

## General provisions

### Applicability

- 1.1 These 4CEE Terms (hereinafter also to be referred to as: these general terms) apply to all offers and agreements for which supplier delivers goods and/or services, of whatever nature and under whatever name, to client.
- 1.2 These general terms can only be departed from or be supplemented if agreed by parties in writing.
- 1.3 The applicability of any of the client's purchase or other terms is explicitly excluded.
- 1.4 If and insofar as supplier makes products or services of third parties available to client or grants access to these products or services, the terms of the third parties in question apply to these products or services in the relationship between supplier and client and replace the provisions in these general terms that depart from those third party terms, provided that client has been informed by supplier about the applicability of the (licensing or sales) terms of those third parties and client has been given a reasonable opportunity to take note of those terms. Contrary to the previous sentence, client cannot invoke a failure on the part of supplier to meet the aforementioned obligation if client is a party as referred to in article 6:235 paragraph 1 or paragraph 3 of the Netherlands Civil Code.
- 1.5 If and insofar as the terms of third parties in the relationship between client and supplier referred to above prove to be inapplicable or are declared inapplicable for any reason whatsoever, these general terms apply in full.
- 1.6 If any provision of these general terms should be null and void or is annulled, the other provisions of these general terms remain fully applicable and effective. In that case, supplier and client consult as to arrange for new provisions which have the same purport, as much as possible, and that will replace the provisions that are null and void or that have been annulled.
- 1.7 Without prejudice to the provisions of article 1.4, the provisions of these general terms prevail if a conflict should arise about any of the arrangements made by parties, unless parties have explicitly departed from these terms in writing, with reference to these terms. In the event of a conflict between the provisions of different sections of these general terms, the provisions of a prior section apply, unless parties have explicitly agreed otherwise.

### Price and payment

- 1.8 All prices are exclusive of turnover tax (VAT) and other product or service-specific levies imposed by the authorities. All prices quoted by supplier are in euros and client must pay in euros.
- 1.9 Client cannot derive any rights or expectations from any cost estimate or budget issued by supplier, unless parties have agreed otherwise in writing. A budget communicated by client is only considered a (fixed) price agreed on by parties if this has been explicitly agreed in writing.
- 1.10 If it should be apparent from the agreement that client consists of several natural persons and/or legal persons, each of these persons is jointly and severally liable to supplier for the performance of the agreement.
- 1.11 In the event client should be under a periodic payment obligation, the supplier may adjust its prices once per calendar year in line with the increase of the consumer price index (CPI) or a comparable index that reflects annual cost developments, provided that this adjustment is communicated to the client in writing or by email at least two months in advance. In the case of third-party products, 4CEE reserves the right to pass through the price increase one-to-one. If the product is developed by the supplier and has reached the end of its life cycle, the supplier is entitled to implement a price adjustment that exceeds the CPI or other index, provided that the adjustment is justified with an explanation of the increased costs.
- 1.12 If the supplier is deemed to invoice based on purchase or order numbers, the client is obligated to provide the relevant numbers in a timely manner (within a maximum of 10 days after the initial request). Disputes regarding delivery do not

constitute a valid excuse for failing to supply the billing details on time.

- 1.13 If client should fail to pay the sums due or does not pay these on time, the statutory interest for commercial agreements is payable by client on any outstanding sum, without a reminder or notice of default being required. If client should fail to pay the sum due even after a reminder or notice of default, supplier can pass on the claim for collection and client is obliged to pay, within reason and in addition to the total sum due at that time, all judicial and extrajudicial costs, including all costs charged by external experts – all of which is without prejudice to any of supplier's statutory and contractual rights.
- 1.14 If the client has not paid the amounts due or has not paid them in full for a period of more than 120 days, the supplier has the right, after written notice or notice of default, to suspend its services for an indefinite period. The supplier is not liable for any damage or costs resulting from this measure.

### Duration of the agreement

- 1.15 If and insofar as the agreement between parties is a continuing performance contract, the agreement is entered into for the term agreed on by parties. A term of one year applies if a specific term has not been agreed on.
- 1.16 The duration of the agreement for a definite period of time is tacitly extended, each time by the period of time originally agreed on with a maximum of one year, unless client or supplier should terminate the agreement by serving written notice of termination (opzeggen), with due observance of a notice period of three months prior to the end of the relevant term.

### Confidentiality

- 1.17 Client and supplier ensure that secrecy is observed with respect to all information received from the other party of which information the receiving party knows or should reasonably know it is confidential. This prohibition does not apply if and insofar as the information concerned must be provided to a third party in compliance with a judicial decision, a statutory requirement, a statutory order by a public authority or for the proper performance of the agreement. The party that receives the confidential information may only use it for the purpose for which it has been provided. Information is in any case deemed confidential if it has been designated as such by either party.
- 1.18 Client acknowledges that software made available by supplier is always confidential in nature and that this software contains trade secrets of supplier and its suppliers or of the producer of the software.

### Privacy and data processing

- 1.19 If this should be relevant, in supplier's opinion, for the performance of the agreement, client informs suppliers in writing, at supplier's request, about the way in which client performs its obligations under the applicable rules and regulations pertaining to the protection of personal data.
- 1.20 Client indemnifies supplier against any claims by persons whose personal data are or have been processed and for which processing client is responsible pursuant to the law, unless client proves that the facts on which a claim is based are attributable to supplier.
- 1.21 Client is fully responsible for the data that it processes when making use of a service provided by supplier. Client guarantees vis-à-vis supplier that the content, use and/or processing of the data are not unlawful and do not infringe any third party's right. Client indemnifies supplier against any claims by a third party instituted, for whatever reason, in connection with these data or the performance of the agreement.
- 1.22 If supplier performs activities for client as a processor as meant in the rules and regulations pertaining to the protection of personal data, Section 'Standard Clauses for Processing' also applies.

