

These standard terms shall apply to all agreements entered into and services provided by MAP HR Limited (the Supplier).

## Agreed terms

### 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.

**Charges:** the charges payable by the Customer for the supply of the Services by the Supplier, as set out in the Provision of Services Order.

**Conditions:** these terms and conditions set out in clause 1 (Interpretation) to clause 10 (General) (inclusive).

**Contract:** the contract between the Customer and the Supplier for the supply of the Services in accordance with the Provision of Services Order and these Conditions.

**Control:** shall be as defined in section 1124 of the Corporation Tax Act 2010, and the expression change of control shall be construed accordingly.

**Customer:** shall mean the customer identified in the Provision of Services Order.

**Customer Materials:** all materials, equipment and tools, drawings, specifications and data supplied by the Customer to the Supplier.

**Data Protection Laws:** (i) unless and until the GDPR (General Data Protection Regulation ((EU) 2016/679) is no longer directly applicable in the UK, the GDPR and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK and then (ii) any successor legislation to the GDPR or the Data Protection Act 1998.

**Deliverables:** all documents, products and materials developed by the Supplier or its agents, subcontractors and personnel as part of or in relation to the Services in any form, including without limitation computer programs, data, reports and specifications (including drafts).

**Intellectual Property Rights:** patents, rights to inventions, copyright and related rights, moral rights, trade marks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets) 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.

**Provision of Services Order:** means the agreement signed by both parties confirming the contract details including the Charges, payment terms, and the Services, which incorporates these Conditions.

**Services:** the services, including without limitation any Deliverables, to be provided by the Supplier pursuant to the Contract, as described in the Provision of Services Order.

**Services Start Date:** the day on which the Supplier is to start Services to the Customer, as set out in the Provision of Services Order.

**Supplier IPR:** all Intellectual Property Rights subsisting in the Deliverables excluding any Customer Materials incorporated in them.

## 1.2 Interpretation:

- (a) A reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time to time. A reference to a statute or statutory provision includes any subordinate legislation made from time to time under that statute or statutory provision.
- (b) Any words following the terms including, include, in particular, for example or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.
- (c) A reference to writing or written includes email.

## 2. Commencement and term

- 2.1 The Contract shall commence on the date as specified in the Provision of Services Order and when it has been signed by both parties and shall continue for the full duration of the initial contract period of twelve (12) months. The Contract shall renew automatically for further periods of the initial Contract period (if not stated and agreed separately in writing a different Contract period) unless either party provides the other party with a written notice no fewer than thirty (30) calendar days in advance of the Contract period expiry date to cancel the renewal or agree an alternative duration.
- 2.2 Where different terms to the Contract period have been agreed and specifically stated within the Provision of Services Order, the Contract shall commence on the date as specified in the Provision of Services Order and when it has been signed by both parties and shall continue until such Services are completed. Where a subscription has been purchased, the Contract shall commence on the date as specified in the Provision of

Services Order and when it has been signed by both parties and shall continue for the full duration of the initial contract period of three (3) months. The Contract shall renew automatically for further periods of the initial Contract period (if not stated and agreed separately in writing a different Contract period) unless either party provides the other party with a written notice no fewer than thirty (30) calendar days in advance of the Contract period expiry date to cancel the renewal or agree an alternative duration.

### **3. Supply of Services**

3.1 The Supplier shall supply the Services to the Customer from the Services Start Date in accordance with the Contract.

3.2 In supplying the Services, the Supplier shall:

- (a) perform the Services with reasonable care and skill;
- (b) use reasonable endeavours to perform the Services in accordance with the service description set out in the Provision of Services Order;
- (c) reserve the right to make changes to the specification of the Services in the event of changes in law;
- (d) ensure that the Deliverables, and all goods, materials, standards and techniques used in providing the Services are of satisfactory quality;  
provided that the Supplier shall not be liable under the Contract if, as a result of such compliance, it is in breach of any of its obligations under the Contract;
- (e) observe all reasonable health and safety rules and regulations and security requirements that apply at any of the Customer's premises and have been communicated to the Supplier, provided that the Supplier shall not be liable under the Contract if, as a result of such observation, it is in breach of any of its obligations under the Contract; and
- (f) take reasonable care of all Customer Materials in its possession and make them available for collection by the Customer on reasonable notice and request, always provided that the Supplier may destroy the Customer Materials if the Customer fails to collect the Customer Materials within a reasonable period (two months) after termination of the Contract.

### **4. Customer's obligations**

4.1 The Customer shall:

- (a) co-operate with the Supplier in all matters relating to the Services;

- (b) provide, for the Supplier, its agents, subcontractors, consultants and employees, in a timely manner and at no charge, access to the Customer's premises, office accommodation, data and other facilities as reasonably required by the Supplier; and
- (c) provide, in a timely manner, such information as the Supplier may reasonably require, and ensure that it is accurate and complete in all material respects;
- (d) obtain any permissions, consent, licences or that is otherwise needed for the Supplier to complete the Services
- (e) comply with all additional obligations as detailed in the Provision of Services Order.

