

Sage 200 Consolidated Terms and Conditions

Last updated: October 2024

Your use of the Services is subject to our standard terms and conditions. If you have purchased a subscription for the Services then the terms and conditions in Part A apply to you. Otherwise, the terms and conditions in Part B apply to you¹.

If you don't accept the provisions as set out in Part A or Part B (as applicable) then you should not install, access or use the Services in any way.

PART A – SAGE 200 SUBSCRIPTION TERMS AND CONDITIONS

Your subscription to our Services is subject to these terms and conditions and the documents we refer to (as updated by us from time to time) which form a legally binding contract between you and us. You should read this Agreement carefully in full before installing, accessing or using our Services. You indicate that you agree to all the terms of this Agreement from the earliest date you tick a box or click on a button (or something similar) to signify your acceptance, or you install, access or use any of the Services. If you don't accept this Agreement, you should contact us or the Sage Partner that you purchased your subscription from immediately and not install, access or use the Services in any way. Where an individual accepts this Agreement on behalf of a company or other legal entity, that individual represents that they have the authority to bind such entity and its Group Companies (as appropriate) to the terms of this Agreement.

As this is a subscription Agreement, we may update it at any time. The most recent version of this Agreement can be accessed on the Legal pages of our Website. We will make reasonable efforts to communicate any changes to you via a notification in the Services or by sending an email to your user address, but it is up to you to ensure that you regularly check, read, understand and agree to the most recent version of this Agreement as you will be deemed to accept all updates if you continue to access and use the Services.

1. Definitions

1.1. In this Agreement, these words have the following meanings:

"12 Month Subscription" – means a subscription for the Services for a period of 12 consecutive months which shall commence with effect from the Effective Date;

"36 Month Subscription" – means a subscription for the Services for a period of 36 consecutive months which shall commence with effect from the Effective Date;

"Affiliate(s)" – means any entity that directly or indirectly Controls, is Controlled by, or is under common Control with, the subject entity, where "Control" is the direct or indirect ownership or control of at least a majority of the voting rights in the entity, or otherwise the power to direct the management and policies of the entity. An entity is an Affiliate only so long as such Control continues.

"Agreement" – means (where applicable) these terms and conditions, the Service Specific Terms, your Order(s), the Data Protection Addendum, Privacy Notice, and any applicable

attachments, exhibits, appendices, annexes and schedules or any other documentation or terms and conditions referred to within any of the aforementioned.

"Business Day" – means any day which is not a Saturday, Sunday or Public Holiday in England for customers based in the United Kingdom or Ireland for customer based in the Republic of Ireland;

"Confidential Information" – means information that is proprietary or confidential and is either clearly labelled as such or identified as confidential information in clause 16 including without limitation Customer Data;

"Configuration Database" – means an element of a Sage 200 deployment which contains a list of Users and the company databases that the Users may have access to;

"Customer Administrator" – means the individual designated as the customer administrator as part of the Services sign-up who manages your use of the Services;

"Customer Data" – means the data, information or material provided, inputted or submitted by you or on your behalf into the Services, which may include data relating to your customers and/or employees;

"Data Protection Addendum" – means Sage's Data Protection Addendum posted at <http://www.sage.com/dataprotectionaddendum> (or such other URL as notified to you) as amended from time to time;

"Data Retention Period" – means the period of 60 days from and including the effective date of termination of this Agreement;

"Documentation" – means the documentation and information made available to you by us (for example our invoices, information on our Website, technical and user guides including guidance as to minimum system requirements) or a Sage Partner from time to time which describe the Services, Subscription Fees, Microsoft SQL, payment and user instructions, but excluding marketing literature;

"Effective Date" – means the date we accept your order for the On Premise Services or the date your instance of the Online Services is deployed in the Portal by your Sage Partner pursuant to the terms of this Agreement;

"Fair Usage Policy" – means the fair usage policy made available to you by us or a Sage Partner from time to time;

¹ Part A shall apply to all new customers who purchase Sage 200 after 30/9/2019. If you are using version 9 of Sage 200 (or later versions) and are not currently on subscription then Part B shall apply, however Part A shall apply with effect from your next renewal date. If you are using version 4 - version 8 of Sage 200 then Part B shall apply until you upgrade to version 9, at which point Part A shall apply. All versions of Sage 200 referred to include their variants.

“Group” – means in relation to a company, that company, any subsidiary or holding company from time to time of that company and any subsidiary from time to time of a holding company of that company;

“Group Company” – means in relation to a company, any member of its Group;

“Installation” – means a deployment of one or more web applications that use a common Configuration Database;

“Intellectual Property Rights” – means rights recognised by any jurisdiction with respect to intellectual work product, such as patent rights (including priority rights), design rights, copyrights (including moral rights), mask work rights, trade secret rights, trademarks, service marks, know-how and domain name rights;

“Modules” – means the component modules applicable to your subscription for the Services which shall comprise of all or some of the following: Bill of Materials, Business Intelligence, Commercials, Financials, Manufacturing, Project Accounting, Sage 200 CRM, Sage CRM, Sales, Marketing, Service, 200 Services, Excel Reporting, connector for Microsoft 365, ERP connector, and 200 Services (or such other modules as we may provide from time to time) as more particularly described in the Documentation;

“Monthly Subscription” – means payment of the Subscription Fee for a 12 Month Subscription or a 36 Month Subscription on a monthly basis in accordance with clause 14.2.1;

“Microsoft®” – means the Microsoft Corporation or one of its Group Companies;

“Microsoft 365” – means the optional additional product provided by Microsoft® that you may connect to the Services in accordance with the terms of this Agreement;

“Microsoft SQL” – means the optional additional product provided by Microsoft®, referred to as Microsoft® SQL™ (© Copyright 2021 Microsoft Corporation. All rights reserved), together with any associated media, printed materials, and “online” or electronic documentation relating to the same, that you may purchase via a Sage Partner with the Services, subject to payment of an additional fee;

“Online Services” – means the provision of the Services and the Portal by us or, where appropriate, by your Sage Partner, to you over the internet;

“On Premise Services” – means the provision of the Services on your hardware;

“Order” – means an ordering document executed by you and us for subscription to Services and/or, if applicable, for the provision of professional services by us;

“Portal” – means the management platform for the Online Services, and the provisioning services provided through it, referred to as the Sage Provisioning Portal;

“Price List” – means our list of prices to be paid in relation to each of the Modules and components of the Online Services, and Microsoft SQL;

“Privacy Notice” – means Sage’s privacy notice posted on www.sage.com (or such other URL as Sage may notify to you) and which may be amended by Sage from time to time;

“Renewal Term” – means a period of 12 consecutive months commencing with effect from the anniversary of the Effective Date and each consecutive period of 12 months thereafter during the term of this Agreement;

“Sage Data” – means the information on the Order, data about the configuration and use of the Services, Usage Data, the Documentation, and other information provided to you via login in the Services or otherwise by Sage in the course of performance under this Agreement, other than Customer Data;

“Sage Partner” – means any accredited partner or Sage approved reseller, distributor or dealer from whom you may purchase the Services and/or Microsoft SQL;

“Salary and Supplier Payments. Powered by Modulr” – means the optional additional product provided by Modulr FS Limited, that you may subscribe to from us, subject to the payment of an additional fee;

“Service Level Agreement” – means the service level agreement for the Online Services as amended by us from time to time as set out in the Documentation;

“Services” – means the products and services provided by us to you under this Agreement or otherwise, including any associated offline or mobile components, Salary and Supplier Payments, Powered by Modulr, Updates and (whether optional or mandatory) any add-ons, modules, features or functionality that work with the products or services but excluding all Third-Party Services;

“Subscription Fees” – means the subscription fees payable by your Sage Partner to us (or by you to us as provided in clause 14), at the agreed intervals for the Services (together with any Upgrades which are chargeable) as set out in the Documentation;

“Support” – means the product support services package provided by us or your Sage Partner, as described in the Fair Usage Policy or in the Documentation;

“Termination Date” – means the beginning of the calendar month following the date you, or your Sage Partner, serves notice upon us in accordance with clause 19.1;

“Test & Recovery Licence” – means a separate test and recovery licence available for the Services, as detailed in the Documentation;

“Third-Party Service(s)” – means any product (e.g. software of any kind, cloud services, or forms), tool (e.g. integration or development tools) or service (e.g. implementation, configuration, development or accounting) provided to you under a separate agreement or terms and conditions by a party other than Sage (a **“Third-Party Provider”**);

“Users” – means a named individual authorised by you to use the Services and the Documentation, for whom you have purchased a subscription, and who has been supplied with user credentials for



the Services by you or by us at your request;

“User Parameters” – means the restrictions on use of the Services as set out in clause 6;

“Updates” – any future modifications, additional features, enhancements, patches, fixes, revisions, and derivative works that may be made to Services or Documentation;

“Upgrades” – means a major revision to the Services which adds new or different functions or capabilities released by us from time to time which is either: (a) released by us free of charge, or (b) offered for purchase in the normal course of our business;

“Website” – means <https://www.sage.com/en-gb/> if you subscribe to the Services in the United Kingdom or <https://www.sage.com/en-ie/> if you subscribe to the Services in the Republic of Ireland;

“us” “we” “our” “Sage” – means Sage (UK) Ltd (company registration number 1045967, VAT number GB 555909605, registered office: C23 5 & 6 Cobalt Park Way, Cobalt Park, Newcastle upon Tyne NE28 9EJ, United Kingdom) if you subscribe to the Services in the United Kingdom or Sage Hibernia Limited trading as Sage Ireland (company registration number 300549, registered office: Number One, Central Park, Dublin 18) if you subscribe to the Services in the Republic of Ireland; and

“you” and “your” – means the company or other legal entity (and to the extent appropriate any Group Company) accepting this Agreement.

- 1.2. A reference to a statute, statutory provision or subordinate legislation in this Agreement is a reference to it as it is in force from time to time, taking account of any amendment or re-enactment and includes any statute, statutory provision or subordinate legislation which it amends or re-enacts. Words of a technical nature which are not defined in this Agreement shall be construed in accordance with the relevant general usage in the computer software industry in the United Kingdom and Republic of Ireland.

2. Term and Free Trials

- 2.1. New customers may subscribe to a Services on a 12 Month Subscription as specified in the Documentation and in accordance with the terms and conditions of this Agreement.
- 2.2. New customers wishing to subscribe to Sage 200 Standard may, take advantage of a free trial for Sage 200 Standard (such free trial not being applicable to any other Services). We will confirm the duration of any applicable free trial period in a confirmatory email following registration. If you continue to use Sage 200 Standard following the end of your free trial, you agree to pay the applicable Subscription Fee (plus VAT or applicable sales tax) directly to us in accordance with clause 14 below and follow such instructions as we may reasonably require regarding the provisioning and continued use of Sage 200 Standard. If you choose not to pay the Subscription Fee to continue to use Sage 200

Standard at the end of any trial period, your access to Sage 200 Standard as a free trial will be terminated.

- 2.3. Except for those Modules which are mandatory and provided to you automatically as part of the Services (as specified in the Documentation), you may subscribe to additional Modules at any time (where available) either via your Sage Partner or directly with us if you are subscribing to the Services known as Sage 200 Standard or via your Sage Partner for all other Services (provided that you have an active subscription to use the Services applicable to the Module). Save for those Modules which are payable monthly or incur a one off charge as more particularly described on our Website or in the Documentation, all other Modules added pursuant to this clause 2.3 shall be charged in the same way as your subscription to use your Services (for example, if you have subscribed to Sage 200 Standard for a 12 Month Subscription payable annually upfront, you will be charged for that Module on a pro-rated basis for the remaining term of that 12 Month Subscription. Payment for the Module shall be made either directly by you (if that Module relates to the Services known as Sage 200 Standard) or your Sage Partner (for those Modules which relate to any other Services) in accordance with clause 14. Subscriptions to a Module may only be ended so they co-terminate with the subscription applicable to your Services. Your subscription to a Module may be subject to additional terms and conditions. Where there is conflict between such additional terms and conditions and this Agreement, this Agreement shall prevail, save where expressly stated otherwise in such terms and conditions.
- 2.4. The term of your subscription and the payment provisions for it shall remain unchanged until such time that we (or your Sage Partner) notify you otherwise in writing (as applicable) and for all other Services your Sage Partner will provide these details to you.
- 2.5. Sage reserves the right to withdraw access or cease to provide Updates and/or Upgrades in respect of Modules at any time. Where possible, Sage will endeavour to provide the customer with reasonable prior notice of the withdrawal of such Modules.

3. The Services

- 3.1. As part of your subscription, we grant a non-exclusive non-transferable licence to you to use the object code of the Services in accordance with this Agreement and the Documentation. You must not use or try to use the Services in any way which we have not permitted and, if you are a Sage 200 Standard customer, clauses 7.5, 7.7, 7.9, 7.10, 7.11, 7.12 and 7.13 of Part B below will also apply to you as applicable.
- 3.2. To activate the Services, you may need to enter your Customer Account Number and Serial Number. If you are a Sage 200 Standard customer either we will provide the foregoing to you or otherwise your Sage Partner will provide these details to you (as applicable) and for all other Services your Sage Partner will provide these



details to you following receipt of registration information from you. For Online Services users, your Serial Number will be displayed in the Portal or provided by Sage as part of the Customer onboarding journey.

- 3.3. You may be offered a demonstration licence of the Services, as detailed in the Documentation.
- 3.4. You agree to use the Services strictly in accordance with this Agreement. Except to the extent permitted by law, you must not:
 - 3.4.1. change the Services, take it apart or permit others to do so without our permission;
 - 3.4.2. save as otherwise set out in this Agreement, copy any part of the Services or allow anyone else to do so, except this clause does not limit, however, your ability to take multiple copies of your Customer Data (which we encourage you to do); or
 - 3.4.3. use or copy (no matter how much is copied) the whole or any part of the Services or the Portal's graphical user interface, operating logic or underlying database structure for incorporation into or the development of any software or other product or technology.
- 3.5. If you use the Services outside of the UK or Republic of Ireland, you need to make sure you comply with any applicable legal and legislative requirements. You are permitted to use the Services with a mobile device, however, it is likely that you will need a further software application (commonly referred to as an "app") to do so, for which you may incur additional fees. You are responsible for obtaining and maintaining any third party software, services and/or hardware to enable you to obtain mobile access as well as charges for data usage and connectivity. When using the Services with a mobile device you must continue to adhere to this Agreement and any additional terms and conditions accompanying the app. If you obtained the app from us and it is not accompanied by terms and conditions, this Agreement will also apply to your use of the app.
- 3.6. The Services may include technology that enables us to:
 - 3.6.1. ensure no more than the specified number of Users can use the Services at any one time;
 - 3.6.2. check specific information directly relevant to your use of the Services contained in your computer against our records to make sure the Services is being used in accordance with this Agreement and to troubleshoot any problems;
 - 3.6.3. collect information about how you and your Users use the functions of the features of the Services; and/or
 - 3.6.4. gather statistical information about the operating system and environment on which the Services is installed.

By accepting this Agreement you are giving us your informed consent to use this information for our own business purposes and in accordance with our Privacy

Notice.

- 3.7. With the Services you may receive other software which is not owned by us (for example database software) or third party services (such as Microsoft Azure™). If so, you agree to comply with any licence agreement which accompanies that other software or any applicable terms and conditions of service. If there is no licence agreement with that other software, this Agreement shall apply to your use of that other software. You also agree to comply with any other requirements about using that other software which we tell you about from time to time. The owners of that other software keep all relevant rights (including copyright and other intellectual property rights) and ownership in their own software and all copies of it. We do not provide support to any third party products.
- 3.8. Microsoft 365
 - 3.8.1. If you subscribe to the Sage 200 Standard or Professional Services then a connector to link the Services to Microsoft 365 is available.
 - 3.8.2. Where you connect Microsoft 365 to the Services you acknowledge and agree that Microsoft® will have access to your Customer Data and Microsoft® responsibilities and obligations in respect of your Customer Data are set out in the licence between you and Microsoft®. In addition, you grant us permission to provide Microsoft® with such data as is required for the provisioning of Microsoft 365 licence. We are not responsible for any disclosure, modification or deletion of such information resulting from access by Microsoft® and/or its Affiliates and/or third party contractors.
- 3.9. Microsoft SQL
 - 3.9.1. Microsoft SQL is a service that integrates with certain eligible Sage products, including the Services. If you have chosen to purchase Microsoft SQL, please note that this is provided to you by Microsoft®.
 - 3.9.2. You must agree to the additional terms and conditions set out at Exhibit B if you want to use Microsoft SQL. Where there is a conflict between the terms and conditions of this Agreement and the additional terms set out in Exhibit B, those additional terms set out in Exhibit B shall prevail in respect of the conflicting subject matter.