## Security

- 1.23 If supplier is obliged to provide some form of information security under the agreement, this protection meets the specifications on security that parties have agreed on in writing. Supplier does not guarantee that the information security provided is effective under all circumstances. If the agreement does not include an explicitly defined security method, the security features provided meet a level that is not unreasonable in view of the state of the art, the implementation costs, the nature, scope and context as known to supplier of the information to be secured, the purposes and the standard use of supplier's products and services and the probability and seriousness of foreseeable risks.
- 1.24 The access or identification codes and certificates provided by or on behalf of supplier to client are confidential and must be treated as such by client, and they may only be made known to authorised staff in client's own organisation or company. Supplier is entitled to change the access or identification codes and certificates. Client is responsible for managing these authorisations and for providing and duly revoking access and identification codes.
- 1.25 In the event security features or the testing of security features pertain to software, hardware or infrastructure that has not been delivered by supplier to client, client guarantees that all licenses or approvals have been obtained so that the performance of such activities is actually allowed. Supplier is not liable for any damage caused by or in relation to the performance of these activities. Client indemnifies supplier against any claims, for whatever reason, arising from these activities being performed.
- 1.26 Supplier is entitled to adapt the security measures from time to time if this should be required as a result of a change in circumstances.
- 1.27 Client adequately secures its systems and infrastructure and keeps these adequately secured.
- 1.28 Supplier may give client instructions about security features intended to prevent or to minimize incidents, or the consequences of incidents, that may affect security. If client should fail or follow the instructions issued by supplier or by a relevant public authority, or should fail to follow these in time, supplier is not liable and client indemnifies supplier against any damage that may arise as a result.
- 1.29 Supplier is at any time permitted to install technical and organisational facilities to protect hardware, data files websites, software made available, software or other works to which client has been granted access, whether directly or indirectly, also in connection with a restriction agreed on in the content or the duration of the right to use these objects. Client may not remove or circumvent any of such technical facilities or have these removed or circumvented.

## Transfer of risk

- 1.30 The risk of loss, theft, misappropriation or damage of goods, information (including user names, codes and passwords), documents, software or data files that are created for, delivered to or used by client in the context of the performance of the agreement pass to client at the moment these are placed under the actual control of client or an auxiliary person of client.

## Intellectual property

- 1.31 All intellectual property rights to the software, websites, data files, databases, hardware, training, testing and examination materials, as well as other materials such as analyses, designs, documentation, reports, offers, including preparatory materials for these materials, developed or made available to client under the agreement remain exclusively vested in supplier, its licensors or its suppliers. Client is solely granted the rights of use laid down in these general terms, in the agreement entered into by parties in writing and in the applicable mandatory legal provisions. A right of use granted to client is non-exclusive, non-transferable, non-pledgeable (niet-verpandbaar) and non-sublicensable.
- 1.32 If supplier is prepared to undertake to transfer an intellectual property right, such undertaking may only be explicitly effected in writing. If parties agree in writing that an intellectual property right with respect to software, websites, data files, hardware, know-how, or other works or materials specifically developed for client is transferred to client, this does not affect supplier's rights or options to use and/or exploit, either for itself or for third parties and without any restriction, the parts, designs, algorithms, documentation, works, protocols, standards and the like on which the developments referred to are based for other purposes. Supplier is also entitled to use and/or exploit, either for itself

or for third parties and without any restrictions, the general principles, ideas and programming languages that have been used as a basis to create or develop any work for other purposes. The transfer of an intellectual property right does not affect supplier's right to continue developing, either for itself or for third parties, software - or elements of software - that are similar to or derived from software - or elements of software - that have been or are being developed for client.

1.33 Supplier indemnifies client against any claim of a third party based on the allegation that software, websites, data files, hardware or other materials developed by supplier itself infringe an intellectual property right of that third party, provided always that client promptly informs supplier in writing about the existence and content of the claim and leaves the settlement of the claim, including any arrangements to be made in this context, entirely up to supplier. To this end, client provides supplier with the powers of attorney and information required and renders the assistance supplier requires to defend itself against such claims. This obligation to indemnify does not apply if the alleged infringement concerns (i) works or materials made available by client to supplier for use, modification, processing or maintenance or (ii) modifications client has implemented or modifications client has had implemented in the software, websites, data files, hardware or other works and materials without supplier's written permission. If it is irrevocably established in court that software, websites, data files, hardware or other works and materials developed by supplier itself should infringe any intellectual property right belonging to a third party, or if, in supplier's opinion, there is a good chance that such an infringement will occur, supplier ensures, if possible, that client can continue to use, or use functional equivalents of, the software, websites, data files, hardware or other works and materials delivered. Any other or further obligation that supplier might have to indemnify client against any infringement of a third party's intellectual property right is excluded.

- 1.34 Client guarantees that no rights of third parties preclude making hardware, software, material intended for websites, data files and/or other materials, designs and/or other works available to supplier for the purpose of use, maintenance, processing, installation or integration; this guarantee also pertains to client's having the relevant licenses. Client indemnifies supplier against any claim of a third party based on the allegation that making any of this available and/or the use, maintenance, processing, installation or integration infringes a right of that third party.
- 1.35 Supplier is entitled to use client's figurative mark, logo or name in its external communication.

