8.1; if sent by pre-paid first class post or other next working day delivery service, at 9.00 am on the second Business Day after posting; and if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed ;if sent by email, upon transmission if there is satisfactory evidence thereof.
- 10.8.3 The provisions of this clause shall not apply to the service of any proceedings or other documents in any legal action.
- 10.9 **Information Technology.** Any Information Technology provided by the Supplier to the Customer will remain the property of the Supplier unless transferred by separate agreement.
- 10.10 **Customer Data.** The Customer shall own all rights, title and interest in and to all of the Customer Data and shall have sole responsibility for the legality, reliability, integrity, accuracy and quality of the Customer Data.
- 10.11 **Third parties.** No one other than a party to the Contract shall have any right to enforce any of its terms.
- 10.12 **Governing law.** The Contract, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation, shall be governed by, and construed in accordance with, the law of England and Wales.
- 10.13 **Jurisdiction.** Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Contract or its subject matter or formation.



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SCHEDULE

The Services

Description

On-site and/or off-site storage and back-up services, as detailed in the schedule to the Supplier's quotation which forms part of the Order.

The Supplier shall perform agreed scheduled back-ups, provide routine and emergency data recovery, and manage the archiving process in accordance with the schedule to the Supplier's quotation which forms part of the Order or the Project Plan.

Unless the Order states that the service is for "Immutable backup", the Supplier shall have no liability whatsoever in relation to any loss, damage, claim, cost or expense suffered or incurred by the Customer or any third party to the extent such loss, damage, claim, cost or expense arises as a result of or in connection with any computer system back-up or storage issues or any failure or defect in the provision of any computer system back-up or storage (Back-Up Event). The Customer shall indemnify and keep the Supplier indemnified in full against all costs, expenses, claims, damages and losses, including any interest, fines, legal and other professional fees and expenses, awarded against or incurred or paid by the Supplier, to the extent arising as a result of or in connection with any Back-Up Event. This provision shall survive termination of this Agreement.

In the event of data loss, the Supplier shall provide recovery services to try to restore the most recent back-up.

Immutable backup, the Supplier will protect two instances of the data, backed-up data. The two backed-up data instances are stored at separate physical locations and any one account type cannot access both backed-up data instances to modify or delete any of the backed-up data. At least one backed-up data instance is immutable.

Charges

1. Unless agreed otherwise by the Supplier in writing, the Supplier shall invoice the Customer for the Charges monthly in arrears.
2. The Supplier may increase the Charges, by providing the Customer with not less than 30 days' notice in writing.
3. In the event that any third party who provides any services to the Supplier, the costs of which are directly passed to the Customer by the Supplier, increases such costs (whether generally or as a result of the Customer increasing its number of users), the Supplier shall be entitled to pass on such increased costs to the Customer with immediate effect. The Supplier shall endeavour to advise the Customer in advance of the increase in such costs, but any failure to do so shall not affect the Customer's liability to pay such increased costs.

Change Control



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1. Any request to change the scope of the Services shall be processed in accordance with the Change Control Procedure set out below.
2. The Supplier and the Customer shall discuss any change to the Services (Change) proposed by the other and such discussion shall result in either:
 - (a) a written request for a Change by the Customer; or
 - (b) a written recommendation for a Change by the Supplier.
3. If neither the Customer nor the Supplier wishes to submit a request or recommendation, the proposal for the Change will not proceed.
4. Where a written request for a Change is received from the Customer, the Supplier shall, unless otherwise agreed, submit a Change Request (CR) to the Customer within the period agreed between them or, if no such period is agreed, within 5 Business Days from the date of receipt of such request for a Change, or inform the Customer that the Supplier is not able to comply with such written request for a Change.
5. A written recommendation for a Change by the Supplier shall be submitted as a CR direct to the Customer at the time of such recommendation.
6. Each CR shall contain:
 - (a) the title of the Change;
 - (b) the originator and the date of the request or recommendation for the Change;
 - (c) the reason for the Change;
 - (d) the full details of the Change, including any specifications and user facilities;
 - (e) the price, if any, of or associated with the Change;
 - (f) a timetable for implementation, together with any proposals for acceptance of the Change;
 - (g) the impact, if any, of the Change on other aspects of this agreement, including the charges, the contractual documentation, staffing resources; and
 - (h) the date of expiry of validity of the CR (which shall not be less than 10 Business Days).
7. For each CR submitted, the Customer shall, within the period of validity of the CR as provided for above, evaluate the CR, and as appropriate either:
 - (a) request further information; or
 - (b) approve the CR in writing; or
 - (c) notify the Supplier of the rejection of the CR



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8. Once approved by the Customer in writing, the Change shall be immediately effective and the Customer and the Supplier shall perform their respective obligations on the basis of the agreed amendments.