4. Test & Recovery Licences

- 4.1. Test & Recovery Licences may be available for the Services, as detailed in the Documentation.

5. Salary and Supplier Payments. Powered by Modulr

- 5.1. Salary and Supplier Payments. Powered by Modulr. is a service that integrates with certain eligible Sage products to offer an integrated payments experience by



allowing you to reconcile your payment transactions back to your Sage product. If you have chosen to use Salary and Supplier Payments. Powered by Modulr. with your Sage product, please note that this service is provided to you by Modulr FS Limited, which is authorised by the Financial Conduct Authority under the Electronic Money Regulations 2011 (Register Reference: 900573) for the issuing of electronic money.

- 5.2. You must agree to the additional terms and conditions set out at Exhibit A if you want to take advantage of Salary and Supplier Payments. Powered by Modulr. Where there is a conflict between the terms and conditions of this Agreement and the additional terms set out in Exhibit A, those additional terms set out in Exhibit A shall prevail in respect of the conflicting subject matter.

6. User Parameters

- 6.1. The Services must only be used:
- 6.1.1. for your (and, provided you have paid the relevant fees, your Group Company's) legitimate internal business purposes with your own information or the demonstration data supplied with the Services;
 - 6.1.2. for the number of Users (whether named or concurrent) as set out in the Documentation (you must not allow any other person or organisation to use the Services). You understand and agree that the number of Users may differ per Module; and
 - 6.1.3. on one Installation.
- 6.2. You can change the number of Users permitted to access a Module, or which Modules you subscribe for, at any time by contacting your Sage Partner. Changes will take effect from the date your Sage Partner processes the requested changes through the Portal or we process your request in our entitlement system following receipt of instructions from your Sage Partner. If you cancel a Module or reduce the number of Users you will not be entitled to a refund of prepaid fees (if any). If you add a Module or increase the number of Users a pro-rated charge for the current calendar month will be applied to the following calendar months invoice for the Subscription Fees.

7. The Support Services

- 7.1. As part of your subscription, if you are a Sage 200 Standard customer we will either provide Support to you directly or Support will be provided by your Sage Partner (as confirmed to you by Sage), and for all other Services, Support will be provided by your Sage Partner in accordance with the relevant contractual arrangements between the Sage Partner and us which includes providing Updates and Upgrades at such times as we may determine in our absolute discretion.
- 7.2. We do not provide Support for problems:
- 7.2.1. caused by using the Services in any way not described in the Documentation (for example

making direct changes to the Service database); and

- 7.2.2. which do not directly relate to the performance of the Services itself, for example problems which relate to: (a) the administration and maintenance of a computer system or network; or (b) the way in which the Services was set up by your Sage Partner.

- 7.3. At our absolute discretion, we may provide technical support for the Services in a virtualised Windows environment provided the environment is running a version of Windows that we support. It is not practical or feasible for Sage to test the Services on all virtualised platforms, however, and if you use the Services in this way you do so at your own risk. We may require issues to be reproduced in a standard (non-virtualised) environment by you or your Sage Partner and any defects relating to the running of the Services in a virtualised environment would not be addressed by us.

8. On Premise Services - This clause only applies where you have purchased the On Premise Services from us

- 8.1. You may let someone else (for example a managed/outsourced/hosted services provider) install the Services so that they can provide managed/outsourced/hosted services only to you using your copy of the Services, so long as: (a) you do not install it as well; and (b) the third party provider has confirmed to you in writing that it will comply with this Agreement, in particular that it will only provide and manage access to your Users and not use it for any other purpose. If you do let someone else install the Services in this way, you remain responsible to us for your and their compliance with this Agreement. You should be aware that we have not tested the Services for use other than directly by you in accordance with our operating instructions.
- 8.2. We encourage you to take back up copies of Customer Data but you should not make a back-up copy of the Services unless you have purchased a Disaster Recovery Licence from us.
- 8.3. Your subscription includes an entitlement to Updates and the Upgrades we issue free of charge from time to time and make available to Sage Partners via the Sage 200 Support Website or MySage. For those Upgrades which are chargeable, any fees for those Upgrades will be chargeable separately and will be payable to us by your Sage Partner in accordance with clause 14 below. You should discuss and agree implementation of Updates and all Upgrades with your Sage Partner. Any implementation of an Upgrade should be performed by your Sage Partner, the terms and conditions for which should be agreed separately between you and your Sage Partner. Where we need to apply an Update or Upgrade to the Service to remedy a security issue or imminent threat, we reserve the right to apply these without your prior consent or notification or provide your Partner



with a deadline by which the Updates and Upgrades need to be applied.

9. Online Services - This clause applies where you have purchased the Online Services from us

- 9.1. The Online Services will be provided and delivered in accordance with this Agreement and the Service Level Agreement.
- 9.2. You must use the Online Services in accordance with the Fair Usage Policy.
- 9.3. We may from time to time issue Updates and Upgrades. Where an Update or Upgrade is issued, we shall use our reasonable efforts to notify you of this on <https://status.sage.com/> or via the Documentation. Where we need to apply an Update or Upgrade to remedy a security issue or imminent threat, we reserve the right to apply these without your prior consent or notification.
- 9.4. The Online Services includes the provision of an automated rolling back up service as described in the Documentation. Additional back-up functionality may be made available to permit the taking of manual back-ups by you or your Sage Partner. If such functionality is made available, it may be subject to payment of an additional fee.
- 9.5. You will conform with any third party terms and conditions relating to your use of the Online Services that we advise you of, including without limitation any additional terms for Microsoft Azure which are brought to your attention.
- 9.6. Where you authorise your Sage Partner to access your Services through the Portal, they will be granted limited time access to your Services, including your Customer Data. You should separately agree with your Sage Partner any restrictions or requirements you want to impose regarding their access to your Services and Customer Data. Where you authorise your Sage Partner to access your Services, this must be done in accordance with the Documentation only. To the extent that you use Sage Partner Cloud in accordance with Exhibit C, your Sage Partner will have access to your Services and Customer Data.
- 9.7. As part of your subscription for Sage 200 Professional, your Sage Partner may deploy your instance of Sage 200 Professional in a cloud environment which is: (i) managed by the Sage Partner; and (ii) facilitated by the Portal. In these circumstances, the terms and conditions set out in Exhibit C will apply. Where there is a conflict between the terms and conditions of this Agreement and the additional terms set out in Exhibit C, those additional terms set out in Exhibit C shall prevail in respect of the conflicting subject matter.

10. Proprietary Rights and Data

- 10.1. Services. Subject to the limited rights expressly granted

under this Agreement, Sage (and our licensors, where applicable) reserve and own all rights, title and interest in and to the Services (including any configurations, customisations, modifications, enhancements and Updates in respect of the Services), Sage Data and Documentation, including all related Intellectual Property Rights therein. All rights not expressly set out in this Agreement are reserved by Sage. The Sage name, logo and the product names associated with the Services are trademarks of Sage or third parties and no right or licence is granted to use them under this Agreement.

- 10.2. Customer Data. Subject to the limited rights expressly granted under this Agreement, as between the parties you own all rights, title and interest, including all Intellectual Property Rights, in and to the Customer Data. You grant Sage and its subcontractors a worldwide, royalty-free, irrevocable, perpetual, non-exclusive licence to host, process, copy, transmit, store, analyse, sublicense, display, reformat, create derivative works from and use the Customer Data to (i) carry out research and development to improve our, and our Affiliates', services, products and applications; (ii) develop and provide new and existing functionality and services (including artificial intelligence functionality, capabilities for the digitisation and automation of business processes and other commercially reasonable purposes) to you, to Users, to Sage's customers generally or to any other individual or entity using Sage's products or services ; (iii) provide, administer and ensure the proper operation of the Services and related systems; and (iv) perform our rights and obligations under this Agreement.

- 10.3. Feedback. You may, but are not required to, provide Sage or its Resellers or subcontractors with ideas, suggestions, requests, recommendations or feedback about the Services ("**Feedback**"). If you do so, subject to the limited rights granted expressly in this Agreement, Sage shall own all rights, title and interest, including all Intellectual Property Rights, in and to the Feedback, including any configurations and customisations. All rights not expressly granted in this Agreement are reserved by Sage.

- 10.4. Data privacy. Each party will abide by terms of the Data Protection Addendum, and references therein to the "Agreement" shall be construed as references to this Agreement. Any Customer Data shall be handled in accordance with the requirements of the Data Protection Addendum, except you agree that we may use Customer Data in order to (i) carry out research and development to improve our services, products and applications; (ii) develop and provide new and existing functionality and services (including artificial intelligence functionality, capabilities for the digitisation and automation of business processes to you, to Users, to Sage's customers generally or to any other individual or entity using Sage's products or services; and (iii) provide you with location-based services (for example, location relevant content) where we collect geo-location data to provide a relevant

experience. Further information on these activities and how Sage protects Personal Data is provided in Sage's Privacy Notice. These activities may involve aggregating, anonymising or pseudonymising Customer Data.

10.5. We will process all Customer Data, including your Personal Data (as defined in the Data Protection Addendum), pursuant to the Data Protection Addendum, which shall take precedence over the terms of this Agreement to the extent of any conflict or inconsistency.

11. Third-Party Services

11.1. No Endorsement or Warranty. We may present to you, (including on our websites) and/or the Services may integrate with, Third-Party Services that are offered by Third-Party Providers. We do not endorse or make any representation, warranty or promise regarding, and do not assume any responsibility for, any such Third-Party Services or a Third-Party Provider, and shall have no liability whatsoever for any damages, liabilities or losses caused by any Third-Party Service or Third-Party Provider, regardless of whether it is described as "authorised," "certified", "recommended" or the like and regardless of whether the Third-Party Service is included in your Order or the Services. Your use of the Third-Party Services is subject to the terms and conditions imposed by the Third-Party Providers in addition to this Agreement (to the extent applicable). If there is a conflict or inconsistency between this Agreement and such terms and conditions imposed by the Third-Party Providers, this Agreement shall take precedence in connection with the use of the Service. You are solely responsible for evaluating Third-Party Services and Third-Party Providers, and for reviewing all applicable terms and conditions and policies, including privacy and data gathering practices of any such Third-Party Providers. We have no obligation to make available or provide support for Third-Party Services and do not guarantee the initial or continuing interoperability of the Services with any Third-Party Services. If a Third-Party Provider ceases to make the Third-Party Services available for interoperation with any feature of the Services on reasonable terms, we may cease providing such feature without entitling you to any refund, credit or other compensation.

11.2. Data Sharing. If you obtain a Third-Party Service that requires access to or transfer of Customer Data, you acknowledge that any such access or transfer is between you and the Third-Party Provider pursuant to the Third-Party Provider's own privacy notices and policies, and that we are authorised to provide the Customer Data as requested by the Third-Party Service. We are not responsible for any modification, loss, damage or deletion of Customer Data by any Third-Party Service obtained by you.

12. Your Obligations

You agree to:

- 12.1. pay the Subscription Fee or any other applicable fees to us or the Sage Partner when due in accordance with the terms of this Agreement;
- 12.2. provide us with:
 - 12.2.1. all necessary co-operation in relation to this Agreement;
 - 12.2.2. all necessary access to such information as we may reasonably require in order to provide the Services or perform our obligations in relation to this Agreement, including but not limited to Customer Data, security access information and configuration services; and
 - 12.2.3. without prejudice to the generality of clause 12.2.2 above, all information as we or a Sage Partner may reasonably request in connection with the Users and/or those organisations who are using or who intend to use the Services (including your business and the business of your Group Companies) to verify compliance with this Agreement.
- 12.3. comply with all applicable laws and regulations in respect of your activities under this Agreement;
- 12.4. carry out all your obligations under this Agreement in a timely and efficient manner. We will not be responsible for any delay in the provision of the Services as a result of any third party act or omission;
- 12.5. ensure that the Users use the Services in accordance with this Agreement and you will be responsible for any Authorised User's breach of this Agreement;
- 12.6. notify us in writing of any defect or alleged defect in the Services within five days of the date you become aware of it; and
- 12.7. ensure that your network and systems comply with the systems requirements publicised by us from time to time.

13. Warranties

- 13.1. Authority. Each party represents to the other that it has the authority to enter into this Agreement, to carry out its obligations under it, and to give the rights and licences granted under this Agreement.
- 13.2. WARRANTY DISCLAIMER. EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS AND ONLY FOR COMMERCIAL USE, SUBJECT TO ANY RESTRICTIONS IN THIS AGREEMENT OR THE DOCUMENTATION. WE, ON BEHALF OF OURSELVES, OUR AFFILIATES AND LICENSORS, DISCLAIM TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW ALL OTHER REPRESENTATIONS, WARRANTIES, CONDITIONS, TERMS, UNDERTAKINGS AND GUARANTEES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING THOSE: (I) OF MERCHANTABILITY OR SATISFACTORY QUALITY; (II) OF FITNESS FOR A PARTICULAR PURPOSE; (III) OF NON-INFRINGEMENT;



AND (IV) ARISING FROM CUSTOM, TRADE USAGE, COURSE OF PRIOR DEALING OR COURSE OF PERFORMANCE. EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, WE, OUR AFFILIATES AND OUR LICENSORS DO NOT WARRANT, REPRESENT, GUARANTEE OR UNDERTAKE THAT YOUR USE OF THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE, THAT THE SERVICES ARE FREE FROM VIRUSES, BUGS, ERRORS OR MISTAKES, OR THAT THE SERVICES, DOCUMENTATION AND/OR THE INFORMATION OBTAINED BY YOU THROUGH THE SERVICES WILL MEET YOUR REQUIREMENTS OR PRODUCE PARTICULAR OUTCOMES OR RESULTS, OR THAT THE SERVICES WILL PRODUCE ERROR-FREE MACHINE-GENERATED ANALYSIS, BENCHMARKS, INSIGHTS OR RESPONSES. WE, OUR AFFILIATES AND LICENSORS ARE NOT RESPONSIBLE OR LIABLE FOR: (A) ANY ISSUES WITH THE SERVICES THAT ARISE FROM CUSTOMER DATA, THIRD-PARTY SERVICES OR THIRD-PARTY PROVIDERS; AND (B) ANY DELAYS, DELIVERY FAILURES OR ANY OTHER LOSS OR DAMAGE RESULTING FROM THE TRANSFER OF DATA OVER COMMUNICATION NETWORKS AND FACILITIES, INCLUDING THE INTERNET, AND YOU ACKNOWLEDGE THAT THE SERVICES, AND DOCUMENTATION MAY BE SUBJECT TO DELAYS AND OTHER PROBLEMS INHERENT IN THE USE OF SUCH COMMUNICATIONS FACILITIES. YOU FURTHER ACKNOWLEDGE THAT WE DO NOT PROVIDE ANY ACCOUNTING, TAXATION, FINANCIAL, INVESTMENT, LEGAL OR OTHER ADVICE TO YOU, USERS, OR ANY THIRD PARTY, AND YOU ACCEPT THAT IT IS YOUR RESPONSIBILITY TO ENSURE THAT THE SERVICES MEET YOUR REQUIREMENTS.