## Performance of services

- 1.36 Supplier performs its services with care to the best of its ability, where applicable in accordance with the arrangements and procedures agreed on with client in writing. All services provided by supplier are performed on the basis of a best-efforts obligation unless and insofar as supplier has explicitly promised a result in the written agreement and the result concerned has been described in the agreement in a sufficiently precise manner.
- 1.37 Supplier is not liable for any damage suffered or costs incurred as a result of the use or misuse that is made of access or identification codes or certificates or any other security means unless the misuse is the direct result of any intent or deliberate recklessness on the part of supplier's management.

## Other obligations

- 1.38 Client itself is responsible for the hardware, infrastructure and auxiliary software and ensures that the (auxiliary) software for its own hardware is installed, organised, parameterised and tuned and, where required, that the hardware, other (auxiliary) software and the operating environment used are modified and kept updated, and that the interoperability wanted by client is effected.

## Project and steering groups

- 1.39 Decisions made in a project or steering group in which both parties are participating are only binding on supplier if the decisions are made in accordance with that which parties have agreed on in writing in this regard or, if no written arrangements have been made in this context, if supplier has accepted the relevant decision in writing. Supplier is never obliged to accept or implement a decision if, in its opinion, the decision cannot be reconciled with the content and/or proper performance of the agreement.

- 1.40 Client ensures that the persons that it has assigned to participate in a project or steering group are authorised to make decisions that are binding on client.

## Terms and deadlines

- 1.41 Supplier makes reasonable efforts, within reason, to comply to the greatest extent possible with the terms and delivery periods and/or dates and delivery dates, whether or not these are deadlines and/or strict dates, that it has specified or that have been agreed on by parties. The interim dates and delivery dates specified by supplier or agreed on by parties always apply as target dates, do not bind supplier and are always indicative.
- 1.42 If a term or period of time is likely to be exceeded, supplier and client consult as to discuss the consequences of the term being exceeded in relation to further planning.
- 1.43 In all cases – therefore, also if parties have agreed on deadlines and strict delivery periods or dates and delivery dates – supplier is only in default because of a term or period of time being exceeded after client has served supplier with a written notice of default and has set a reasonable period of time for supplier to remedy the failure to meet its obligations and this reasonable term has passed. The notice of default must describe supplier's breach to meet its obligations as comprehensively and in as much detail as possible so that supplier has the opportunity to respond adequately.
- 1.44 If it has been agreed that the activities to be performed under the agreement must be performed in phases, supplier is entitled to postpone the start of the activities for a next phase until client has approved the results of the preceding phase in writing.
- 1.45 Supplier is not bound by a date or delivery date or term or delivery period, whether or not these are deadlines and/or strict dates, if parties have agreed on an adjustment in the content or scope of the agreement (additional work, a change of specifications, etc.) or a change in approach with respect to the performance of the agreement, or if client fails to fulfil its obligations under the agreement or fails to do so on time or in full. If additional work should be required during the performance of the agreement, this never constitutes a reason for client to give notice of termination of the agreement (opzeggen) or to terminate the agreement for breach (ontbinden).

## Termination and cancellation

- 1.46 Either party is exclusively entitled to terminate the agreement for breach (ontbinden) following an imputable failure of the other party to meet its obligations under the agreement if the other party, in all cases after a written notice of default has been served that is as detailed as possible and in which the other party is granted a reasonable period of time to remedy the breach, should still imputably fail to meet any of its essential obligations under the agreement. Client's payment obligations and all obligations of client or a third party contracted by client to cooperate and/or to provide information apply in all cases as essential obligations under the agreement.
- 1.47 If, at the time of the termination for breach, client has already received goods or services in the performance of the agreement, this performance and the relevant payment obligations cannot be undone unless client proves that supplier is in default with respect to the essential part of the performance due. With due regard to the provisions of the preceding sentence, sums invoiced by supplier prior to the termination for breach in connection with what has already been properly performed or delivered in the performance of the agreement remain due in full and become immediately payable at the time of the termination for breach.
- 1.48 An agreement which, due to its nature and content, is not discharged by performance and which has been entered into for an indefinite period of time may be terminated, following consultation between parties, by either party by serving written notice of termination to the other party (opzeggen). Reasons for the termination must be stated. If a notice period has not been agreed on between parties, a reasonable period must be observed when notice of termination is served. Supplier is never obliged to pay any compensation because of this termination.
- 1.49 Client is not entitled to terminate (opzeggen) an agreement for services that has been entered into for a definite period of time before the end of the term; client is not entitled either to terminate (opzeggen) an agreement that ends by completion before it has been completed.
- 1.50 Either party may terminate (opzeggen) the agreement in writing, in whole or in part, without notice of default being required and with immediate effect, if the other party is granted a suspension of payments, whether or not

provisional, a petition for bankruptcy is filed against the other party or the company of the other party is liquidated or dissolved other than for restructuring purposes or for a merger of companies. Supplier is never obliged to repay any sum of money already received or pay any sum of money in compensation because of termination as referred to in this paragraph. If client is irrevocably bankrupted, its right to use the software, websites and the like made available to client ends, as does its right to access and/or use supplier's services, without supplier being required to cancel these rights.