4.2 If the Supplier's performance of its obligations under the Contract is prevented or delayed by any act or omission of the Customer, its agents, subcontractors, consultants or employees, the Supplier shall:

- (a) not be liable for any costs, charges or losses sustained or incurred by the Customer that arise directly or indirectly from such prevention or delay;
- (b) be entitled to payment of the Charges despite any such prevention or delay; and
- (c) be entitled to recover any additional costs, charges or losses the Supplier sustains or incurs that arise directly or indirectly from such prevention or delay
- (d) reserve the right to suspend performance of Services where there is any customer default, including but not limited to non-payment.

## 5. Intellectual property

5.1 The Supplier and its licensors shall retain ownership of all Supplier IPR. The Customer and its licensors shall retain ownership of all Intellectual Property Rights in the Customer Materials.

5.2 The Supplier grants the Customer, or shall procure the direct grant to the Customer of, a fully paid-up, worldwide, perpetual, non-exclusive, royalty-free, licence to copy and modify the Supplier IPR for the purpose of receiving and using the Services and the Deliverables in the Customer's business only.

5.3 The Customer grants the Supplier a fully paid-up, worldwide, perpetual, non-exclusive, royalty-free, non-transferable licence to copy and modify the Customer Materials for the purpose of providing the Services to the Customer in accordance with the Contract.

5.4 The Customer shall indemnify the Supplier in full against any sums awarded by a court against the Supplier arising of or in connection with any claim brought against the Supplier for infringement of a third party's rights (including any Intellectual Property Rights) arising

out of, or in connection with, the receipt or use of the Customer Materials by the Supplier.

**6. Charges and payment**

6.1 In consideration for the provision of the Services, the Customer shall pay the Supplier the Charges in accordance with this clause 6.

6.2 The Charges for Services as set out in the Provision of Service Order

6.3 The Charges due for each renewal term shall be assessed at the then current cost for Services ordered and charged accordingly for the specific renewal period

6.4 Any additional charge for extra services provided by the Supplier that are not specified in the Provision of Services Order at such rates as agreed by the Customer and the Supplier

6.5 In addition to the Charges, the Supplier reserves the right to recover from the Customer all reasonable incidental expenses including but not limited to;

- a. travel expenses
- b. hotel costs
- c. subsistence and any associated expenses
- d. the cost of services or products provided by third parties and required by the Supplier for the performance of the Services
- e. the cost of any materials required for the provision of Services.

6.6 All amounts payable by the Customer exclude amounts in respect of value added tax (VAT), which the Customer shall additionally be liable to pay to the Supplier at the prevailing rate (if applicable), subject to receipt of a valid VAT invoice.

6.7 The Supplier reserves the right to increase its Charges without giving notice to terminate the terms of the Contract to such rates that are reasonable and proportionate to inflation rates.

6.8 The Supplier shall submit invoices for the Charges plus VAT if applicable to the Customer monthly in advance, on or after the 15th day of each month or at such intervals agreed in the Provision of Services Order. Each invoice shall include all reasonable supporting information required by the Customer.

6.9 The Customer shall pay each invoice due and submitted to it by the Supplier, within 21 days of receipt, to a bank account nominated in writing by the Supplier.

6.10 If the Customer fails to make any payment due to the Supplier under the Contract by the

due date for payment, then, without limiting the Supplier's remedies under clause 8 (Termination):

- (a) the Customer shall pay interest on the overdue sum from the due date until payment of the overdue sum, whether before or after judgment. Interest under this clause will accrue each day at 8% a year above the Bank of England's base rate from time to time, but at 8% a year for any period when that base rate is below 0%.
- (b) the Supplier may suspend all Services until payment has been made in full.

6.11 All amounts due under the Contract from the Customer to the Supplier shall be paid by in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law).

## 7. Limitation of liability

7.1 Nothing in the Contract shall limit or exclude the Supplier's liability for:

- (a) death or personal injury caused by its negligence, or the negligence of its personnel, agents or subcontractors;
- (b) fraud or fraudulent misrepresentation;
- (c) breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession); or
- (d) 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:

- (a) loss of profits;
- (b) loss of sales or business;
- (c) loss of agreements or contracts;
- (d) loss of anticipated savings;
- (e) loss of use or corruption of software, data or information;
- (f) loss of or damage to goodwill; and
- (g) 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 £10,000.

7.4 The conditions implied by sections 3, 4 and 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from this agreement.

## 8. Termination

8.1 Without affecting any other right or remedy available to it, either party to the Contract may terminate the Contract by giving no less than the notice as detailed within clause 2 as set out within this Contract.