13.3. FOR THE AVOIDANCE OF DOUBT, THE DISCLAIMER AT CLAUSE 13.2 SHALL ALSO APPLY TO ANY ARTIFICIAL INTELLIGENCE (AI) TECHNOLOGY THAT SAGE USES TO PROVIDE AND/OR MAKES AVAILABLE TO YOU VIA THE SERVICES. OUTPUTS FROM THE AI TECHNOLOGY DO NOT REPRESENT THE OPINIONS OR VIEW OF SAGE.

14. Charges and Payment

14.1. Except for any and all Subscription Fees for the Services known as Sage 200 Standard which shall either be payable directly by you to us or by your Sage Partner (as agreed with Sage on purchase of the Services) and without prejudice to clause 14.2 below, for all other Services, the Sage Partner is responsible for paying all Subscription Fees to us on your behalf. Subscription Fees may fluctuate depending on changes in the Modules you subscribe for, Users numbers, and your usage of the Services i.e. storage costs for Online Services customers. Subscription Fees for the 12 Month Subscription and the 36 Month Subscription may increase upon each applicable Renewal Term in accordance with clause 14.3. For the purposes of clause 19.5.1 failure to pay the Subscription Fees when due constitutes a material breach of this Agreement.

14.2. Where the subscription for a Services is either a 12 Month Subscription or a 36 Month Subscription, the following payment terms shall apply (whether paid by the Sage Partner or by you):

14.2.1. the subscription shall be paid either: (i) as a Monthly Subscription (subject to the following restriction); or (ii) paid in full as one (1) upfront payment (being all 12 consecutive months paid upfront in full in the case of a 12 Month Subscription and all 36 consecutive months paid upfront in full in the case of a 36 Month Subscription), subject to such discounts as we may in our sole discretion apply;

14.2.2. all payments shall be made in full via direct debit (whether or not such payment is made by you or your Sage Partner) unless we advise otherwise in writing; and

14.2.3. any Modules added to a 12 Month Subscription or a 36 Month Subscription will be payable in the same way as the subscription selected under clause 14.2.1(i) or clause 14.2.1(ii) pro-rated for the remainder of the applicable subscription term.

14.3. Without prejudice to clause 14.6, we reserve the right to increase the Subscription Fees payable for the Services (including any Modules) under a 12 Month Subscription or a 36 Month Subscription upon the commencement of each Renewal Term. We will use our reasonable endeavours to give 90 days' notice in writing of the date of commencement of the Renewal Term to your Sage Partner or directly to you if you subscribe to Sage 200 Standard and the amount by which the Subscription Fees shall increase upon the Renewal Term (if a price increase applies).

14.4. If we have not received payment of the applicable Subscription Fees 30 days after the date of invoice from you in respect of the Services known as Sage 200 Standard or from your Sage Partner in respect of all other Services (as applicable), or have received notification from your Sage Partner of your non-payment of the same, without prejudice to our other rights of remedies:

14.4.1. we may, without liability to you, disable your password, account and access to all or part of the Services or disable certain functionality and we will be under no obligation to provide any or all of the Services to you whilst the invoice(s) concerned remain unpaid;

14.4.2. contact you directly to discuss payment of outstanding invoice(s) and transfer to another Sage Partner; and

14.4.3. interest will accrue on such overdue amounts at an annual rate equal to 4% over the then current base lending rate of The Bank of England at the date the relevant invoice was issued for invoices in Pounds Sterling and 4% over the then current EURIBOR at the date the relevant invoice was issued for invoices in Euros, commencing on the date of invoice and continuing until fully paid, whether before or after judgment.

14.5. All amounts and fees stated or referred to in this Agreement are:



- 14.5.1. payable in pounds sterling if you subscribe to the Services in the United Kingdom or Euros if you subscribe to the Services in the Republic of Ireland;
- 14.5.2. subject to clause 18.4.2, non-cancellable and non-refundable;
- 14.5.3. exclusive of value added tax (or applicable sales tax) which will be added to our invoices at the appropriate rate.

14.6. Except where clause 14.3 applies, we will be entitled to increase the Subscription Fees at any time upon giving 4 calendar months prior written notice to your Sage Partner to take effect on your next payment date following the expiry of the notice period. This clause 14.6 will apply also to all Monthly Subscriptions subscribed to under clause 14.2.1 above unless that Monthly Subscription has less than 4 calendar months to run prior to its Renewal Term, in which event, any price increases will take effect upon the commencement of that Renewal Term.

15. Bank Feeds

15.1. If you have purchased bank feeds services in connection with the Services ("**Bank Feeds Services**"), Sage may provide the Bank Feeds Services directly or may use a third party service provider to facilitate the provision of the Bank Feeds Services. The use of the Bank Feeds Services will be subject to separate additional terms and conditions made available by Sage or its Affiliates ("**Sage Bank Feeds Services Terms**"), which will govern your use of the Bank Feeds Services. You acknowledge and agree that the Sage Bank Feeds Services Terms may be updated by Sage or its Affiliates from time to time. In the case of conflict between this Agreement and the Sage Bank Feeds Services Terms, the Sage Bank Feeds Service Terms will take precedence in relation to the Bank Feeds Services only.

16. Confidentiality

16.1. Both parties may have access to Confidential Information from the other in order to perform obligations under this Agreement. Confidential Information will not be deemed to include information that:

- 16.1.1. is or becomes publicly known other than through any act or omission of the receiving party;
- 16.1.2. was in your or our lawful possession before the disclosure;
- 16.1.3. is lawfully disclosed to the receiving party by a third party without restriction on disclosure;
- 16.1.4. is independently developed by the receiving party without access to the Confidential Information and which can be shown by written evidence; or
- 16.1.5. is required to be disclosed by law, by any court of competent jurisdiction or by any regulatory or administrative body.

16.2. Both parties will hold the other's Confidential Information in confidence and, unless required by law, will not make the other's Confidential Information available to any third party, or use the other's Confidential Information for any purpose other than the implementation of this Agreement.

16.3. Both parties will take all reasonable steps to ensure that the other's Confidential Information to which it has access is not disclosed or distributed by its employees or agents in violation of the terms of this Agreement.

16.4. This clause 16 will survive termination of this Agreement, however arising.

17. Indemnity

17.1. You will defend, indemnify and hold us harmless against claims, actions, proceedings, losses, damages, expenses and costs (including without limitation court costs and reasonable legal fees) arising out of or in connection with your use of the Services, provided that:

- 17.1.1. we give you prompt notice of any such claim;
- 17.1.2. we provide reasonable co-operation to you in the defence and settlement of such claim, at your expense; and
- 17.1.3. you are given sole authority to defend or settle the claim.

17.2. We will defend you, your officers, directors and employees against any claim that the Services infringes any United Kingdom or Republic of Ireland patent effective as of the Effective Date, copyright, trade mark, database right or right of confidentiality, and will indemnify you for any amounts awarded against you in judgment or settlement of such claims, provided that:

- 17.2.1. you give us prompt notice of any such claim;
- 17.2.2. you provide reasonable co-operation to us in the defence and settlement of such claim, at our expense; and
- 17.2.3. we are given sole authority to defend or settle the claim.

17.3. In the defence or settlement of any claim, we may procure the right for you to continue using the Services, replace or modify the Services so that it becomes non-infringing or, if such remedies are not reasonably available, terminate this Agreement on reasonable notice to you without any additional liability or obligation to pay liquidated damages or other additional costs to you.

17.4. In no event will we, our employees, agents and sub-contractors be liable to you to the extent that the alleged infringement is based on:

- 17.4.1. a modification of the Services by anyone other than us; or
- 17.4.2. your use of the Services in a manner contrary to the instructions given to you by us; or
- 17.4.3. your use of the Services after notice of the alleged or actual infringement from us or any appropriate authority.

17.5. The foregoing states your sole and exclusive rights and remedies, and our (including our employees', agents' and sub-contractors') entire obligations and liability, for infringement of any patent, copyright, trade mark, database right or right of confidentiality.

17.6. In the event that you wish to bring a claim or other civil proceeding arising out of or in connection with this Agreement that also involves any of your Group Companies, you represent and warrant to us that the involvement of any of your Group Companies in such a claim or proceeding shall not give rise to any increase in or multiplication of any cap placed on our liability.

18. Limitation of Liability

18.1. This clause 18 sets out our entire financial liability (including any liability for the acts or omissions of our employees, agents and sub-contractors) to you:

- 18.1.1. arising under or in connection with this Agreement;
- 18.1.2. in respect of any use made by you of the Services and Documentation or any part of them; and
- 18.1.3. in respect of any representation, statement or tortious act or omission (including negligence) arising under or in connection with this Agreement.

18.2. Except as expressly and specifically provided in this Agreement:

- 18.2.1. you assume sole responsibility for results obtained from the use of the Services by you, and for conclusions drawn from such use; and
- 18.2.2. all warranties, representations, conditions and all other terms of any kind whatsoever implied by statute or common law are, to the fullest extent permitted by applicable law, excluded from this Agreement.

18.3. Nothing in this Agreement excludes our liability for:

- 18.3.1. death or personal injury caused by our negligence;
- 18.3.2. fraud or fraudulent misrepresentation; or
- 18.3.3. any other matter we cannot limit or exclude under applicable law.

18.4. Subject to clause 18.2 and clause 18.3, we will not be liable whether in tort (including for negligence or breach of statutory duty), contract, misrepresentation, restitution or otherwise for:

- 18.4.1. any loss of profits, loss of business, lost working time, depletion of goodwill, and/or similar losses or loss or corruption of data or information; or
- 18.4.2. any special, indirect, incidental or consequential loss, costs, damages, charges or expenses however arising under this Agreement including without limitation fines or penalties levied by any relevant authority or claims from third parties; and
- 18.4.3. our total aggregate liability in contract (including in respect of the indemnity at

clause 17.2), tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of this Agreement will be limited to the total Subscription Fees paid to us by you or received by us on your behalf from a Sage Partner in the 12 calendar months immediately preceding the date on which the claim arose.

18.5. You agree that the limitations set out in this clause 18 and restrictions in this Agreement are reasonable because they reflect the fact that:

- 18.5.1. we cannot control how and for what purpose you use our Services;
- 18.5.2. we have not developed the Services specifically for you; and
- 18.5.3. although we follow good industry practice, it is not economically possible for us to carry out all the tests necessary to make sure there are no problems in the Services or provision of Support.

If you believe you could experience anything that we have told you we will not be responsible for we recommend you consider obtaining insurance cover.

19. Term and Termination

19.1. This Agreement will, unless otherwise terminated in accordance with this Agreement or as provided in this clause 19, continue until either:

- 19.1.1. we receive written notice from your Sage Partner (or you if you subscribe directly) to terminate this Agreement or any Modules on your behalf (such notice to take effect on the Termination Date), unless that termination is in relation to a 12 Month Subscription or a 36 Month Subscription (or any Renewal Term) of Sage 200 Standard or Sage for Education in which event the provisions of clause 19.2 shall apply; or
- 19.1.2. we serve not less than 6 calendar months written notice on you, such notice to expire at any time.

19.2. Each 12 Month Subscription shall renew automatically for a Renewal Term. Sage no longer offers 36 Month Subscriptions for the Services. If you previously bought a 36 Month Subscription, your subscription shall renew automatically for a Renewal Term. In accordance with clause 14.3, we will use our reasonable endeavours to give 90 days' notice in writing of the date of commencement of each Renewal Term to your Sage Partner (or you if you subscribe directly) unless you give us 30 days' notice in writing to expire no earlier than the last day of your 12 Month Subscription (or any Renewal Term (as the case may be)). You or your Sage Partner must pay all sums due to us under this Agreement up to and including the date of termination and any Subscription Fees paid in advance will not be refunded.



- 19.3. If you terminate your subscription this will automatically terminate your subscription for Salary and Supplier Payments. Powered by Modulr.
- 19.4. Your licence to use Microsoft SQL with the Services shall automatically terminate upon the termination or expiry of this Agreement, and you shall not be entitled to a refund of any prepaid fees in respect of Microsoft SQL.
- 19.5. Without prejudice to any other rights or remedies to which the parties may be entitled, either party may terminate this Agreement (in whole or in part) immediately without liability to the other if:
- 19.5.1. the other party commits a material breach of any of the terms of this Agreement and (if such a breach is remediable) fails to remedy that breach within 30 days of that party being notified in writing of the breach; or
 - 19.5.2. an order is made or a resolution is passed for the winding up of the other party, or circumstances arise which entitle a court of competent jurisdiction to make a winding-up order in relation to the other party; or
 - 19.5.3. an order is made for the appointment of an administrator to manage the affairs, business and property of the other party, or documents are filed with a court of competent jurisdiction for the appointment of an administrator of the other party, or notice of intention to appoint an administrator is given by the other party or its directors or by a qualifying floating charge holder (as defined in paragraph 14 of Schedule B1 to the Insolvency Act 1986) or any arrangements are made or notices are served pursuant to the Personal Insolvency Act 2012; or
 - 19.5.4. a receiver is appointed over any of the other party's assets or undertaking, or if circumstances arise which entitle a court of competent jurisdiction or a creditor to appoint a receiver or manager of the other party, or if any other person takes possession of or sells the other party's assets; or
 - 19.5.5. the other party makes any arrangement or composition with its creditors, or makes an application to a court of competent jurisdiction for the protection of its creditors in any way; or
 - 19.5.6. the other party takes or suffers any similar or analogous action in any jurisdiction in consequence of debt.
- 20.1.2. each party will return and make no further use of any equipment, property, Documentation and other items (and all copies of them) belonging to the other party;
- 20.1.3. subject to clause 20.3 below, we will destroy or otherwise dispose of beyond retrieval any Customer Data in our possession at the end of the Data Retention Period. If we receive a written request from you or a Sage Partner not less than seven (7) days prior to the expiry of the Data Retention Period for the extraction and delivery of the then most recent back-up of your Customer Data (where applicable), we will use reasonable commercial endeavours to deliver the back-up within 30 days of receipt of such a written request, provided that all fees and charges outstanding at and resulting from termination (whether or not due at the date of termination) are paid. You will also be required to pay all reasonable expenses incurred by us in returning or disposing of Customer Data. Following delivery of the most recent back up of your Customer Data we will then destroy or otherwise dispose of beyond retrieval any Customer Data in our possession; and
- 20.1.4. the accrued rights of the parties as at termination, or the continuation after termination of any provision expressly stated to survive or implicitly surviving termination, will not be affected or prejudiced.
- 20.2. No matter how this Agreement ends, your Customer Data remains your data and you are entitled to extract it from the Services before the end of this Agreement. However, your failure to extract your Customer Data will not prevent this Agreement ending.
- 20.3. Nothing in this Agreement shall require us to return or destroy any documents and materials containing or based on the Customer Data that we are required to retain by applicable law, or to satisfy the requirements of a regulatory authority or body of competent jurisdiction or the rules of any listing authority or stock exchange, to which we are subject, or as we may otherwise need to retain for our internal compliance or auditing procedures. The provisions of clause 16 shall continue to apply to any documents and materials retained by us pursuant to this clause 20.3.

20. Effect of Termination

- 20.1. On termination of this Agreement for any reason:
- 20.1.1. all licences granted under this Agreement will immediately terminate and you will uninstall the Services and cease use of the Services. If requested by us, you will return all copies of the Services and certify in writing your compliance with this clause 20;

21. Sanctions

- 21.1. Each party shall comply with all applicable laws, statutes, codes and regulations in relation to the Services, including applicable anti-bribery and anti-corruption laws, Data Protection Laws and tax evasion laws. The Services may be subject to export laws and regulations of the United States and other jurisdictions. Each party represents that it and any Group Company is not named on any U.S. government denied persons list (or equivalent targeted sanctions list) and that it and any



Group Company is not owned or controlled by a politically exposed person. You shall be obliged to notify Sage if, during the Term, you become named on any U.S. government denied persons list (or equivalent targeted sanctions list) or you become owned or controlled by a politically exposed person. In the event that these circumstances arise, Sage shall be entitled to terminate this Agreement immediately on written notice to you. You shall not permit Users to access or use the Services in a US embargoed country or in violation of any U.S., UK or EU export law or regulation or in any Restricted Territories. "Restricted Territories" means (i) any country or territory that is subject to comprehensive state- or government-wide sanctions by the United Kingdom, the European Union, or the U.S; and (iii) any other country or territory that becomes subject to such sanctions by the United Kingdom, the European Union, or the U.S after the Effective Date. Each party will promptly report to the other party if it has violated, or if a third party has a reasonable basis for alleging that it has violated, this section. In the event that this section is breached, Sage shall have a right to terminate this Agreement immediately on written notice to you.