## Supplier's liability

- 1.51 Supplier's total liability for an imputable failure in the performance of the agreement or arising from any other legal basis whatsoever, explicitly including each and every failure to meet a guarantee or indemnification obligation agreed on with client, is limited to the compensation of damages as described in more detail in this article.
- 1.52 Direct damage is limited to a maximum of the price stipulated for the agreement in question (excluding VAT). If the agreement is mainly a continuing performance contract with a duration of more than one year, the price stipulated for the agreement is set at the total sum of the payments (excluding VAT) stipulated for one year. In no event does supplier's total liability for any direct damage, on any legal basis whatsoever, exceed EUR 500,000 (five hundred thousand euros).
- 1.53 Supplier's total liability for any damage arising from death or bodily injury or arising from material damage to goods is limited to the amount of EUR 1,250,000 (one million two hundred fifty thousand euros).
- 1.54 Liability for indirect damage, consequential loss, loss of profits, lost savings, reduced goodwill, loss due to business interruption, loss as a result of claims of client's clients, loss arising from the use of goods, materials or software of third parties prescribed by client to supplier and any damage and loss arising from contracting suppliers client has recommended to supplier is excluded. Liability for corruption, destruction or loss of data or documents is also excluded.
- 1.55 The exclusions and limitations of supplier's liability described articles 1.53 up to and including 1.54 are without any prejudice whatsoever to the other exclusions and limitations of supplier's liability described in these general terms.
- 1.56 The exclusions and limitations referred to in articles 1.52 up to and including 1.55 cease to apply if and insofar as the damage is caused by intent or deliberate recklessness on the part of supplier.
- 1.57 Unless performance by supplier is permanently impossible, supplier is exclusively liable for an imputable failure in the performance of an agreement if client promptly serves supplier with a written notice of default, granting supplier a reasonable period of time to remedy the breach, and supplier should still imputably fail to meet its obligations after that reasonable term has passed. The notice of default must describe supplier's failure as comprehensively and in as much detail as possible so that supplier has the opportunity to respond adequately.
- 1.58 The right to compensation of damages exclusively arises if client reports the damage to supplier in writing as soon as possible after the damage has occurred. Any claim for compensation of damages filed against supplier lapses by the mere expiry of a period of twenty four months following the inception of the claim unless client has instituted a legal action for damages prior to the expiry of this term.
- 1.59 The provisions of this article and all other exclusions and limitations of liability referred to in these general terms also apply in favour of all natural persons and legal persons that supplier and supplier's suppliers contracts for the performance of the agreement.

## Force Majeure

- 1.60 Neither party is obliged to meet any obligation, including any statutory and/or agreed guarantee obligation, if it is prevented from doing so by circumstances beyond its control (overmacht). Circumstances beyond supplier's control include, among other things: (i) circumstances beyond the control of supplier's suppliers, (ii) the failure by supplier to properly meet obligations that were contracted by supplier on client's instructions, (iii) defects in goods, hardware, software or materials of third parties that supplier uses on client's instructions, (iv) measures by public authorities, (v) power failures, (vi) failures of the Internet, data network or telecommunication facilities, (vii) (cyber) crime, (cyber) vandalism, war or terrorism and (viii) general transport problems.

- 1.61 If a force majeure situation lasts for more than sixty days, either party has the right to terminate the agreement, in writing, for breach (ontbinden). In such event, all that has already been performed under the agreement must be paid for on a proportional basis, without anything else being due by either party to the other party.

### Service Level Agreement

- 1.62 Possible arrangements about a service level (Service Level Agreement) are exclusively agreed on in writing. Client promptly informs supplier about any circumstances that may affect the service level or its availability.
- 1.63 If any arrangements have been made about a service level, the availability of software, systems and related services is always measured in such a way that unavailability due to preventive, corrective or adaptive maintenance service or other forms of service that supplier has notified client of in advance and circumstances beyond supplier's control are not taken into account.

### Backups and data retention obligation

- 1.64 If the services provided to client under the agreement include making backups of client's data, supplier makes a complete backup of client's data in its possession, with due observance of the periods of time agreed on in writing, or once a week if such terms have not been agreed on. Supplier keeps the backup for the duration of the agreed term or for the duration of supplier's usual term if no further arrangements have been made in this regard. Supplier keeps the backup with due care and diligence.
- 1.65 Client itself remains responsible for complying with all the applicable statutory obligations with respect to keeping records and data retention.

### Adjustments and extra work

- 1.66 If, at client's request or after client's prior consent, supplier has performed activities or has delivered goods or services that are outside the scope of the agreed activities and/or delivery of goods or services, client is charged for these activities or for these goods or services on the basis of the agreed rates or, if no rates have been agreed on by parties, on the basis of supplier's applicable rates. Supplier is not obliged to honour such request and may require that, to that purpose, a separate agreement should be entered into in writing.

- 1.67 Insofar as a fixed price has been agreed on for the agreement, supplier informs client, at client's request and in writing, about the financial consequences of the extra work or additional delivery of goods or services referred to in this article.

### Transfer of rights and obligations

- 1.68 Client is not entitled to sell, transfer or pledge (verpanden) its rights and obligations under an agreement to a third party.
- 1.69 Supplier is entitled to sell, transfer or pledge (verpanden) any claims it has to payment of any sums due to a third party.