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

- (a) the other party commits a material breach of any term of the Contract which breach is irremediable or (if such breach is remediable) fails to remedy that breach within a period of 30 days after being notified in writing to do so;
- (b) 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;
- (c) 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
- (d) 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 affecting any other right or remedy available to it, the Supplier may terminate the Contract with immediate effect by giving written notice to the Customer if:

- (a) the Customer fails to pay any amount due under the Contract on the due date for payment; or
- (b) there is a change of control of the Customer.

8.4 On termination of the Contract for whatever reason:

- (a) 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 may submit an invoice, which shall be payable immediately on receipt;
- (b) where notice of early termination of the agreement is requested in writing prior to the end of the initial Contract period, the full balance of the agreed Contract term will be due and invoiced with full payment due within 30 days of the date of invoice.
- (c) any provision of the Contract that expressly or by implication is intended to come into or continue in force on or after termination or expiry of the Contract shall remain in full force and effect;

8.5 termination or expiry of the Contract shall not affect any of the rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination or expiry.

## 9. Data Protection

9.1 Both parties will comply with all applicable requirements of the Data Protection Laws. This clause 9 is in addition to, and does not relieve, remove or replace, a party's obligations under the Data Protection Laws.

9.2 The parties agree that for the purposes of the Data Protection Laws, the Customer is the data controller and the Supplier is the data processor (where Data Controller and Data Processor have the meanings as defined in the Data Protection Laws. Appendix 1 sets out the scope, nature and purpose of processing by the Supplier, the duration of the processing and the types of Personal Data and categories of Data Subject (both as defined in the Data Protection Laws).

9.3 Without limiting clause 9, the Customer will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of the Personal Data to the Supplier for the duration and purposes of this agreement.

9.4 Without limiting clause 9.1, the Supplier shall, in relation to any Personal Data processed in connection with the performance by the Supplier of its obligations under this agreement:

- (a) process that Personal Data only on the instructions of the Customer;
- (b) ensure that it has in place appropriate technical and organisational measures to protect against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data, appropriate to the



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

- (c) ensure that all personnel who have access to and/or process Personal Data are obliged to keep the Personal Data confidential; and
- (d) not transfer any Personal Data outside of 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 Laws by providing an adequate level of protection to any 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 Personal Data; and
- (e) notify the Customer without undue delay on becoming aware of a Personal Data breach.

## 10. General

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

### 10.2 **Assignment and other dealings.**

- (a) The Customer shall not assign, transfer, charge, subcontract, declare a trust over or deal in any other manner with any or all of its rights and obligations under the Contract without the Supplier's prior written consent.
- (b) The Supplier may at any time assign, transfer, charge, subcontract, declare a trust over or deal in any other manner with any or all of its rights under the Contract.

10.3 **Confidentiality.**

- (a) Each party undertakes that it shall not at any time during the Contract, and for a period of five years after termination of the Contract, disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party or of any member of the group to which the other party belongs, except as permitted by clause 10.3 (b).
- (b) Each party may disclose the other party's confidential information:
  - (i) to its employees, officers, representatives, subcontractors 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, subcontractors or advisers to whom it discloses the other party's confidential information comply with this clause 10.3; and
  - (ii) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.
- (c) Neither party shall use any other party's confidential information for any purpose other than to perform its obligations under the Contract.

10.4 **Entire agreement.**

- (a) The Contract 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.
- (b) Each party acknowledges that in entering into the Contract 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 the Contract. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in the Contract.

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).

10.6 **Waiver.**

- (a) A waiver of any right or remedy under the Contract or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or

default.

- (b) A failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under the Contract or by law shall 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.**

- (a) Any notice or other communication given to a party under or in connection with the Contract shall be in writing and shall be: delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office (if a company) or its principal place of business (in any other case); or sent by email to the address specified in the Provision of Services Order.
- (b) A notice or other communication shall be deemed to have been received: if delivered by hand, on signature of a delivery receipt or at the time the notice is left at the proper address; 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 or at the time recorded by the delivery service; or, if sent by email, on the next Business Day after transmission;
- (c) This clause shall not apply to the service of any proceedings or other documents in any legal action.

10.9 **Third party rights.**

Unless it expressly states otherwise, the Contract does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract.

10.10 **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.

10.11 **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.

## Appendix 1

### Processing, Personal Data and Data Subjects

#### 1. Processing by the Supplier

##### 1.1 Scope and nature

The Supplier shall, in the course of providing the Services to the Customer, receive, store and utilise Personal Data in relation to the employees of the Customer.

Personal Data will not be transferred to any third party without the prior written consent of the Customer.

##### 1.2 Purpose of processing

The provision of the Services by the Supplier to the Customer.

##### 1.3 Duration of the processing

For the duration of the Services only.

#### 2. Types of personal data

Names, contact details, employment details and documents in relation to the employee's employment with the Customer and addresses of employees of the Customer.

##### Categories of data subject

Employees, subcontracts and agency staff of the Customer.