21.2. Without prejudice to the generality of clause 21.1, in the event that Sage has grounds to suspect you (or any of your Users) are using and / or accessing the Services in violation of this clause 21, you shall provide Sage with full cooperation and assistance in respect of your use or access of the Services and of your compliance with this clause 21.

21.3. You shall indemnify and keep indemnified Sage against any losses, liabilities, damages, costs (including legal fees) and expenses incurred by, or awarded against, Sage or any Sage Affiliate as a result of your (or your Users) breach of this clause 21.

22. General Terms

22.1. If you have purchased a licence which allows your Group Companies to use the Services, you will ensure that those Group Companies are notified of and understand their rights and obligations in respect of the Services and you shall ensure that all your Group Companies use the Services in accordance with the terms of this Agreement. You understand and agree that any act or omission of your Group Companies shall be deemed to be your act or omission and that you shall have in place appropriate measures including, but not limited to, organisational and technical measures to ensure that your Group Companies are aware of any comply with the terms of this Agreement. If you become aware of any breach of the provisions of this Agreement by you or your Group Companies you must notify us immediately in writing of the breach and you must, at your own cost, take any corrective action as directed by us.

22.2. Save as provided in clause 17.2.1, any notice required to be given under this Agreement will be sent by email to us at reseller.services@sage.com or to you at the email address you provide to us at the point of registration for the Customer Administrator, or such other email address

as either party provides during the term of this Agreement. Notices will be deemed to have been received on successful transmission of such emails.

22.3. We will not be liable to you for any failure to perform or for any delay in performance under this Agreement to the extent such non-performance or delay is caused by any circumstances beyond our reasonable control, provided that if any period of failure or delay continues for more than 60 days you will be entitled to terminate this Agreement by notice in writing to us.

22.4. If a court or similar body decides that any wording in this Agreement cannot be enforced, that decision will not affect the rest of this Agreement, which will remain binding on both parties. However, if the wording that cannot be enforced could be enforced if part of it is deleted, we will both treat the relevant part of the wording as if it is deleted.

22.5. Any failure by us to enforce any of the terms of this Agreement will not be construed as a waiver of our rights and remedies which are cumulative and are not exclusive of any rights and remedies provided by law.

22.6. This Agreement and all up to date Documentation constitute the entire agreement between you and us relating to the Services, and replaces all documents, information and other communications (whether spoken or written) between us on this subject. We both acknowledge and agree that in entering into this Agreement neither party relies on any undertaking, promise, assurance, statement, representation, warranty or understanding (whether in writing or not) of any person (whether party to this Agreement or not) relating to the subject matter of this Agreement, other than as expressly set out in this Agreement.

22.7. This Agreement is personal to you and may not be transferred, assigned, subcontracted, licensed, charged or otherwise dealt with or disposed of (whether in whole or in part (including any free trial)) by you without our prior written consent. We may transfer, assign, subcontract, license, charge or otherwise deal with or dispose of (whether in whole or in part) this Agreement at any time without your consent.

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

22.9. Sage Partners are independent of us and not appointed or authorised by us as our employee, agent or subcontractor. These businesses have no authority (either explicit or implied) to enter into contract or grant any licence or provide any representation, warranty, condition or guarantee with or to you on our behalf, or



otherwise commit us to any obligations. We are not responsible for any modifications or mergers made to the Services by any Sage Partners or any third parties and we are not obliged to provide Support for such.

- 22.10. As we are part of a group of companies, our parent company The Sage Group plc may enforce the terms of this Agreement. Otherwise, a person who is not a party to this Agreement has no right to enforce any term of it, unless explicitly specified otherwise in this Agreement. This means that, save as otherwise specified, only us, you and The Sage Group plc can enforce the rights set out in this Agreement.
- 22.11. If you subscribe to the Services in the United Kingdom, this Agreement and any disputes or claims arising out of

or in connection with it or its subject matter or formation (including non-contractual disputes or claims) is governed by and construed in accordance with the laws of England and we both agree that the English courts will be the only courts that can decide on legal disputes or claims about this Agreement. If you subscribe to the Services in the Republic of Ireland, this Agreement and any disputes or claims arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) is governed by and construed in accordance with the laws of Ireland and we both agree that the Irish courts will be the only courts that can decide on legal disputes or claims about this Agreement.



PART B – SAGE 200 TERMS AND CONDITIONS FOR ON PREMISE FIXED TERM INSTALLATIONS

Your use of our Services² is subject to these Terms and Conditions and the documents we refer to (as updated by us from time to time) which form a legally binding contract between you and us. You should read this Agreement carefully in full before installing, accessing or using our Services.

You indicate that you agree to all the terms of this Agreement from the earliest date you: tick a box or click on a button (or something similar) to signify your acceptance within the Product; email your Sage Partner to confirm your acceptance; pay the Fees to your Sage Partner; or, access or use the Services.

Where an individual accepts this Agreement on behalf of a company or other legal entity, that individual represents that they have the authority to bind such entity and its Group Companies (as appropriate) to the terms of this Agreement.

We may update this Agreement at any time and the most recent version can be accessed on the Legal pages of our Website. At the end of any Fixed Term Period you should read the latest version of this Agreement which can be accessed on the Legal pages of our Website or provided via your Sage Partner. You will be deemed to accept all updates and changes to this Agreement from and including your Renewal Date by: continuing to access or use the Services after termination of your current Fixed Term Period; paying the Fee for a further Fixed Term Period; or, by keeping the Product installed for longer than seven days after your Renewal Date. Where you have purchased an alternative licence type we will make reasonable efforts to communicate any changes to you via a notification in the Product or by email to your user address, but it is up to you to ensure that you regularly check, read, understand and agree to the most recent version of this Agreement as you will be deemed to accept all updates if you continue to access and use the Product.

If you don't accept this Agreement, you should immediately contact the Sage Partner from whom you purchased the Services. You should not access or use the Services (or any part of it) in any way and permanently delete the Product from all computers it has been installed on as soon as possible and in any event within seven days of initial installation or your Renewal Date. Once you have notified your Sage Partner that you do not accept this Agreement, we or they may need to verify that you have permanently deleted it and we or they will contact you to discuss this.

1. Definitions

1.1. In this Agreement, these words have the following meanings:

“Affiliate(s)” – means any entity that directly or indirectly Controls, is Controlled by, or is under common Control with, the subject entity, where “Control” is the direct or indirect ownership or control of at least a majority of the voting rights in the entity, or otherwise the power to direct the management and policies of the entity. An entity is an Affiliate only so long as such Control continues.

“Agreement” – means (where applicable) these terms and

conditions, the Service Specific Terms, your Order(s), the Data Protection Addendum, Privacy Notice, and any applicable attachments, exhibits, appendices, annexes and schedules or any other documentation or terms and conditions referred to within any of the aforementioned.

“Confidential Information” – means information that is proprietary or confidential and is either clearly labelled as such or identified as confidential information in clause 0 including without limitation Customer Data;

“Configuration Database” – means an element of a Sage 200 deployment which contains a list of Users and the company databases that the Users may have access to;

“Customer Administrator” – means the individual designated as the customer administrator as part of the Product sign-up who manages your use of the Services;

“Customer Data” – means the data, information or material provided, inputted or submitted by you or on your behalf into the Services, which may include data relating to your customers and/or employees;

“Data Protection Addendum” – means Sage’s Data Protection Addendum posted at <http://www.sage.com/dataprotectionaddendum> (or such other URL as notified to you) as amended from time to time;

“Data Retention Period” – means the period of 60 days from and including the effective date of termination of this Agreement;

“Documentation” – means the documentation and information made available to you by us (for example our invoices, service or product brochures, information on our Website, technical and user guides including guidance as to minimum system requirements) or a Sage Partner from time to time which describe the Services, Fees, Microsoft SQL, payment and user instructions, but excluding marketing and sales literature;

“Effective Date” – means the date we accept your order for the Services;

“Fair Usage Policy” – means the fair usage policy made available to you by us or a Sage Partner from time to time;

“Fees” – means the fees payable by your Sage Partner to us (or by you to us as provided in clause 12), at the agreed intervals for the Services as set out in the Documentation together with the Historical Licence Fee;

“Fixed Term Period” – means in respect of a fixed term licence, 12 calendar months or 36 calendar months (as confirmed in the Documentation) from and including the Effective Date or any Renewal Date;

“Group” – means in relation to a company, that company, any subsidiary or holding company from time to time of that company

² Note: Sage 200 Extra was renamed as Sage 200 Professional with the launch of the latest version on 8 August 2017. This Agreement continues to apply to users of Sage 200 Extra

purchased prior to this date and for new Sage 200 Professional customers

and any subsidiary from time to time of a holding company of that company;

“Group Company” – means in relation to a company any member of its Group;

“Historical Licence” – means the historical licence which you may subscribe to upon the termination of this Agreement in accordance with clause 5.3 below;

“Historical Licence Fees” – means the licence fees specified by us from time to time which you must pay in order to acquire a Historical Licence;

“Installation” – means a deployment of one or more web applications that use a common Configuration Database;

“Intellectual Property Rights” – means rights recognised by any jurisdiction with respect to intellectual work product, such as patent rights (including priority rights), design rights, copyrights (including moral rights), mask work rights, trade secret rights, trademarks, service marks, know-how and domain name rights;

“Licence Period” – means the length of time for which you may use the Services, from and including the Effective Date, which shall be in the case of fixed term licence, the Fixed Term Period or as otherwise notified to you by us.

“Microsoft®” – means the Microsoft Corporation or one of its Group Companies;

“Microsoft 365” – means the optional additional product provided by Microsoft® that you may connect to the Services in accordance with the terms of this Agreement;

“Microsoft SQL” – means the optional additional product provided by Microsoft®, referred to as Microsoft® SQL™ (© Copyright 2021 Microsoft Corporation. All rights reserved), together with any associated media, printed materials, and “online” or electronic documentation relating to the same, that you may purchase via a Sage Partner with the Product, subject to payment of an additional fee;

“Modules” – means the component Product modules you purchase as described in the Documentation;

“Order” – means an ordering document executed by you and us for subscription to Services and/or, if applicable, for the provision of professional services by us;

“Privacy Notice” – means Sage’s privacy notice posted on www.sage.com (or such other URL as Sage may notify to you) and which may be amended by Sage from time to time;

“Renewal Date” – means in respect of a fixed term licence, the date 13 calendar months from and including the Effective Date (or such later time period where you purchase the Services for an initial fixed term period that is longer than 12 calendar months) and each subsequent annual anniversary of this date;

“Salary and Supplier Payments. Powered by Modulr” – means the optional additional product provided by Modulr FS Limited, that you may subscribe to from us, subject to the payment of an

additional Subscription Fee;

“Sage Data” – means the information on the Order, data about the configuration and use of the Services, Usage Data, the Documentation, and other information provided to you via login in the Services or otherwise by Sage in the course of performance under this Agreement, other than Customer Data;

“Sage Partner” – means any accredited partner or Sage approved reseller, distributor or dealer from whom you may purchase the Services;

“Services” – means the products and services provided by us to you under this Agreement or otherwise, including any associated offline or mobile components, Updates and (whether optional or mandatory) any add-ons, modules, features or functionality that work with the products or services but excluding all Third-Party Services;

“Support” – means the product support services package provided by us or your Sage Partner, as described in the Fair Usage Policy or in the Documentation;

“Termination Date” – means the beginning of the calendar month following the date you, or your Sage Partner, serves notice upon us in accordance with clause 17.1;

“Test & Recovery Licence” – means a separate test and recovery licence available for the Product, as detailed in the Documentation;

“Third-Party Service(s)” – means any product (e.g. software of any kind, cloud services, or forms), tool (e.g. integration or development tools) or service (e.g. implementation, configuration, development or accounting) provided to you under a separate agreement or terms and conditions by a party other than Sage (a **“Third-Party Provider”**);

“Updates” – means a permanent fix to a known problem in the Product or due to a change to legislation released by us from time to time;

“Upgrades” – any future modifications, additional features, enhancements, patches, fixes, revisions, and derivative works that may be made to Services or Documentation;

“Users” – means a named individual authorised by you to use the Services and the Documentation, for whom you have purchased a subscription, and who has been supplied with user credentials for the Services by you or by us at your request;

“us” “we” “our” “Sage” – means Sage (UK) Ltd (company registration number 1045967, VAT number GB 555909605, registered office: C23 5 & 6 Cobalt Park Way, Cobalt Park, Newcastle upon Tyne NE28 9EJ, United Kingdom) if you use the Services in the United Kingdom or Sage Hibernia Limited trading as Sage Ireland (company registration number 300549, registered office: Number One, Central Park, Dublin 18) if you use the Services in the Republic of Ireland;

“Website” – means <https://www.sage.com/en-gb/> if you purchase the Services in the United Kingdom or <https://www.sage.com/en-ie/> if you purchase the Services in the Republic of Ireland; and



“you” and **“your”** – means the company or other legal entity (and to the extent appropriate any Group Company) accepting this Agreement.

- 1.2. A reference to a statute, statutory provision or subordinate legislation in this Agreement is a reference to it as it is in force from time to time, taking account of any amendment or re-enactment and includes any statute, statutory provision or subordinate legislation which it amends or re-enacts. Words of a technical nature which are not defined in this Agreement shall be construed in accordance with the relevant general usage in the computer software industry in the United Kingdom and Republic of Ireland.

2. The Services

- 2.1. We grant a non-exclusive non-transferable licence to you to use the object code of the Services in accordance with this Agreement and the Documentation. You must not use or try to use the Services in any way which we have not permitted.
- 2.2. To activate the Services initially and on each Renewal Date (where applicable) you may need to enter an activation code and/or your Customer Account Number and Serial Number. Your Sage Partner will provide these details to you following receipt of a signed copy of your registration information. You acknowledge and agree that your Sage Partner may transfer this information to us and we will use it in accordance with clause 7 of this Agreement.
- 2.3. You may be offered a demonstration licence of the Services, as detailed in the Documentation.
- 2.4. You agree to use the Services strictly in accordance with this Agreement. Except to the extent permitted by law, you must not:
 - 2.4.1. change the Services, take it apart or permit others to do so without our permission;
 - 2.4.2. save as otherwise set out in this Agreement, copy any part of the Services or allow anyone else to do so, except this clause does not limit, however, your ability to take multiple copies of your Customer Data (which we encourage you to do) or to take a back-up copy of the software for security purposes. If you require a copy of the Services for back-up or disaster recovery purposes you must acquire a separate disaster recovery licence from us; or
 - 2.4.3. use or copy (no matter how much is copied) the whole or any part of the Services, operating logic or underlying database structure for incorporation into or the development of any software or other product or technology.
- 2.5. If you use the Services outside of the UK or Republic of Ireland, you need to make sure you comply with any applicable legal and legislative requirements. You are

permitted to use the Services with a mobile device, however, it is likely that you will need a further software application (commonly referred to as an “app”) to do so, for which you may incur additional fees. You are responsible for obtaining and maintaining any third party software, services and/or hardware to enable you to obtain mobile access as well as charges for data usage and connectivity. When using the Services with a mobile device you must continue to adhere to this Agreement and any additional terms and conditions accompanying the app. If you obtained the app from us and it is not accompanied by terms and conditions, this Agreement will also apply to your use of the app.