### Access to and portability of data

- 1.70 Right of access and data portability. The client has the right to access the data generated by or on behalf of the client through the use of the service. Upon request, the supplier shall make such data available in a structured, commonly used, and machine-readable format.
- 1.71 Transfer to another service provider. The client has the right to transfer the data to another service provider. The supplier shall fully cooperate with such a transfer, including providing technical support, within a maximum period of 30 days from the request, without additional charges other than a fee for the work performed in accordance with the applicable hourly rate.
- 1.72 Exit procedure upon termination. Upon termination of the agreement, for any reason, the supplier shall: 1) enable the client to obtain a complete copy of its data; 2) not impose any barriers that restrict the transfer or access to such data; 3) not enforce unilateral termination without providing a reasonable period for data transfer.
- 1.73 Protection of business-sensitive information. The supplier shall not use the client's data in any way that may harm the client's interests, such as exploiting commercially sensitive information or intellectual property rights, unless explicitly agreed otherwise.

### Applicable law and disputes

- 1.74 The agreements between supplier and client are governed by the laws of the Netherlands. Applicability of the Vienna Convention 1980 (The United Nations Convention on Contracts for the International Sale of Goods (CISG)) is excluded.



# Standard clauses on data processing (GDPR)

The provisions in this section 'Standard clauses on data processing' apply, apart from the General provisions of these general terms, if supplier processes personal data, in the context of the performance of an agreement, for the controller(s) as (sub)processor as meant in the laws and regulations on personal data protection. These 'Standard clauses on data processing' together with the practical arrangements made on personal data processing in the agreement or in a separate appendix form a processing agreement as meant in article 28, paragraph 3 of the General Data Protection Regulation (GDPR).

## General

- 2.1 Supplier processes the personal data on client's behalf and in accordance with the written instructions agreed on by supplier and client.
- 2.2 Client, or client's client, is the controller in the sense of the GDPR, has control over the processing of personal data and has established the purpose of and the means for the personal data processing.
- 2.3 Supplier is processor in the sense of the GDPR and, for that reason, has no control over the purpose of and the means for the personal data processing and, therefore, does not take any decisions on, amongst other things, the use of the personal data.
- 2.4 Supplier implements the GDPR as laid down in this section 'Standard clauses on data processing' and in the agreement. Client is responsible for assessing, on the basis of this information, whether supplier offers adequate guarantees with respect to applying appropriate technical and organisational measures for the processing to meet the requirements posed by the GDPR and to adequately safeguard the protection of the data subjects' rights.
- 2.5 Client guarantees vis-à-vis supplier that it acts in compliance with the GDPR, that its systems and infrastructure are at any time appropriately secured and that the content, the use and/or the processing of the personal data are not unlawful and do not breach any third party rights.
- 2.6 Client is not entitled to seek recovery from supplier of an administrative fine imposed on client by the supervisory authority, on whatever legal ground. In the present section 'supervisory authority' is understood to mean the supervisory authority referred to in the GDPR.

## Security

- 2.7 Supplier takes all the technical and organisational security measures described in the agreement. When implementing these technical and organisational measures, supplier has taken into account the state of the art, the costs involved in implementing the security measures, the nature, scope and context of the processing, the nature of its products and services, the processing risks and the varying risks, in terms of likelihood and severity, posed to the rights and freedoms of the data subjects that supplier could expect in view of the use intended to be made of its products and services.
- 2.8 Unless explicitly stated otherwise in the agreement, supplier's product or service is not intended for processing special categories of personal data or data relating to convictions under criminal law or criminal offences.
- 2.9 Supplier endeavours to ensure that the security measures to be taken by supplier are appropriate for the use of the product or service intended by client.
- 2.10 Supplier may adjust the security measures implemented if this should be required, in supplier's opinion, to continue to offer an appropriate security level. Supplier keeps a record of important adjustments and informs client of these adjustments where relevant.
- 2.11 Client may request supplier to implement further security measures. Supplier is not obliged to implement any adjustments in its security measures following such request. Supplier may charge client for the costs involved in implementing the adjustments requested by client. Supplier is not obliged to actually implement these adjusted security measures before the security measures requested by client have been agreed on in writing.

## Personal data breaches

- 2.12 Supplier does not guarantee that the security measures are effective in all circumstances. If supplier discovers a personal data breach, supplier informs client of this without undue delay.
- 2.13 It is up to the controller – i.e. client or client's client – to assess whether the personal data breach reported by supplier must be reported to the supervisory authority or the data subject. Reporting personal data breaches is, at any time, controller's – i.e. client's or client's client's – responsibility. Supplier is not obliged to report personal data breaches to the supervisory authority and/or the data subject.
- 2.14 Where required, supplier provides further information on the personal data breach and renders assistance in providing the information to client that client needs to report a breach to the supervisory authority or the data subject.
- 2.15 Supplier may charge client for the costs involved in this context, within reason and at supplier's current rates.

## Confidentiality

- 2.16 Supplier ensures that the obligation to observe confidentiality is imposed on any person processing personal data under supplier's responsibility.
- 2.17 Supplier is entitled to provide personal data to third parties if and insofar as this should be required pursuant to a judicial decision or a statutory requirement, on the basis of an authorised order by a public authority or in the context of the proper performance of the agreement.

## Obligations following termination

- 2.18 In the event the processing agreement ends, supplier deletes, within the period of time agreed on in the agreement, all personal data received from client that it has in its possession in such a way that they can no longer be used and are rendered inaccessible, or, if agreed on, returns these data to client in a machine readable format.
- 2.19 Supplier may charge client for any costs possibly incurred in the context of the stipulation in the previous paragraph. Further arrangements on this may be laid down in the agreement.
- 2.20 The provisions of article 2.18 do not apply if statutory provisions should prohibit supplier to delete the personal data or return these, in part or in full. In such event supplier only continues to process the personal data insofar as required under its statutory obligations. The provisions of article 2.18 do not apply either if supplier is a controller in the sense of the GDPR with respect to the personal data.