- 2.6. The Services may include technology that enables us to:
 - 2.6.1. ensure no more than the specified number of Users can use the Services at any one time;
 - 2.6.2. check specific information directly relevant to your use of the Services contained in your computer against our records to make sure the Services is being used in accordance with this Agreement and to troubleshoot any problems;
 - 2.6.3. collect information about how you and your Users use the functions or the features of the Services; and
 - 2.6.4. gather statistical information about the operating system and environment on which the Services is installed.

By accepting this Agreement you are giving us your informed consent to use this information for our own business purposes and in accordance with our Privacy Notice.

- 2.7. With the Services you may receive other software which is not owned by us (for example database software) or third party services. If so, you agree to comply with any licence agreement which accompanies that other software or any applicable terms and conditions of service. If there is no licence agreement with that other software, this Agreement shall apply to your use of that other software. You also agree to comply with any other requirements about using that other software which we tell you about from time to time. The owners of that other software keep all relevant rights (including copyright and other intellectual property rights) and ownership in their own software and all copies of it.
- 2.8. Microsoft SQL
 - 2.8.1. Microsoft SQL is a service that integrates with certain eligible Sage products, including the Services. If you have chosen to use Microsoft SQL, please note that this is provided to you by Microsoft®.
 - 2.8.2. You must agree to the additional terms and conditions set out at Exhibit B if you want to use Microsoft SQL. Where there is a conflict between the terms and conditions of this Agreement and the additional terms set out in Exhibit B, those additional terms set out in Exhibit B shall prevail in respect of the conflicting subject matter.



- 2.9. You may let someone else (for example a managed/outsourced/hosted services provider) install the Services (excluding any third party products or services) so that they can provide managed/outsourced/hosted services only to you using your copy of the Services, so long as: (a) you do not install it as well, and (b) they have confirmed to you in writing that they will comply with this Agreement, in particular that they will only provide and manage access to your own users and not use it for any other purpose. If you do let someone else install the Software in this way, you remain responsible to us for your and their compliance with this Agreement and you must, at your own cost, take any corrective action as directed by us. You should be aware that we have not tested the Software (and any related materials) for use other than directly by you in accordance with our operating instructions.
- 2.10. Save as set out in clause 2.6, you must not allow anyone else to use, access, distribute or exploit the Services in any way. For example you may not use the Services to provide services to others (sometimes called bureau services) or to permit anyone else other than your Users to have remote access to the Services (sometimes called hosted or ASP services).
- 2.11. Your subscription to a Module may be subject to additional terms and conditions. Where there is conflict between such additional terms and conditions and this Agreement, this Agreement shall prevail, save where agreed otherwise in writing.
- 2.12. Sage reserves the right to withdraw access or cease to provide Updates and/or Upgrades to a Module at any time. Where possible, Sage will endeavour to provide the customer with reasonable prior notice of the withdrawal of such Modules.

3. Test & Recovery Licences

- 3.1. Test & Recovery Licences may be available for the Services, as detailed in the Documentation.

4. Salary and Supplier Payments. Powered by Modulr

- 4.1. Salary and Supplier Payments. Powered by Modulr. is a service that integrates with certain eligible Sage products to offer an integrated payments experience by allowing you to reconcile your payment transactions back to your Sage product. If you have chosen to use Salary and Supplier Payments. Powered by Modulr. with your Sage product, please note that this service is provided to you by Modulr FS Limited, which is authorised by the Financial Conduct Authority under the Electronic Money Regulations 2011 (Register Reference: 900573) for the issuing of electronic money.
- 4.2. You must agree to the additional terms and conditions set out at Exhibit A if you want to take advantage of Salary and Supplier Payments. Powered by Modulr. Where there is a conflict between the terms and conditions of this Agreement and the additional terms

set out in Exhibit A, those additional terms set out in Exhibit A shall prevail in respect of the conflicting subject matter.

5. User Parameters

- 5.1. The Services must only be used:
- 5.1.1. for your (and, provided you have paid the relevant fees, your Group Company's) legitimate internal business purposes with your own information or the demonstration data supplied with the Services;
- 5.1.2. for the number of Users (whether named or concurrent) as set out in the Documentation (you must not allow any other person or organisation to use the Services). You understand and agree that the number of Users may differ per Module;
- 5.1.3. on one computer if your licence is for a single user; and
- 5.1.4. on one Installation, provided that you may use the Services on a network.
- 5.2. You can change the number of Users permitted to access a Module or purchase additional Modules at any time by contacting your Sage Partner. If you cancel a Module or reduce the number of Users you will not be entitled to a refund but your Fees will be reduced with effect from your next Renewal Date.
- 5.3. Historical Licences
- 5.3.1. If you wish to use the Services on a read only basis you agree to abide at all times with the terms and conditions of the Historical Licence as set out in this Agreement and as we may amend in writing from time to time. You also agree to pay the Historical Licence Fee for your use of the Services under the Historical Licence.
- 5.3.2. The Historical Licence is only available to you if the following apply:
- 4.3.2.1 you no longer wish to use the Services in a live environment; and
- 4.3.2.2 you only require use of the Services in order to view your historical data contained within the Services in a read only format.
- 5.3.3. If you require an Historical Licence you will (or you will procure that your Sage Partner) will advise us in writing of your requirement to obtain an Historical Licence and the date from which that Historical Licence is required. Any Subscription Fees you have paid in advance for your use of the Services will not be refunded if you elect to take out an Historical Licence unless we agree otherwise in writing.
- 5.3.4. Upon the payment by you (or your Sage Partner (as the case may be)) of the Historical Licence Fee, we will confirm to you the date

upon which your Historical Licence will commence. You acknowledge and agree that you are only entitled to use the Historical Licence if you comply in full with the terms and conditions of this clause 5.3. Any failure by you to comply with this clause 5.3 will entitle us (at our sole discretion) to: (a) terminate your Historical Licence immediately upon notice in writing; and/or (b) charge you which you agree to pay (or you will procure your Sage Partner to pay) for your use of the Services at our then current applicable fees for the period you have been in breach of the Historical Licence. If we elect to terminate your Historical Licence in accordance with the terms and conditions of this Agreement, you acknowledge and agree that we will not give you (or your Sage Partner) a refund for any amounts you have paid in advance and you agree to pay immediately upon demand (or procure for your Sage Partner to pay immediately) all amounts you owe to us by the date that this Agreement ends.

5.3.5. You will keep at your normal place of business detailed, accurate and up to date records and books of account showing all Subscription Fees paid under this Agreement (whether by you or your Business Partner) and your use of the Services including without limitation, complete and accurate records of your copying and disclosure of the Services and its users and produce a record of this to us on request from time to time. You also agree to notify us in writing as soon as you become aware of any unauthorised use of the Services by any person which is contrary to the Historical Licence. You will ensure that all records and books of account are sufficient to enable us to verify your compliance with the Historical Licence.

5.3.6. Without prejudice to any other rights or remedies which we may have, if we reasonably suspect that there is a breach of this clause 5.3, we (and our third party representatives) shall have the right to immediately access your premises and the computer equipment located there (including but not limited to remote access) at or on which the Services is being kept or used and take copies of any records and any other information held at your premises or on that computer equipment to verify your compliance with the Historical Licence. You will give us all necessary assistance to the conduct of such audit which may take place during the term of this Agreement and for a period of 3 years thereafter. We will give you advance notice of any such audits, which shall take place at reasonable times.

5.3.7. You will indemnify and keep Sage indemnified against any and all losses, liabilities, claims, demands, costs and expenses (including legal costs and expenses and for any use of the Services which is in breach of this clause 5.3) suffered or incurred by Sage which arises out of, or in connection with any non-performance, non-compliance or other failure or breach by you of the Historical Licence and/or this clause 5.3.

6. Support

6.1. We will provide technical support on the Services to your Sage Partner in accordance with the relevant contractual arrangements between the Sage Partner and us.

6.2. We do not provide technical support for problems:

6.2.1. caused by using the Services in any way not described in the Documentation (for example making direct changes to the Service database); and

6.2.2. which do not directly relate to the performance of the Services itself, for example problems which relate to: (a) the administration and maintenance of a computer system or network; or (b) the way in which the Services was set up by your Sage Partner.

6.3. At our absolute discretion, we may provide technical support for the Services in a virtualised Windows environment provided the environment is running a version of Windows that we support. It is not practical for us to test the Services on all virtualised platforms, however, and if you use the Services in this way you do so at your own risk. We may require issues to be reproduced in a standard (non-virtualised) environment by you or your Sage Partner and any defects relating to the running of the Services in a virtualised environment would not be addressed by us.

6.4. We reserve the right to discontinue the provision of support and/or maintenance of the Services (or any version of it) at any time and to also provide to you (in substitution of the Software) replacement software which fulfils the same or similar functions.

7. The Services

7.1. Where you have purchased a fixed term licence, you must purchase a Service offering from us in order to continue to use the Services, which entitles you to receive such Updates and Upgrades as we may choose to release.

7.2. Where you have purchased an alternative licence type (as notified to you by us) you may purchase a Service offering where agreed with us, however you will not automatically receive any Updates and Upgrades and continued use of the software without a Service offering will be at your own risk.



- 7.3. We may from time to time issue Updates and Upgrades and make these available to you. Where an Update or Upgrade is issued we shall use our reasonable efforts to notify you of this. Where we need to apply an Update or Upgrade to the Service to remedy a security issue or imminent threat, we reserve the right to apply these without your prior consent or notification or provide you with a deadline by which the Updates and Upgrades need to be applied.
- 7.4. There are various different Service packages available and your entitlement will be set out in the Documentation. We will invoice your Sage Partner at the point of order for new customers or where you have purchased a fixed term licence, 30 days before your next Renewal Date for the Fees relating to your Service for the next Fixed Term Period.
- 7.5. Where you have purchased a fixed term licence, you can upgrade your Service package at any time provided that you will be charged (and your Sage Partner invoiced) on a pro-rated basis for the period until your next Renewal Date where you have purchased a fixed term licence .or upfront where you have purchased an alternative licence type.
- 7.6. You can only downgrade your Service package on your first Renewal Date or, thereafter, after you have used the Service package level for a minimum period of 12 calendar months, and you will not be entitled to a refund of Fees paid.
- 7.7. As part of your Service package you may be granted access to services or licenses for products/additional users (provided by Sage or third parties) that are subject to separate terms and conditions (for example, the Sage Business Community or additional Web User licences) and user parameters. In the case of conflict, the terms and condition that accompany and apply to a particular service or product take precedence over these terms and conditions in relation to your use of that service or product only and you must adhere to the user parameters specified for that particular service or product offering. If your Service offering entitles you to a discount on Sage purchases through your Sage Partner, this discount cannot be used in conjunction with any special offers we are running that apply for a limited time only.
- 7.8. If your Service offering entitles you to receive access to our Report Library (previously referred to as Report of the Month) you acknowledge and agree that we are not responsible for the implementation of these reports and will not provide technical support in relation to these items. The reports are prepared on the basis of the version of the Services current at the date the report is distributed and will not be maintained by us for future versions. You may need assistance from your Sage Partner to tailor these reports for your business needs or configuration of the Services.
- 7.9. As part of your Service package you may be granted a set number of tickets to redeem against Sage report design services in any Licence Period. Depending on the complexity, or time required to produce requested reports or layouts, multiple tickets may be required by Sage in exchange for producing one report. If you fail to redeem tickets in any Licence Period they will expire and cannot be rolled-over and no cash equivalent will be offered.
- 7.10. You may be granted access to Sage Webinars or Videos as part of your Service entitlement or elect to purchase additional Sage Webinars/Videos. You acknowledge that from time to time webinars may be cancelled or that you might not be able to participate in particular webinars (for example if capacity for a webinar has been reached). Webinars and videos rely on Internet connectivity so we cannot guarantee that access will be uninterrupted and, accordingly, you agree that we won't be responsible if you are unable to participate in a webinar for any reason. Any advice or guidance we give in webinars and videos will be generic and based on the standard version of our Services.
- 7.11. You will be granted access to the Sage Ideas Hub as part of your Service entitlement. We will monitor content of this Hub and can moderate or remove any content at our discretion. Any suggestions submitted to the Ideas Hub may be investigated and adopted by Sage but we are not obliged in any way to do so. You should only submit your own original ideas and suggestions and you waive absolutely any moral rights arising under the Copyright, Designs and Patents Act 1988 in relation to your ideas and suggestions and, so far as legally possible, a broadly equivalent rights you may have in any territory of the world.
- 7.12. If you access our business advice service which includes HR Advice and/or Health and Safety Advice services as part of your Service entitlement, the following additional terms and conditions apply:
- 7.12.1. We will provide you with the relevant access to the section of our Website which contains information and documents about human resources, health and safety and other issues we may notify you of which are relevant to your business ("business information").
- 7.12.2. You must only use the business information for your legitimate business purposes. You can see and download the business information and make any copies you reasonably need for your employees who may need to have the business information to do their work for you. However, you must not remove or alter any copyright, notices, trademarks or other notices we may put on the business information.
- 7.12.3. You must not use business information in any way other than as set out in this Agreement and the Documentation, or as allowed by us in writing. In particular, you must not sell, rent out, distribute, publish, display or alter the business information or create documents from any business information, our Website

or any other materials you receive from us, or use business information or business advice for any illegal purpose.

- 7.12.4. The business information is prepared and updated in line with relevant laws and best practice in England and Wales, Scotland and Northern Ireland. It is only suitable for use in those countries. However, business information cannot take account of all circumstances, and so cannot provide specific advice (such as how a particular event will affect your legal position). We recommend that you either get your own legal advice if you have any questions about an issue set out in business information or subscribe to the business advice helpline.
- 7.12.5. If you sign and use any document forming part of the business information without first carrying out the steps at 5.8.4 above, you do so entirely at your own risk. If you are re-using any document you have previously used, you should check our Website to see if that document or any related material has been updated.
- 7.12.6. When preparing and updating our business information we will do everything reasonably possible to make sure it is correct and up to date.
- 7.12.7. If you cancel your Service package at any time only the business information given prior to cancellation can be subject to our guarantees.
- 7.13. You may be invited to events as part of your Service package at our premises or third party locations. You are responsible for all travel and incidental costs incurred by you to attend such events and must adhere to our instructions regarding attendance including without limitation health and safety and security instructions. We reserve the right to restrict entry to events or ask individuals to leave if we deem such action necessary for the benefit of other attendees.
- 7.14. We may change the benefits available in Service packages at our discretion on reasonable notice provided that if this includes the removal of services that are material to a Service package you may terminate your use of a package on 30 days written notice and will be entitled to a pro-rated refund of any prepaid fees.

8. Proprietary Rights and Data

- 8.1. Services. Subject to the limited rights expressly granted under this Agreement, Sage (and our licensors, where applicable) reserve and own all rights, title and interest in and to the Services (including any configurations, customisations, modifications, enhancements and Updates in respect of the Services), Sage Data and Documentation, including all related Intellectual Property Rights therein. All rights not expressly set out in this Agreement are reserved by Sage. The Sage name, logo and the product names associated with the

Services are trademarks of Sage or third parties and no right or licence is granted to use them under this Agreement.