## Data subject rights, DPIA and audit rights

- 2.21 Where possible, supplier renders assistance in reasonable requests by client that are related to data subjects exercising their rights against client. If supplier is directly contacted by a data subject, supplier refers this data subject, whenever possible, to client.
- 2.22 If client should be obliged under the GDPR to carry out a Data Protection Impact Assessment (DPIA) or a prior consultation following this, supplier renders assistance, at client's reasonable request, in this DPIA or prior consultation.
- 2.23 At client's request, supplier provides all information that would be reasonably required to demonstrate compliance with the arrangements laid down in the agreement with respect to personal data processing, for example by an audit report (Third Party Memorandum) drafted by an independent expert commissioned by supplier or by means of other information to be provided by supplier. If client should nevertheless have reasons to assume that the personal data are not processed in accordance with the agreement, client may commission an audit, no more than once per year and at client's expense, by an independent, certified external expert who has demonstrable experience in the type of data processing that is carried out under the agreement. Supplier is entitled to refuse an expert if this expert affects, in supplier's opinion, supplier's competitive position. The audit

is limited to verifying compliance with the arrangements on personal data processing.

- 2.24 Parties hold consultations on the findings of the report as soon as possible. Parties comply with the improvement measures proposed and laid down in the report insofar as this can be reasonably expected from them. Supplier implements the proposed measures insofar as these are appropriate in supplier's opinion, taking into account the processing risks associated with supplier's product or service, the state of the art, the implementation costs, the market in which supplier operates and the intended use of the product or service.
- 2.25 Supplier is entitled to charge client for the costs it has incurred in the context of the provisions laid down in this article.

## **Subprocessors**

- 2.26 Supplier has stated in the agreement if and, if so, which third parties (subprocessors) supplier contracts for the processing of personal data.
- 2.27 Client grants supplier permission to contract other subprocessors in the performance of supplier's obligations under the agreement.
- 2.28 Supplier informs client about possible changes with respect to the third parties it contracts. Client is entitled to object to said change by supplier

# Software-as-a Service (SaaS)

The provisions in this section 'Software-as-a-service (SaaS)' apply, apart from the General provisions of these general terms, if supplier performs services under the name or in the field of Software-as-a-Service (also referred to as: SaaS). For the application of these general terms, SaaS is understood to mean a service by which supplier makes functionality available to and keeps functionality available for client remotely, through the Internet or another data network, without providing client with a physical carrier with or download of the relevant underlying software.

## SaaS Implementation

- 3.1 Supplier provides the SaaS on client's instructions. Client may solely use the SaaS for its own organisation or company and only insofar as required for the use intended by supplier. Client may not allow third parties to make use of the SaaS.
- 3.2 Supplier may adjust the content or scope of the SaaS. If such adjustments are substantive and result in a change in client's current procedures, supplier informs client about this as soon as possible and the costs of this adjustment are at client's expense. In this case client may serve notice of termination of the agreement (opzeggen), which termination takes effect on the date on which the adjustment takes effect, unless the adjustment is related to amendments in relevant legislation or other instructions issued by public authorities, or the adjustment is at supplier's expense.
- 3.3 Supplier may continue to provide the SaaS using a new or modified version of the underlying software. Supplier is not obliged to maintain, modify or add particular features or functionalities of the SaaS specifically for client.
- 3.4 Supplier may temporarily put all or part of the SaaS out of service for preventive, corrective or adaptive maintenance services or other forms of service. Supplier ensures that the period of time during which the SaaS is out of operation does not take longer than necessary and ensures, where possible, that the service takes place at times when the SaaS is usually used least intensively.
- 3.5 Supplier is never obliged to provide client with a physical carrier or download of the underlying software.

## Guarantees

- 3.6 Supplier does not guarantee that the SaaS is free of errors and functions without any interruptions. Supplier makes every effort to repair the errors in the underlying software referred to in article 4.8 within a reasonable period of time if and insofar as underlying software is concerned that has been developed by supplier itself and client has provided supplier with a detailed, written description of the relevant errors. In a particular case, supplier may postpone repairing

errors until a new version of the underlying software is put into service. Supplier does not guarantee that errors in the SaaS that has not been developed by supplier itself are repaired. Supplier is entitled to install temporary solutions, program bypasses or problem-avoiding restrictions in the SaaS. If the SaaS, or part of it, has been developed on client's instructions, supplier may charge client for the costs incurred by repairing the error(s) at supplier's applicable rates. Supplier is never obliged to repair other imperfections than those referred to in this article. In the event supplier is prepared to remedy other imperfections than those referred to in this article, supplier is entitled to charge client a separate fee for this.

- 3.7 On the basis of the information provided by supplier on measures to prevent and restrict the effects of malfunctions, errors and other imperfections in the SaaS, corruption or loss of data or other incidents, client identifies and lists the risks to its organisation or company and, where necessary, takes additional measures. Supplier declares itself prepared to render assistance, at client's request, to the extent reasonable and according to the financial and other conditions set by supplier, with respect to further measures to be taken by client. Supplier is never obliged to recover data that have been corrupted or lost other than placing back – where possible – the most recent back-up of the data in question.

## Commencement of the service; payment

- 3.8 The SaaS provided by supplier – and, where relevant, support – commences within a reasonable period of time after the agreement has been entered into. Unless agreed on otherwise, the SaaS commences by supplier client granting access to the SaaS that is made available by supplier. Client ensures that it has the facilities required to use the SaaS immediately after the agreement has been entered into.
- 3.9 The fee payable by client for the SaaS is included in the agreement. If no payment scheme has been agreed on, all sums related to the SaaS delivered by supplier become due and payable, in advance, per calendar year.

## Additional provisions

- 3.10 The following articles apply equally to the SaaS: 4.5, 5.8, 5.9, 5.10. In these articles the word 'software' should be read as 'SaaS' and the word 'delivery' as 'commencement of the service'.

# Software

The provisions in this section 'Software' apply, apart from the General provisions of these general terms, if supplier makes software and apps available to client for use, together with the relevant data or databases and/or user documentation for this software – in these general terms together to be referred to as 'software' – other than on the basis of a SaaS.

## Right to use and restrictions on use

- 4.1 Supplier makes the software agreed on available for use by client on the basis of a user licence and for the term of the agreement. The right to use the software is non-exclusive, non-transferable, non-pledgeable and non-sublicensable.
- 4.2 Supplier's obligation to make the software available and client's right to use the software exclusively extend to the so-called object code of the software. Client's right to use the software does not pertain to the software's source code. The source code of the software and the technical documentation drafted when the software was developed are not made available to client, not even if client is prepared to pay a financial compensation.
- 4.3 Client is only entitled to use the software in and for its own organisation or company and only insofar as required for the intended use. Client does not use the software for the benefit of third parties, for example in the context of Software-as-a-Service (SaaS) or outsourcing.
- 4.4 Client is never entitled to sell, lease or alienate, or grant limited rights to, or make the software and the carriers on which the software is or will be recorded available to third parties, in any way whatsoever, for whatever purpose or under whatever title. Neither is client entitled to grant, whether or not remotely (online), a third party access to the software or place the software with a third party for hosting, not even if the third party concerned exclusively uses the software in client's interest.
- 4.5 If so requested, client promptly renders assistance in any investigation into compliance with the agreed restrictions on use to be carried out by or on behalf of supplier. At supplier's first request, client grants supplier access to its buildings and systems. Insofar as such information does not concern the use of the software itself, supplier observes secrecy with respect to all confidential business information that it obtains from client or at client's business location in the context of an investigation.
- 4.6 Parties agree that the agreement entered into by parties is never seen as a purchase agreement where it is related to making software available for use.
- 4.7 Supplier is not obliged to maintain the software and/or provide support to users and/or administrators of the software. If, contrary to the foregoing, supplier is asked to perform maintenance activities and/or provide support for the software, supplier may require that client should enter into a separate, written agreement for this purpose.

## Acceptance

- 4.8 Where these general terms refer to 'error' this is understood to mean a substantial failure of the software to meet the functional or technical specifications of the software explicitly made known by supplier in writing and, if all or part of the software is customised software, a substantial failure to meet the functional or technical specifications explicitly agreed on in writing. An error only exists if it can be demonstrated by client and if it is reproducible. Client is obliged to report errors without delay. Supplier does not have any other obligation whatsoever with respect to other imperfections in or on the software than those in relation to errors in the sense of these general terms.

- 4.9 If an acceptance test has been agreed on, client is obliged to check whether the software delivered meets the functional or technical specifications explicitly made known by supplier in writing and, if and to the extent that all or part of the software is customised software, that it meets the functional or technical specifications explicitly agreed on in writing.
- 4.10 If testing on client's instruction involves personal data being made use of, client ensures that using these data for this purpose is permitted.
- 4.11 Supplier makes every effort to repair the errors referred to within a reasonable period of time. In this context, supplier is entitled to install temporary solutions, program bypasses or problem-avoiding restrictions.
- 4.12 Client is neither entitled to refuse to accept the software for reasons that are not related to the specifications explicitly agreed on in writing by parties nor entitled to refuse to accept the software because it has minor errors, i.e. errors that do not prevent – within reason – the productive or operational use of the software, all of this without prejudice to supplier's obligation to repair these minor errors as referred to in the guarantees. Acceptance may not be refused either because of aspects of the software that can only be assessed subjectively, such as aesthetic aspects of the user interfaces.
- 4.13 If the software is delivered and tested in phases and/or parts, non-acceptance of a certain phase and/or part is without prejudice to the acceptance of a previous phase and/or a different part.
- 4.14 Acceptance of the software is without prejudice to client's rights under article 4.12 regarding minor errors and article 40 providing for guarantees.

## Modifications in the software

- 4.15 Except where mandatory statutory provisions should provide otherwise, client is not entitled to modify all or part of the software without supplier's prior written permission. Supplier is entitled to refuse permission or to attach conditions to its permission. Client bears the entire risk of all modifications that it implements – whether or not with supplier's permission – or that client has implemented by third parties on its instructions.

## Guarantees

- 4.16 Supplier makes reasonable efforts to repair errors in the sense of article 4.8 within a reasonable period of time if these errors are reported, in detail and in writing, to supplier within a period of three months after delivery or, if an acceptance test was agreed, within three months after acceptance. Supplier does not guarantee that the software is suitable for the actual and/or the intended use. Supplier does not guarantee either that the software functions without interruptions and/or that all errors are always repaired. Repairs are carried out free of charge unless the software was developed on client's instructions other than for a fixed price, in which case supplier charges the costs of the repairs to client at its applicable rates.
- 4.17 Supplier may charge the costs of the repairs to client at its applicable rates if such repairs are required as a result of usage errors or client not using the software properly, or as a result of causes that cannot be attributed to supplier. The obligation to repair errors ends if client modifies the software or has such modifications implemented without supplier's written permission.