- 8.2. Customer Data. Subject to the limited rights expressly granted under this Agreement, as between the parties you own all rights, title and interest, including all Intellectual Property Rights, in and to the Customer Data. You grant Sage and its subcontractors a worldwide, royalty-free, irrevocable, perpetual, non-exclusive licence to host, process, copy, transmit, store, analyse, sublicense, display, reformat, create derivative works from and use the Customer Data to (i) carry out research and development to improve our, and our Affiliates', services, products and applications; (ii) develop and provide new and existing functionality and services (including artificial intelligence functionality, capabilities for the digitisation and automation of business processes and other commercially reasonable purposes) to you, to Users, to Sage's customers generally or to any other individual or entity using Sage's products or services; (iii) provide, administer and ensure the proper operation of the Services and related systems; and (iv) perform our rights and obligations under this Agreement.
- 8.3. Feedback. You may, but are not required to, provide Sage or its Resellers or subcontractors with ideas, suggestions, requests, recommendations or feedback about the Services ("**Feedback**"). If you do so, subject to the limited rights granted expressly in this Agreement, Sage shall own all rights, title and interest, including all Intellectual Property Rights, in and to the Feedback, including any configurations and customisations. All rights not expressly granted in this Agreement are reserved by Sage.
- 8.4. Data privacy. Each party will abide by terms of the Data Protection Addendum, and references therein to the "Agreement" shall be construed as references to this Agreement. Any Customer Data shall be handled in accordance with the requirements of the Data Protection Addendum, except you agree that we may use Customer Data in order to (i) carry out research and development to improve our services, products and applications; (ii) develop and provide new and existing functionality and services (including artificial intelligence functionality, capabilities for the digitisation and automation of business processes to you, to Users, to Sage's customers generally or to any other individual or entity using Sage's products or services; and (iii) provide you with location-based services (for example, location relevant content) where we collect geo-location data to provide a relevant experience. Further information on these activities and how Sage protects Personal Data is provided in Sage's Privacy Notice. These activities may involve aggregating, anonymising or pseudonymising Customer Data.
- 8.5. We will process all Customer Data, including your Personal Data (as defined in the Data Protection Addendum), pursuant to the Data Protection Addendum,

which shall take precedence over the terms of this Agreement to the extent of any conflict or inconsistency.

9. Third-Party Services

9.1. No Endorsement or Warranty. We may present to you, (including on our websites) and/or the Services may integrate with, Third-Party Services that are offered by Third-Party Providers. We do not endorse or make any representation, warranty or promise regarding, and do not assume any responsibility for, any such Third-Party Services or a Third-Party Provider, and shall have no liability whatsoever for any damages, liabilities or losses caused by any Third-Party Service or Third-Party Provider, regardless of whether it is described as “authorised,” “certified”, “recommended” or the like and regardless of whether the Third-Party Service is included in your Order or the Services. Your use of the Third-Party Services is subject to the terms and conditions imposed by the Third-Party Providers in addition to this Agreement (to the extent applicable). If there is a conflict or inconsistency between this Agreement and such terms and conditions imposed by the Third-Party Providers, this Agreement shall take precedence in connection with the use of the Service. You are solely responsible for evaluating Third-Party Services and Third-Party Providers, and for reviewing all applicable terms and conditions and policies, including privacy and data gathering practices of any such Third-Party Providers. We have no obligation to make available or provide support for Third-Party Services and do not guarantee the initial or continuing interoperability of the Services with any Third-Party Services. If a Third-Party Provider ceases to make the Third-Party Services available for interoperation with any feature of the Services on reasonable terms, we may cease providing such feature without entitling you to any refund, credit or other compensation.

9.2. Data Sharing. If you obtain a Third-Party Service that requires access to or transfer of Customer Data, you acknowledge that any such access or transfer is between you and the Third-Party Provider pursuant to the Third-Party Provider’s own privacy notices and policies, and that we are authorised to provide the Customer Data as requested by the Third-Party Service. We are not responsible for any modification, loss, damage or deletion of Customer Data by any Third-Party Service obtained by you.

10. Your Obligations

You agree to:

10.1. pay the Fee or any other applicable fees to us or the Sage Partner when due in accordance with the terms of this Agreement;

10.2. provide us with:

10.2.1. all necessary co-operation in relation to this Agreement;

10.2.2. all necessary access to such information as we may reasonably require in order to provide

10.2.3. the Services or perform our obligations in relation to this Agreement, including but not limited to Customer Data, security access information and configuration services; and without prejudice to the generality of clause 10.2.2 above, all information as we or a Sage Partner may reasonably request in connection with the Users and/or those organisations who are using or who intend to use the Services (including your business and the business of your Group Companies) to verify compliance with this Agreement;

10.3. comply with all applicable laws and regulations in respect of your activities under this Agreement;

10.4. carry out all your obligations under this Agreement in a timely and efficient manner. We will not be responsible for any delay in the provision of the Services as a result of any third party act or omission;

10.5. ensure that the Users use the Services in accordance with this Agreement and you will be responsible for any Authorised User’s breach of this Agreement;

10.6. notify us in writing of any defect or alleged defect in the Services within five days of the date you become aware of it; and

10.7. ensure that your network and systems comply with the systems requirements publicised by us from time to time.

11. Warranties

11.1. Authority. Each party represents to the other that it has the authority to enter into this Agreement, to carry out its obligations under it, and to give the rights and licences granted under this Agreement.

11.2. WARRANTY DISCLAIMER. EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, THE SERVICES ARE PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS AND ONLY FOR COMMERCIAL USE, SUBJECT TO ANY RESTRICTIONS IN THIS AGREEMENT OR THE DOCUMENTATION. WE, ON BEHALF OF OURSELVES, OUR AFFILIATES AND LICENSORS, DISCLAIM TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW ALL OTHER REPRESENTATIONS, WARRANTIES, CONDITIONS, TERMS, UNDERTAKINGS AND GUARANTEES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING THOSE: (I) OF MERCHANTABILITY OR SATISFACTORY QUALITY; (II) OF FITNESS FOR A PARTICULAR PURPOSE; (III) OF NON-INFRINGEMENT; AND (IV) ARISING FROM CUSTOM, TRADE USAGE, COURSE OF PRIOR DEALING OR COURSE OF PERFORMANCE. EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, WE, OUR AFFILIATES AND OUR LICENSORS DO NOT WARRANT, REPRESENT, GUARANTEE OR UNDERTAKE THAT YOUR USE OF THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE, THAT THE SERVICES ARE FREE FROM VIRUSES, BUGS, ERRORS OR MISTAKES, OR THAT THE SERVICES, DOCUMENTATION AND/OR THE INFORMATION OBTAINED BY YOU THROUGH THE

SERVICES WILL MEET YOUR REQUIREMENTS OR PRODUCE PARTICULAR OUTCOMES OR RESULTS, OR THAT THE SERVICES WILL PRODUCE ERROR-FREE MACHINE-GENERATED ANALYSIS, BENCHMARKS, INSIGHTS OR RESPONSES. WE, OUR AFFILIATES AND LICENSORS ARE NOT RESPONSIBLE OR LIABLE FOR: (A) ANY ISSUES WITH THE SERVICES THAT ARISE FROM CUSTOMER DATA, THIRD-PARTY SERVICES OR THIRD-PARTY PROVIDERS; AND (B) ANY DELAYS, DELIVERY FAILURES OR ANY OTHER LOSS OR DAMAGE RESULTING FROM THE TRANSFER OF DATA OVER COMMUNICATION NETWORKS AND FACILITIES, INCLUDING THE INTERNET, AND YOU ACKNOWLEDGE THAT THE SERVICES, AND DOCUMENTATION MAY BE SUBJECT TO DELAYS AND OTHER PROBLEMS INHERENT IN THE USE OF SUCH COMMUNICATIONS FACILITIES. YOU FURTHER ACKNOWLEDGE THAT WE DO NOT PROVIDE ANY ACCOUNTING, TAXATION, FINANCIAL, INVESTMENT, LEGAL OR OTHER ADVICE TO YOU, USERS, OR ANY THIRD PARTY, AND YOU ACCEPT THAT IT IS YOUR RESPONSIBILITY TO ENSURE THAT THE SERVICES MEET YOUR REQUIREMENTS.

11.3. FOR THE AVOIDANCE OF DOUBT, THE DISCLAIMER AT CLAUSE 11.2 SHALL ALSO APPLY TO ANY ARTIFICIAL INTELLIGENCE (AI) TECHNOLOGY THAT SAGE USES TO PROVIDE AND/OR MAKES AVAILABLE TO YOU VIA THE SERVICES. OUTPUTS FROM THE AI TECHNOLOGY DO NOT REPRESENT THE OPINIONS OR VIEW OF SAGE.

11.4. We warrant that:

11.4.1. where you have purchased an alternative licence type, for 45 days from the Effective Date, the Solution will perform substantially in accordance with the Documentation (where utilised in accordance with our operating instructions) and will be provided with reasonable care and skill. This warranty only applies so long as you use the Solution in accordance with our operating instructions (for example, the Documentation). If you notify us in writing within that timeframe, that the Solution does not perform substantially in accordance with the Documentation and this non-performance is material to your use of the Solution, we will try to replicate and verify that non-performance. If we are able to replicate and verify it, we will in our sole discretion either issue an Update or Upgrade to correct the situation, or (if we do not issue Replacement Software), refund you the Fee you paid for the Solution and this Agreement will automatically terminate with immediate effect; and

11.4.2. where you have purchased a fixed term licence, the Solution will perform substantially in accordance with the Documentation (where utilised in accordance with our operating instructions) and will be provided with reasonable care and skill. This warranty only applies so long as you use the Solution in accordance with our operating instructions (for example, the Documentation). If you notify us in writing, that the Solution does not perform substantially in accordance with the Documentation and this non-performance is material to your use of the Solution, we will try to replicate and verify that non-performance. If we are able to replicate and verify it, we will in our sole discretion either issue an Update or Upgrade to correct the situation, or (if we do not issue Replacement Software), refund you the Fee you paid for the year in which you first notified us of the non-performance, in which case this Agreement will automatically terminate with immediate effect.

11.5. We:

11.5.1. do not warrant that your use of the Solution will be uninterrupted or error-free, or that the Solution, Documentation and/or the information obtained by you through the Solution will meet your requirements or produce particular outcomes or results (irrespective of whether you informed us or a Sage Partner about how you intend to use the Solution at the point of purchase); and

11.5.2. are not responsible for any delays, delivery failures, or any other loss or damage resulting from the transfer of data over communications networks and facilities, including the internet, and you acknowledge that the Solution may be subject to limitations, delays and other problems inherent in the use of such communications facilities.

12. Charges and Payment

12.1. The Sage Partner is responsible for paying all Fees to us on your behalf. Fees may fluctuate depending on changes in the Modules you select, Users numbers, and your usage of the Services. For the purposes of clause 17.5.1, failure to pay the Fees when due constitutes a material breach of this Agreement.

12.2. If we have not received payment of the applicable Fees 30 days after the date of invoice from Sage or your Sage Partner, without prejudice to our other rights of remedies:

12.2.1. we may, without liability to you, disable your password, account and access to all or part of the Services or disable certain functionality and we will be under no obligation to provide any or all of the Services to you whilst the invoice(s) concerned remain unpaid;

12.2.2. contact you directly to discuss payment of outstanding invoice(s) and transfer to another Sage Partner; and

12.2.3. interest will accrue on such overdue amounts at an annual rate equal to 4% over the then current base lending rate of The Bank of England at the date the relevant invoice was issued for invoices in Pounds Sterling and 4% over the then current EURIBOR at the date the relevant invoice was issued for invoices in Euros, commencing on the date of invoice and continuing until fully paid, whether before or after judgment.

12.3. All amounts and fees stated or referred to in this Agreement are:

12.3.1. payable in pounds sterling if you use the Services in the United Kingdom or Euros if you use the Services in the Republic of Ireland; and

12.3.2. exclusive of value added tax (or applicable sales tax) which will be added to our invoices at the appropriate rate.

12.4. We will be entitled to increase the Fees at any time to take effect on your next payment date on reasonable notice to your Sage Partner.

13. Bank Feeds



- 13.1. If you have purchased bank feeds services in connection with the Services ("**Bank Feeds Services**"), Sage may provide the Bank Feeds Services directly or may use a third party service provider to facilitate the provision of the Bank Feeds Services. The use of the Bank Feeds Services will be subject to separate additional terms and conditions made available by Sage or its Affiliates ("**Sage Bank Feeds Services Terms**"), which will govern your use of the Bank Feeds Services. You acknowledge and agree that the Sage Bank Feeds Services Terms may be updated by Sage or its Affiliates from time to time. In the case of conflict between this Agreement and the Sage Bank Feeds Services Terms, the Sage Bank Feeds Service Terms will take precedence in relation to the Bank Feeds Services only.

14. Confidentiality

- 14.1. Both parties may have access to Confidential Information from the other in order to perform obligations under this Agreement. Confidential Information will not be deemed to include information that:
- 14.1.1. is or becomes publicly known other than through any act or omission of the receiving party;
 - 14.1.2. was in your or our lawful possession before the disclosure;
 - 14.1.3. is lawfully disclosed to the receiving party by a third party without restriction on disclosure;
 - 14.1.4. is independently developed by the receiving party without access to the Confidential Information and which can be shown by written evidence; or
 - 14.1.5. is required to be disclosed by law, by any court of competent jurisdiction or by any regulatory or administrative body.
- 14.2. Both parties will hold the other's Confidential Information in confidence and, unless required by law, will not make the other's Confidential Information available to any third party, or use the other's Confidential Information for any purpose other than the implementation of this Agreement.
- 14.3. Both parties will take all reasonable steps to ensure that the other's Confidential Information to which it has access is not disclosed or distributed by its employees or agents in violation of the terms of this Agreement.
- 14.4. This clause 0 will survive termination of this Agreement, however arising.

15. Indemnity

- 15.1. You will defend, indemnify and hold us harmless against claims, actions, proceedings, losses, damages, expenses and costs (including without limitation court costs and reasonable legal fees) arising out of or in connection with your use of the Services, provided that:
- 15.1.1. we give you prompt notice of any such claim;

- 15.1.2. we provide reasonable co-operation to you in the defence and settlement of such claim, at your expense; and
- 15.1.3. you are given sole authority to defend or settle the claim.

- 15.2. We will defend you, your officers, directors and employees against any claim that the Services infringes any United Kingdom or Republic of Ireland patent effective as of the Effective Date, copyright, trade mark, database right or right of confidentiality, and will indemnify you for any amounts awarded against you in judgment or settlement of such claims, provided that:
- 15.2.1. you give us prompt notice of any such claim;
 - 15.2.2. you provide reasonable co-operation to us in the defence and settlement of such claim, at our expense; and
 - 15.2.3. we are given sole authority to defend or settle the claim.

- 15.3. In the defence or settlement of any claim, we may procure the right for you to continue using the Services, replace or modify the Services so that it becomes non-infringing or, if such remedies are not reasonably available, terminate this Agreement on reasonable notice to you without any additional liability or obligation to pay liquidated damages or other additional costs to you.

- 15.4. In no event will we, our employees, agents and sub-contractors be liable to you to the extent that the alleged infringement is based on:
- 15.4.1. a modification of the Services by anyone other than us; or
 - 15.4.2. your use of the Services in a manner contrary to the instructions given to you by us; or
 - 15.4.3. your use of the Services after notice of the alleged or actual infringement from us or any appropriate authority.

- 15.5. The foregoing states your sole and exclusive rights and remedies, and our (including our employees', agents' and sub-contractors') entire obligations and liability, for infringement of any patent, copyright, trade mark, database right or right of confidentiality.