# Maintenance and support of software

The provisions in this section 'Maintenance and support of software' apply, apart from the General provisions of these general terms, if supplier provides services in the field of software maintenance and software support for the use of the software.

## Maintenance services

- 5.1 If agreed, supplier performs maintenance services for the software specified in the agreement. The obligation to provide maintenance includes repairing errors in the software in the sense of article 4.8 and, only if this has been agreed in writing, making new versions of the software available.
- 5.2 Client is to report, in detail, any errors discovered in the software. Following receipt of the report, supplier makes every effort to repair errors and/or implement corrections in later, new versions of the software in compliance with its applicable procedures. Depending on the urgency and supplier's version and release policy, the results are made available to client in a manner and within the period of time determined by supplier. Supplier is entitled to install temporary solutions, program bypasses or problem-avoiding restrictions in the software. Supplier is never obliged to repair other imperfections than those referred to in this article. In the event supplier is prepared to correct other imperfections than those referred to in this article, supplier is entitled to charge a separate fee for this.
- 5.3 If supplier performs maintenance services online, client ensures, in due time, that a properly and appropriately secured infrastructure and network facilities are in place.
- 5.4 Client renders every assistance required by supplier for the maintenance services, which includes that client should temporarily stop using the software and should make a backup of all data.

## New versions of the software

- 5.5 Maintenance includes making new versions of the software available only if and insofar as this has been agreed in writing. If maintenance includes making new versions of the software available, these new versions are made available at supplier's discretion.
- 5.6 Three months after an enhanced version has been made available, supplier is no longer obliged to repair errors in the previous version and to provide support and/or perform maintenance services for a previous version.
- 5.7 Supplier may require that client should enter into an additional written agreement with supplier for a version with new functionality and that a further payment should be made for this version. Supplier may incorporate functionality from a previous version of the software in the new version without any modifications, but supplier does not guarantee that each new version includes the same functionality as the previous version. Supplier is not obliged to maintain, modify or add

particular features or functionalities in the software especially for client.

- 5.8 Supplier may require that client should modify its system (hardware, web browser, software and the like) if this should be necessary for the proper functioning of a new version of the software.

## Support services

- 5.9 If the services provided by supplier under the agreement include support services to users and/or administrators of the software, supplier advises – online, by telephone or by email – on the use and functioning of the software specified in the agreement. Client is obliged to specify the requests for support as comprehensively and in as much detail as possible so that supplier can respond appropriately. Supplier may set conditions with respect to the way in which support is requested and the qualifications and the number of persons eligible for support. Supplier handles properly substantiated requests for support within a reasonable period of time and in compliance with its applicable procedures. Support services are performed on working days during supplier's usual business hours.
- 5.10 If the services provided by supplier under the agreement include standby services, supplier ensures that one or more staff members are available on the days and at the times specified in the agreement. If standby services have been agreed on, client is entitled, in urgent cases, to call in the support of staff members on standby if there are serious errors, serious malfunctions and other serious imperfections in the functioning of the software. Supplier does not guarantee that these are promptly repaired.
- 5.11 The maintenance and other agreed services referred to in this chapter are performed starting from the date on which the agreement is entered into, unless parties have agreed otherwise in writing.

## Payment

- 5.12 If no payment scheme has been explicitly agreed on, all sums related to the maintenance of the software and other services as meant in this section and set out in the agreement become due and payable, in advance, per calendar year.
- 5.13 Sums relating to the maintenance of the software and the other services as meant in this section and set out in the agreement are payable when the agreement is entered into. Payment for maintenance and other services is always due, regardless whether client has taken the software into use and regardless whether client actually makes use of the maintenance or support services.

# Advisory and consultancy services

The provisions in this section 'Advisory and consultancy services' apply, apart from the General provisions of these general terms, if supplier provides services in the field of advice and consultancy, which services are not provided under client's direction and supervision.

## Performance of advisory and consultancy

- 6.1 Supplier performs the advisory and consultancy services in a fully independent manner, at its own discretion and without client's supervision and directions.
- 6.2 Supplier does not commit to a completion time of the assignment because the completion time of an assignment in the field of advisory or consultancy services depends on various factors and circumstances, such as the quality of the data and the information provided by client and the assistance rendered by client and relevant third parties.
- 6.3 Supplier only performs its services on supplier's usual working days and during supplier's usual business hours.
- 6.4 The use that client makes of any advisory and/or a consultancy report drafted by supplier is always at client's risk.
- 6.5 Without supplier's prior written permission, client may not inform any third party about supplier's way of working, methods and techniques and/or the content of supplier's recommendations or reports. Client may not provide supplier's recommendations or reports to a third party or otherwise make supplier's recommendations or reports public.

## Reporting

- 6.6 Supplier periodically informs client, in the manner agreed on in writing, about the performance of the services. Client informs supplier, in advance and in writing, about circumstances of importance or circumstances that could be of importance to supplier, such as the manner of reporting, the issues to be addressed, client's prioritisation, the availability of client's resources and staff, and special facts or circumstances or facts or circumstances of which supplier is possibly unaware. Client ensures that the information provided by supplier is spread and actually taken notice of within client's organisation or company and client assesses this information, also on this basis, and informs supplier of this.

## Payment

- 6.7 If no payment scheme has been explicitly agreed on, all sums related to the services provided by supplier as meant in this section become due and payable, in arrears, per calendar month.

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