16. Limitation of Liability

- 16.1. This clause 16 sets out our entire financial liability (including any liability for the acts or omissions of our employees, agents and subcontractors) to you:
- 16.1.1. arising under or in connection with this Agreement;
 - 16.1.2. in respect of any use made by you of the Services and Documentation or any part of them; and
 - 16.1.3. in respect of any representation, statement or tortious act or omission (including negligence) arising under or in connection with this Agreement.
- 16.2. Except as expressly and specifically provided in this Agreement:

- 16.2.1. you assume sole responsibility for results obtained from the use of the Services by you, and for conclusions drawn from such use; and
 - 16.2.2. all warranties, representations, conditions and all other terms of any kind whatsoever implied by statute or common law are, to the fullest extent permitted by applicable law, excluded from this Agreement.
- 16.3. Nothing in this Agreement excludes our liability for:
- 16.3.1. death or personal injury caused by our negligence;
 - 16.3.2. fraud or fraudulent misrepresentation; or
 - 16.3.3. any other matter we cannot limit or exclude under applicable law.
- 16.4. Subject to clause 16.2 and clause 16.3:
- 16.4.1. we will not be liable whether in tort (including for negligence or breach of statutory duty), contract, misrepresentation, restitution or otherwise for:
 - 16.4.1.1 any loss of profits, loss of business, lost working time, depletion of goodwill, and/or similar losses or loss or corruption of data or information; or
 - 16.4.1.2 any special, indirect, incidental or consequential loss, costs, damages, charges or expenses however arising under this Agreement including without limitation fines or penalties levied by any relevant authority or claims from third parties; and
 - 16.4.1.3 our total aggregate liability in contract (including in respect of the indemnity at clause 15.2), tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of this Agreement will be limited to the total Fees paid to us by you or received by us on your behalf from a Sage Partner in the 12 calendar months immediately preceding the date on which the claim arose or the Fees paid to use the Services where you purchased a licence for an alternative licence period.
- 16.5. You agree that the limitations set out in this clause 16 and restrictions in this Agreement are reasonable because they reflect the fact that:
- 16.5.1. we cannot control how and for what purpose you use our Services;
 - 16.5.2. we have not developed the Services specifically for you; and
 - 16.5.3. although we follow good industry practice, it is not economically possible for us to carry out all the tests necessary to make sure there are no problems in the Services or provision of Services.
- If you believe you could experience anything that we have told you we will not be responsible for we

recommend you consider obtaining insurance cover.

- 16.6. In the event that you wish to bring a claim or other civil proceeding arising out of or in connection with this Agreement that also involves any of your Group Companies, you represent and warrant to us that the involvement of any of your Group Companies in such a claim or proceeding shall not give rise to any increase in or multiplication of any cap placed on our liability.

17. Term and Termination

- 17.1. Where you have purchased a fixed term licence, this Agreement will, unless otherwise terminated in accordance with this Agreement or as provided in this clause 17, continue for the Fixed Term Period and thereafter automatically renew on each Renewal Date for a further Fixed Term Period until either:
- 17.1.1. we receive notice from you or your Sage Partner to terminate this Agreement on your behalf, such notice to take effect on the Termination Date; or
 - 17.1.2. we serve not less than 6 calendar months written notice on you, such notice to expire no earlier than the last day of your current Fixed Term Period.
- 17.2. Where you have purchased an alternative licence type you may use the licence for the Licence Period. You will not be allowed to use the Services after the Licence Period ends unless we extend your right to use it. You may end this Agreement at any time by your Sage Partner serving notice in writing to us. Such termination will mean all sums owed to us become immediately due and you will not be entitled to a refund.
- 17.3. If you terminate your subscription this will automatically terminate your subscription for Salary and Supplier Payments. Powered by Modulr.
- 17.4. Your licence to use Microsoft SQL with the Services shall automatically terminate upon the termination or expiry of this Agreement, and you shall not be entitled to a refund of any prepaid fees in respect of Microsoft SQL.
- 17.5. Without prejudice to any other rights or remedies to which the parties may be entitled, either party may terminate this Agreement (in whole or in part) immediately without liability to the other if:
- 17.5.1. the other party commits a material breach of any of the terms of this Agreement and (if such a breach is remediable) fails to remedy that breach within 30 days of that party being notified in writing of the breach; or
 - 17.5.2. an order is made or a resolution is passed for the winding up of the other party, or circumstances arise which entitle a court of competent jurisdiction to make a winding-up order in relation to the other party; or
 - 17.5.3. an order is made for the appointment of an administrator to manage the affairs, business and property of the other party, or documents are filed with a court of

competent jurisdiction for the appointment of an administrator of the other party, or notice of intention to appoint an administrator is given by the other party or its directors or by a qualifying floating charge holder (as defined in paragraph 14 of Schedule B1 to the Insolvency Act 1986) or any arrangements are made or notices are served pursuant to the Personal Insolvency Act 2012; or

- 17.5.4. a receiver is appointed over any of the other party's assets or undertaking, or if circumstances arise which entitle a court of competent jurisdiction or a creditor to appoint a receiver or manager of the other party, or if any other person takes possession of or sells the other party's assets; or
- 17.5.5. the other party makes any arrangement or composition with its creditors, or makes an application to a court of competent jurisdiction for the protection of its creditors in any way; or
- 17.5.6. the other party ceases to trade or ceases to exist; or
- 17.5.7. the other party takes or suffers any similar or analogous action in any jurisdiction in consequence of debt.

18. Effect of Termination

- 18.1. Subject always to any Historical Licence which may apply pursuant to clause 5.3 above, on termination of this Agreement for any reason: all licences granted under this Agreement will immediately terminate and you will uninstall the Services and cease use of the Services. If requested by us, you will return all copies of the Services and certify in writing your compliance with this clause;
 - 18.1.1. each party will return and make no further use of any equipment, property, Documentation and other items (and all copies of them) belonging to the other party; and
 - 18.1.2. the accrued rights of the parties as at termination, or the continuation after termination of any provision expressly stated to survive or implicitly surviving termination, will not be affected or prejudiced.
- 18.2. No matter how this Agreement ends, your Customer Data remains your data and you are entitled to extract it from the Services before the end of this Agreement. However, your failure to extract your Customer Data will not prevent this Agreement ending.
- 18.3. Nothing in this Agreement shall require us to return or destroy any documents and materials containing or based on the Customer Data that we are required to retain by applicable law, or to satisfy the requirements of a regulatory authority or body of competent jurisdiction or the rules of any listing authority or stock exchange, to which we are subject, or as we may

otherwise need to retain for our internal compliance or auditing procedures. The provisions of clause 0 shall continue to apply to any documents and materials retained by us pursuant to this clause 18.3.

19. Sanctions

- 19.1. Each party shall comply with all applicable laws, statutes, codes and regulations in relation to the Services, including applicable anti-bribery and anti-corruption laws, Data Protection Laws and tax evasion laws. The Services may be subject to export laws and regulations of the United States and other jurisdictions. Each party represents that it and any Group Company is not named on any U.S. government denied persons list (or equivalent targeted sanctions list) and that it and any Group Company is not owned or controlled by a politically exposed person. You shall be obliged to notify Sage if, during the Term, you become named on any U.S. government denied persons list (or equivalent targeted sanctions list) or you become owned or controlled by a politically exposed person. In the event that these circumstances arise, Sage shall be entitled to terminate this Agreement immediately on written notice to you. You shall not permit Users to access or use the Services in a US embargoed country or in violation of any U.S., UK or EU export law or regulation or in any Restricted Territories. "Restricted Territories" means "Restricted Territories" means (i) any country or territory that is subject to comprehensive state- or government-wide sanctions by the United Kingdom, the European Union, or the U.S; and (iii) any other country or territory that becomes subject to such sanctions by the United Kingdom, the European Union, or the U.S after the Effective Date. Each party will promptly report to the other party if it has violated, or if a third party has a reasonable basis for alleging that it has violated, this section. In the event that this section is breached, Sage shall have a right to terminate this Agreement immediately on written notice to you.
- 19.2. Without prejudice to the generality of clause 19.1, in the event that Sage has grounds to suspect you (or any of your Users) are using and/or accessing the Services in violation of this clause 19, you shall provide Sage with full cooperation and assistance in respect of your use or access of the Services and of your compliance with this clause 19.
- 19.3. You shall indemnify and keep indemnified Sage against any losses, liabilities, damages, costs (including legal fees) and expenses incurred by, or awarded against, Sage or any Sage Affiliate as a result of your (or your Users) breach of this clause 19.

20. General Terms

- 20.1. If you have purchased a licence which allows your Group Companies to use the Services, you will ensure that those Group Companies are notified of and understand their rights and obligations in respect of the Services and you shall ensure that all your Group Companies use the Services in accordance with the terms of this



- Agreement. You understand and agree that any act or omission of your Group Companies shall be deemed to be your act or omission and that you shall have in place appropriate measures including, but not limited to, organisational and technical measures to ensure that your Group Companies are aware of any comply with the terms of this Agreement. If you become aware of any breach of the provisions of this Agreement by you or your Group Companies you must notify us immediately in writing of the breach and you must, at your own cost, take any corrective action as directed by us.
- 20.2. Save as provided in clause 15.2.1, any notice required to be given under this Agreement will be sent by email to us at reseller.services@sage.com or to you at the email address you provide to us at the point of registration for the Customer Administrator, or such other email address as either party provides during the term of this Agreement. Notices will be deemed to have been received on successful transmission of such emails.
- 20.3. We will not be liable to you for any failure to perform or for any delay in performance under this Agreement to the extent such non-performance or delay is caused by any circumstances beyond our reasonable control, provided that if any period of failure or delay continues for more than 60 days you will be entitled to terminate this Agreement by notice in writing to us.
- 20.4. If a court or similar body decides that any wording in this Agreement cannot be enforced, that decision will not affect the rest of this Agreement, which will remain binding on both parties. However, if the wording that cannot be enforced could be enforced if part of it is deleted, we will both treat the relevant part of the wording as if it is deleted.
- 20.5. Any failure by us to enforce any of the terms of this Agreement will not be construed as a waiver of our rights and remedies which are cumulative and are not exclusive of any rights and remedies provided by law.
- 20.6. This Agreement and all up to date Documentation constitute the entire agreement between you and us relating to the Services, and replaces all documents, information and other communications (whether spoken or written) between us on this subject. We both acknowledge and agree that in entering into this Agreement neither party relies on any undertaking, promise, assurance, statement, representation, warranty or understanding (whether in writing or not) of any person (whether party to this Agreement or not) relating to the subject matter of this Agreement, other than as expressly set out in this Agreement.
- 20.7. This Agreement is personal to you and may not be transferred, assigned, subcontracted, licensed, charged or otherwise dealt with or disposed of (whether in whole or in part) by you without our prior written consent. We may transfer, assign, subcontract, license, charge or otherwise deal with or dispose of (whether in whole or in part) this Agreement at any time without your consent.
- 20.8. Nothing in this Agreement is intended to or will operate to create a partnership between the parties, or authorise either party to act as agent for the other, and neither party will have the authority to act in the name or on behalf of or otherwise to bind the other in any way (including, but not limited to, the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).
- 20.9. Sage Partners are independent of us and not appointed or authorised by us as our employee, agent or subcontractor. These businesses have no authority (either explicit or implied) to enter into contract or grant any licence or provide any representation, warranty, condition or guarantee with or to you on our behalf, or otherwise commit us to any obligations. We are not responsible for any modifications or mergers made to the Services by any Sage Partners or any third parties and we are not obliged to provide support for such.
- 20.10. As we are part of a group of companies, our parent company The Sage Group plc may enforce the terms of this Agreement. Otherwise, a person who is not a party to this Agreement has no right to enforce any term of it, unless explicitly specified otherwise in this Agreement. This means that, save as otherwise specified, only us, you and The Sage Group plc can enforce the rights set out in this Agreement.
- 20.11. If you use the Services in the United Kingdom, this Agreement and any disputes or claims arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) is governed by and construed in accordance with the laws of England and we both agree that the English courts will be the only courts that can decide on legal disputes or claims about this Agreement. If you use the Services in the Republic of Ireland, this Agreement and any disputes or claims arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) is governed by and construed in accordance with the laws of Ireland and we both agree that the Irish courts will be the only courts that can decide on legal disputes or claims about this Agreement.

Exhibit A Salary and Supplier Payments. Powered by Modulr – Terms and Conditions

Your use of Salary and Supplier Payments. Powered by Modulr is subject to the following terms and conditions.

1. Acceptance of Third Party Terms

- 1.1. Before using Salary and Supplier Payments. Powered by Modulr, you will be asked to agree to separate additional terms and conditions (“**Modulr Terms**”) which you will agree to before proceeding to use this service and such terms and conditions will govern your use of Salary and Supplier Payments. Powered by Modulr. Where there is a conflict between this Agreement and the Modulr Terms, then the Modulr Terms shall prevail in respect of the conflicting subject matter.

2. Minimum Requirements

- 2.1. In order to use Salary and Supplier Payments. Powered by Modulr, you must have an active licence (alternative licence or subscription) to use supported versions of Sage 50 Accounts Essentials, Sage 50 Accounts and Sage 50 Payroll (“**Sage Eligible Product**”).
- 2.2. In addition, because Salary and Supplier Payments. Powered by Modulr is a service which integrates with your Sage Eligible Product, some features of Salary and Supplier Payments. Powered by Modulr are only accessible if you have an active licence to use certain modules of your Sage Eligible Product as notified by us from time to time. Please see our Website for more information.

3. Promotional Offers

- 3.1. We may (where advertised) offer you a period of free subscription or a number of free payment transactions or other similar promotions when you sign up to or use certain aspects of Salary and Supplier Payments. Powered by Modulr (“**Promotional Offer**”). Promotional Offers are available for the period of time and subject to the terms we advertise on our Website or in our promotional literature relating to the Promotional Offer from time to time.
- 3.2. You will be liable to and agree to pay us for any usage of Salary and Supplier Payments. Powered by Modulr outside of the terms of the Promotional Offer or in excess of any limits we impose in relation to the Promotional Offer (such as limits on the maximum number of payments you can make during the promotional period).
- 3.3. At the end of any Promotional Offer your subscription to Salary and Supplier Payments. Powered by Modulr will automatically continue on your selected payment plan and subject to standard charges unless you notify us that you wish to cancel your subscription in accordance with clause 4.
- 3.4. We reserve the right to withdraw any Promotional Offer at any time in our absolute discretion.

4. How this Agreement may end

- 4.1. We reserve the right to terminate this Agreement at any time for any reason on giving you at least 2 months’ prior written notice including by email and if we do, we will refund to you any amounts you have paid in advance for the applicable subscription period calculated from the date of termination (less any deductions of Subscription Fees or other fees that may be due to us from you).
- 4.2. Notwithstanding any other rights or remedies we have, we also reserve the right to immediately close your account and terminate this Agreement at any time by giving you written notice (including by email) if:
 - 4.2.1. you fail to pay any Subscription Fees (or any other fees that may be due to us) on the due date for payment and they remain unpaid at least 7 days after we notify you to make such payment; or
 - 4.2.2. you are in breach of any of the terms of this Agreement; or
 - 4.2.3. you no longer subscribe to a Sage Eligible Product; or
 - 4.2.4. an application is made to court or an order is made for the appointment of an administrator or an administrator is appointed in respect of your business or you become unable to pay your debts as they fall due, admit your inability to pay your debts as they fall due or become insolvent or bankrupt.
- 4.3. Where this Agreement terminates immediately and you pay fees on a monthly basis, we shall reimburse such fees as relate to the unexpired portion of the month in which this Agreement terminates.
- 4.4. You may close your account and terminate this Agreement at any time for any reason by notifying us that you wish to close your account by telephone (we may ask you to confirm your request in writing) and this Agreement will then terminate on the first Business Day of the month following the month in which we received your notice. You must immediately pay all amounts you owe to us by the date this Agreement terminates or the payment due date specified in our final invoice, whichever is later.



- 4.5. Termination does not release you from, and you shall notwithstanding termination remain liable to us for, any liability in respect of sums owing to us or from any previous liability for any act performed by us in accordance with instructions received from you.

5. How this Agreement may be varied

- 5.1. Subject to clauses 5.2 below, we reserve the right to change the terms and conditions of this Agreement at any time on giving to you at least 2 months prior written notice (including by email or a notification on our Website) of the proposed changes. If you do not agree to any changes we propose to make you must, before the proposed effective date of the changes, notify us in writing and this Agreement will then terminate immediately, without you incurring any additional charge for the termination, and the provisions of clause 4 will apply. Unless we receive such notification from you, you will be deemed to have accepted the changes.
- 5.2. We reserve the right to change the terms and conditions of this Agreement on giving less than 2 months' prior written notice where a change is required by law or regulation. In such cases, we will give as much notice as possible prior to the change becoming effective. We also reserve the right to change the terms and conditions of this Agreement at any time without notice where a change relates to the addition of a new service or extra functionality and does not change the terms and conditions relating to existing services. In such cases, an updated version of this Agreement will be published on our Website and the change will be effective immediately.
- 5.3. We reserve the right to change the Subscription Fees (or other fees that we may charge you) at any time on giving to you at least 2 months prior written notice (including by email or a notification on our Website) of the proposed changes. If you do not agree to any changes we propose to make you must, before the proposed effective date of the changes, notify us in writing and this Agreement will then terminate immediately, without you incurring any additional charge for the termination, and the provisions of clause 4 will apply. Unless we receive such notification from you, you will be deemed to have accepted the changes.

Exhibit B Microsoft SQL – Terms and Conditions

Your use of Microsoft SQL is subject to the following terms and conditions.

1. Applicable terms

1.1. The use of Microsoft SQL is subject to the terms of the Microsoft® licence agreement which is issued to you in connection with your purchase and/or upgrade of the Product and Microsoft SQL (“**Microsoft SQL Licence Terms**”). Copies of the relevant template Microsoft SQL Licence Terms can be found at: <https://www.sage.com/en-gb/-/media/files/SageDotCom/Master/Documents/PDF/sample-sql-licence-2016.pdf>, <https://www.sage.com/en-gb/-/media/files/SageDotCom/Master/Documents/PDF/sample-sql-server-2019-licence.pdf> and <https://www.sage.com/en-gb/-/media/files/SageDotCom/Master/Documents/PDF/sample-sql-server-2022-licence.pdf>. By accessing or using Microsoft SQL, you agree to comply with the Microsoft SQL Licence Terms. If you don't accept the Microsoft SQL Licence Terms, you should not use Microsoft SQL in any way. Where there is a conflict between this Agreement and the Microsoft SQL Licence Terms, then the Microsoft SQL Licence Terms shall prevail in respect of the conflicting subject matter.

1.2. You acknowledge that Microsoft may amend the Microsoft SQL Licence Terms from time to time, in which event we may be required to amend the terms of this Exhibit B by providing written notice (including by email or a notification on our Website) to you. We will give as much notice as possible prior to the change becoming effective.

2. Conditions of use

2.1. Microsoft SQL may be purchased with the Product, the integration of Microsoft SQL and the Product constituting a “**Unified Solution**”.

2.2. Your licence to use Microsoft SQL must be purchased at the same time as the licence for the Product is purchased, and will commence on the date of purchase. Microsoft SQL may only be used with the Product as part of the integrated Unified Solution, and you must have an active licence to use the Product as part of the Unified Solution.

2.3. You are responsible for purchasing and maintaining such licences of Microsoft SQL as may be required in connection with your use of the Product, including in such quantities as may be required to cover the number of Authorised Users.

2.4. You acknowledge and agree that the version of Microsoft SQL provided as part of the Unified Solution must not be:

2.4.1. decompiled, reverse engineered or separated from such Unified Solution;

2.4.2. used to develop new applications, databases or tables, or to run any software solutions or components other than the Unified Solution, whether such solutions or components are provided by Sage or a third party; or

2.4.3. used in any way by you following expiration or termination of this Agreement.

2.5. You acknowledge and agree that the Unified Solution may be installed on servers and other devices provided that they are and remain fully physically dedicated to you (or on virtual machines which are deployed on servers and other devices which are physically dedicated to you) and are:

2.5.1. located at your premises and under your day-to-day management and control; or

2.5.2. located at the premises of, and under the day-to-day management and control of, a third party performing data centre management or installation services for you (an “**Outsourcing Company**”), provided that you maintain an agreement with such Outsourcing Company that:

2.5.2.1. permits the Outsourcing Company to use Microsoft SQL for the sole purpose of making the Unified Solution available to you as an outsourcing service for you; and

2.5.2.2. requires the Outsourcing Company to remove all copies of Microsoft SQL from its servers or other devices, and to return or destroy any media provided by you containing Microsoft SQL upon expiration or termination of this Agreement.

3. Support and Maintenance

3.1. Technical support for Microsoft SQL will be provided by your Sage Partner.

3.2. In order to ensure the continued use of the Unified Solution you must acquire Embedded Maintenance. “**Embedded Maintenance**” is the mandatory maintenance service required to ensure you receive upgrades to future versions of Microsoft SQL which is necessary to maintain compatibility with the Product. If you fail to purchase Embedded Maintenance or fail to make payments in respect of any charges relating to Embedded Maintenance, your licence to Microsoft SQL will automatically expire.

4. Fees and payment

4.1. Subject to clause 4.2 of this Exhibit B, the applicable fees for the licence of Microsoft SQL, together with costs for Embedded

Maintenance, shall be as notified by your Sage Partner from time to time.

- 4.2. Save as otherwise agreed with your Sage Partner from time to time, all fees due in relation to Embedded Maintenance will be invoiced at the time the Microsoft SQL licence is purchased, or otherwise when the Microsoft SQL licence is upgraded or additional users are purchased, and then on each subsequent anniversary of the commencement of the Embedded Maintenance.
- 4.3. If any fees are not received in respect of Embedded Maintenance, this will result in the expiration of your licence for Microsoft SQL and your access to Microsoft SQL as part of the Unified Solution will be revoked and may not be reinstated.

5. Intellectual property

- 5.1. Microsoft SQL is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. You acknowledge and agree that Microsoft® (or its licensors) owns all title and intellectual property rights in and to Microsoft SQL. Microsoft® also retains all ownership of Microsoft SQL and all copies of it.
- 5.2. This Agreement does not transfer any ownership of Microsoft SQL to you, nor does it grant to you any rights to, or in, patents, copyrights, database right, trade secrets, trade names, trade marks (whether registered or unregistered), or any other rights or licences in respect of Microsoft SQL and any copies made by you.
- 5.3. By using Microsoft SQL, you agree and warrant that you shall not undertake any action that may infringe any Microsoft® intellectual property rights, and will not remove, modify or obscure any of the Microsoft® intellectual property notices in or on Microsoft SQL.
- 5.4. You acknowledge and agree that you do not retain any rights to use any Microsoft® logos in any manner. For information on Microsoft® trade marks, including a listing of current trade marks; please visit: <http://www.microsoft.com/trademarks>.

6. Links to third party sites

- 6.1. You acknowledge that Microsoft SQL may contain third party linked websites. These linked sites are not under the control of Microsoft®, and as such, Microsoft® is not responsible to you for webcasting or any other form of transmission received from any such linked sites nor is Microsoft® responsible to you if the linked sites do not work appropriately. These linked sites are provided as a convenience, and the inclusion of such links does not imply an endorsement by Microsoft® of the site or any association with its operators.
- 6.2. You are responsible for viewing and abiding by the privacy statements and terms of use posted at such linked sites. Additionally, your dealings with third parties with linked sites, or as otherwise referred to within Microsoft SQL, or participation in promotions, including the delivery of and the payment for goods and services, and any other terms, conditions, warranties or representations associated with such dealings or promotions are between you and the advertiser or other third party. Microsoft® is not responsible or liable for any part of any such dealings or promotions.

7. Termination

- 7.1. Without prejudice to any other termination rights which Sage may be entitled to, Sage reserves the right to withdraw access to Microsoft SQL at any time when directed to do so by Microsoft. Where possible, Sage will endeavour to provide reasonable advance written notice of such withdrawal.

8. Disclaimer

To the maximum extent permitted by applicable law:

- 8.1. Microsoft® makes no warranties, express, implied or otherwise, regarding Microsoft SQL, including without limitation any implied warranties of merchantability or fitness for a particular purpose, and all such warranties are excluded; and
- 8.2. Microsoft® disclaims any liability for any damages, whether direct, indirect, incidental or consequential, suffered as a result of the use or installation of Microsoft SQL.

9. Information and Monthly Royalty Reporting

- 9.1. By using Microsoft SQL with the Product, you acknowledge and agree that Microsoft® may have access to your information and information relating to you, including Customer Data, and the Microsoft® responsibilities and obligations in respect of such information are set out in the Microsoft SQL Licence Terms. You consent to such information being provided by us to Microsoft® in connection with your use of Microsoft SQL, including as part of our reporting commitments to Microsoft®.
- 9.2. You agree to supply to us, in a prompt manner and within such timescales as we may specify from time to time, such information



as we or Microsoft® may reasonably require from time to time in connection with your use of Microsoft SQL.

10. General

10.1. Both you and we agree that Microsoft® shall be entitled to enforce the terms of this Exhibit B.

EXHIBIT C Sage Provisioning Technology Terms

1. Applicable terms

- 1.1. The terms and conditions set out in this Exhibit C govern the use of: (i) the Portal; (ii) any associated online and offline components (such as landing page(s)) made available to you and/or Users in connection with the Portal (collectively with the Portal, **“Provisioning Technology”**), and (iii) the Product in connection with the Provisioning Technology.
- 1.2. Customer’s use of the Product and the Provisioning Technology is subject to the Sage 200 Subscription Terms and Conditions set out in Part A above (the **“Terms”**), as supplemented by the provisions in this Exhibit C.
- 1.3. You acknowledge and agree that your purchase or receipt of any third party products and/or services which integrate with the Provisioning Technology will be subject to clause 10 of the Terms. Without prejudice to the generality of clause 10, you will be solely responsible for purchasing and maintaining such licences and services as may be required by you in connection with your use of the Provisioning Technology, in such quantities as may be necessary to cover the number of Users.

2. Use of the Provisioning Technology

- 2.1. Throughout the term of the licence of the Product, you agree that the Product in the Cloud Environment (as defined below) shall be either the current Major Version or another preceding Major Version of the Product permitted for use in accordance with Sage’s product release and maintenance policies. **“Major Version”** means an upgrade to the Product that Sage has designated as a “major release” (or words of similar import) and has made available for deployment via the Portal.
- 2.2. The Provisioning Technology facilitates the deployment of the Product in a cloud environment managed by a Sage Partner (**“Cloud Environment”**). YOU: (I) ACKNOWLEDGE AND AGREE THAT YOUR SAGE PARTNER MANAGES THE CLOUD ENVIRONMENT IN ITS OWN NAME AND NOT AS AN AGENT OR REPRESENTATIVE OF SAGE; AND (II) AGREE THAT, TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, YOU WILL NOT MAKE ANY CLAIM AGAINST SAGE OR ANY OF ITS GROUP COMPANIES OR LICENSORS RELATED TO THE MANAGEMENT OF THE CLOUD ENVIRONMENT OR ITS RELIABILITY, INTEGRITY, PRIVACY, SECURITY OR AVAILABILITY.
- 2.3. Subject to the terms of this Agreement, Sage grants you a limited-term, non-exclusive, non-sublicensable, non-transferable (except as expressly permitted herein) right to access and use the Provisioning Technology for the deployment of the Product (including Updates and Upgrades thereto) in the Cloud Environment and the associated management of the Product user licences, at all times in accordance with the Provisioning Technology Documentation (as defined in paragraph 4.1 below). Sage will use commercially reasonable efforts to maintain availability of the Portal 24 hours a day, 7 days per week, subject to planned maintenance, force majeure events, and the conditions set out in this Agreement. In the event that your use of the Provisioning Technology interferes with or disrupts the integrity, security, availability or performance of the Provisioning Technology, Sage may modify or temporarily restrict or suspend your use thereof. In such event, the parties will cooperate in good faith to resolve the issue as soon as reasonably possible.

3. Usage rights

- 3.1. Sage will provide you with access credentials for the Portal and the Product. You shall be responsible for: (i) the confidentiality of such access credentials that are in your possession or control; (ii) setting up appropriate internal roles, permissions, policies and procedures for the safe and secure use of the Provisioning Technology and Product; (iii) the activity of all of your Users in the Provisioning Technology and the Product; and (iv) the compliance of your Users with the terms of this Agreement. You must notify Sage as soon as reasonably possible if you become aware, or reasonably suspect, that the security of your account has been compromised.
- 3.2. Except as expressly authorised by this Agreement, or by Sage in writing prior to each instance, you shall not: (i) use the Provisioning Technology for any purpose other than to manage Product subscriptions and licences; (ii) use the Provisioning Technology to circumvent any restrictions in relation to the Product, including as referred to in the Terms; (iii) derive the source code or use tools to observe the internal operation of, or scan, scrape, probe or penetrate, the Provisioning Technology; (iv) copy, modify or make derivative works of the Provisioning Technology; (v) remove any proprietary markings or notices from any materials provided or made available to you by Sage; (vi) frame or mirror the Provisioning Technology or any part thereof; or (vii) use the Provisioning Technology: (a) to send spam, duplicative, or unsolicited messages in violation of applicable laws or regulations; (b) to send or store material that violates the rights of a third party; (c) to send or store material containing viruses, worms, Trojan horses or other harmful computer code, files, scripts, agents or programs; or (d) for any other illegal or unlawful purpose. You may not knowingly facilitate or aid a third party in any of the foregoing activities.

4. Warranties and disclaimer

- 4.1. Sage warrants that the Provisioning Technology will perform materially in accordance with the online or written user guides,



specifications, and manuals regarding the Provisioning Technology made available by Sage, and any updates thereto (“**Provisioning Technology Documentation**”). If you notify Sage in writing of any non-conformance of the Provisioning Technology with the Provisioning Technology Documentation, Sage will use commercially reasonable efforts to investigate and correct any such non-conformance promptly. You will use commercially reasonable efforts to mitigate any damage as a result of such non-conformance. Subject to your rights to terminate this Agreement for cause, this paragraph constitutes your sole and exclusive remedy for breach of the Sage warranties regarding the Provisioning Technology. Sage’s warranties about the Product are as set out in the Terms. SAGE MAKES NO REPRESENTATIONS OR WARRANTIES REGARDING THE CLOUD ENVIRONMENT. The Sage Partner will be solely responsible for the provision of the Cloud Environment, and any support or maintenance required in connection with the same.

- 4.2. EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, THE SAGE PROVISIONING TECHNOLOGY AND THE PRODUCT ARE PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS. SAGE, ON BEHALF OF ITSELF, ITS GROUP COMPANIES AND LICENSORS, DISCLAIMS TO THE FULLEST EXTENT PERMITTED BY LAW ALL OTHER REPRESENTATIONS, WARRANTIES AND GUARANTEES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING THOSE: (I) OF MERCHANTABILITY OR SATISFACTORY QUALITY; (II) OF FITNESS FOR A PARTICULAR PURPOSE; (III) ARISING FROM CUSTOM, TRADE USAGE, COURSE OF PRIOR DEALING OR COURSE OF PERFORMANCE; OR (IV) NON-INFRINGEMENT.

5. Privacy

- 5.1. You acknowledge that, in order for the Sage Partner to manage the Product, and Customer Data therein, in the Cloud Environment, the Sage Partner that manages the Cloud Environment will have administrator-level access to the Provisioning Technology, Product and Customer Data therein. The Sage Partner’s access to, processing and retention of Customer Data in the Cloud Environment is governed by Customer’s own agreement with the Sage Partner (and not by this Agreement) and by the Sage Partner’s policies. If you require access to your Customer Data, including in the event of termination of your licence, you should work with the relevant Sage Partner in relation to this and the provision of such information by the Sage Partner will be subject to the agreement which you have in place with them.
- 5.2. Sage may collect, use and disclose information, including Customer Data, as set forth in this Agreement and the privacy notice for the Provisioning Technology available at:
- 5.2.1. www.sage.com/en-gb/legal/terms-and-conditions/sage-partner-cloud-privacy-notice if you subscribe to the Services in the UK; and
- 5.2.2. www.sage.com/en-ie/legal/terms-and-conditions/sage-partner-cloud-privacy-notice if you subscribe to the Services in Ireland,

or at successor URLs.

6. Term and Termination

- 6.1. The terms of this Exhibit C will remain in effect until the expiration or termination of the Product licences under this Agreement. A breach by you of the terms of this Exhibit C shall constitute a breach of this Agreement. Any provision reasonably read as intended to survive termination or expiration shall survive.
- 6.2. In the event that you wish to change to a Cloud Environment which is deployed by an alternative Sage Partner, or you wish to adopt an alternative Online Services, you will be required to terminate the original licence for the Product and to purchase a new licence with the nominated Sage Partner.

