

Source Information Services Limited
Standard terms and conditions of business

Note that these terms and conditions encompass all our services, some of which may not be relevant to you, and should be read accordingly.

1. INTERPRETATION

1.1 The definitions and rules of interpretation in this condition apply in these terms and conditions

(Conditions).

Agreement: the agreement for the provision of the Services which may include but shall not be limited to a description of the Services, the charges for the Services, the Deliverables, and the In-put Material and which shall incorporate these Conditions.

AI System means any software, model, platform, service or system that uses artificial intelligence techniques to simulate, emulate or perform tasks that typically require human intelligence, including but not limited to large language models, machine learning systems, generative AI models, natural language processing tools, or automated decision-making tools.

Client: the person, firm, or company who purchases Services from the Supplier.

Data Protection Legislation: all applicable data protection and privacy laws in force from time to time in the United Kingdom, including (i) the UK General Data Protection Regulation ("UK GDPR"); (ii) the Data Protection Act 2018; (iii) the Privacy and Electronic Communications (EC Directive) Regulations 2003 (as amended); and (iv) any legislation that replaces, amends or re-enacts any of the foregoing, and the terms "personal data", "data subject", "controller" and "process" (and its derivatives) shall have the meanings given to them in Data Protection Legislation;

Deliverables: all Documents, products and materials (including any reports, datasets, white papers, templates, analyses, insights, models, research findings, or other content or materials) developed by the Supplier or its agents, subcontractors, consultants and employees in relation to the Services in any form, including the deliverables specified in the Agreement.

Derivative Output means any content, output, model, dataset, framework, tool, service or work product that is generated, developed or derived (in whole or substantial part) from the Deliverables or through their use, including but not limited to any outputs resulting from use of the Deliverables in an AI System.

Document: includes, without limitation, in addition to any document in writing, any drawing, map, plan, diagram, design, picture or other image, tape, disk or other device or record embodying information in any form.

In-put Material: all Documents, information and materials provided by the Client relating to the Services including (without limitation) the in-put materials specified in the Agreement.

Intellectual Property Rights: all patents, rights to inventions, utility models, copyright and related rights, trade marks, service marks, trade, business and domain names, rights in trade dress or get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database right, topography rights, moral rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications for and renewals or extensions

of such rights, and all similar or equivalent rights or forms of protection in any part of the world.

Personal Data: any information relating to an identified or identifiable living individual who can be identified from those data and other information which is in the possession of or is likely to come into the possession of the Supplier or as defined in the Data Protection Legislation.

Pre-existing Materials: all Documents, information and materials provided by the Supplier relating to the Services which existed prior to the commencement of the Contract.

Restricted Use means any use of the Deliverables that involves (a) training, tuning, augmenting or otherwise contributing to an AI System; (b) use of Deliverables as prompts or inputs to an AI System; or (c) creation of Derivative Outputs that replicate or replace the functions, insights or outputs of the Supplier.

Services: the services to be provided by the Supplier under the Agreement as set out in the Agreement, together with any other services which the Supplier provides, or agrees to provide, to the Client.

Subscription Services: any Services to be supplied on an ongoing basis as opposed to a one-off basis.

Supplier: Source Information Services Limited incorporated and registered in England and Wales with company number 06439935 whose registered office is at 26 Aldebert Terrace, London SW8 1BJ.

White Space Subscription Service: the Supplier's subscriber-based web service which provides detailed analysis of the thought leadership of leading global consulting firms.

VAT: value added tax chargeable under English law for the time being and any similar additional tax.

Website: www.sourceforconsulting.com or www.sourceglobalresearch.com or their subdomains.

- 1.2 Headings in these conditions shall not affect their interpretation.
- 1.3 A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- 1.4 A reference to a statute or statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension, or re-enactment and includes any subordinate legislation for the time being in force made under it.
- 1.5 A reference to **writing** or **written** includes faxes and e-mail.
- 1.6 Any obligation in the Agreement on a person not to do something includes, without limitation, an obligation not to agree, allow, permit or acquiesce in that thing being done.

2. APPLICATION OF CONDITIONS

- 2.1 These Conditions shall:
 - (a) apply to and be incorporated into the Agreement; and
 - (b) prevail over any inconsistent terms or conditions contained, or referred to, in

the Client's purchase order, confirmation of order, acceptance of a quotation, or specification or other Document supplied by the Client, or implied by law, trade custom, practice or course of dealing.

- 2.2 If there is an inconsistency between any of these Conditions and any other provisions of the Agreement, the other provisions of the Agreement shall prevail.
- 2.3 The Client's purchase order, or the Client's acceptance of a quotation by the Supplier, constitutes an offer by the Client to purchase the Services specified in it on these Conditions. No offer placed by the Client shall be accepted by the Supplier other than:
- (a) by a written acknowledgement issued and executed by the Supplier; or
 - (b) (if earlier) by the Supplier starting to provide the Services,
- when a contract for the supply and purchase of the Services on these Conditions will be established. The Client's standard terms and conditions (if any) attached to, enclosed with or referred to in any purchase order or other Document shall not govern the Agreement.
- 2.4 Quotations are given by the Supplier on the basis that no Agreement shall come into existence except in accordance with condition 2.3. Any quotation is valid for a period of 30 days from its date, provided that the Supplier has not previously withdrawn it.

3. COMMENCEMENT AND DURATION

- 3.1 Any Subscription Services shall be provided by the Supplier to the Client from the date of acceptance by the Supplier of the Client's offer in accordance with condition 2.3.
- 3.2 Subject to condition 12, any Subscription Services shall be supplied for period of twelve months (**Initial Term**), with an option to extend by mutual agreement of the parties.

4. SUPPLIER'S OBLIGATIONS

- 4.1 The Supplier shall use reasonable endeavours to provide the Services, and to deliver the Deliverables to the Client, in accordance in all material respects with the Agreement.
- 4.2 The Supplier shall use reasonable endeavours to meet any performance dates specified in the Agreement, but any such dates shall be estimates only and time shall not be of the essence for performance of the Services.

5. CLIENT'S OBLIGATIONS

- 5.1 The Client shall:
- (a) co-operate with the Supplier in all matters relating to the provision of the Services;
 - (b) comply and shall procure that its employees, officers, contractors and representatives comply, with any terms and conditions of use and acceptable use policy in force from time to time relating to the use of the Website;
 - (c) comply and shall procure that its employees, officers, contractors and representatives comply, with any terms and conditions relating to the use of the Deliverables;
 - (d) provide the Supplier, its agents, subcontractors, consultants and employees,

in a timely manner and at no charge, with access to the Client's premises, office accommodation, data and other facilities as reasonably required by the Supplier;

- (e) provide to the Supplier, in a timely manner, such In-put Material and other information as the Supplier may (in its sole discretion) reasonably require and ensure that it is accurate in all material respects.
- (f) warrant in relation to the In-put Material that:
 - (i) where it is stated to contain facts, those facts are accurate in all material respects;
 - (ii) where it is stated to contain opinions, those opinions are genuinely held;
 - (iii) where it contains information relating to or attributed to third parties, all necessary third party licences and consents have been obtained and maintained;
 - (iv) it does not contain material that is defamatory of any other person;
 - (v) it does not infringe any Intellectual Property Rights of any other person;
 - (vi) it is not likely to deceive any person;
 - (vii) it does not give the impression that it emanates from us, if this is not the case; and
 - (viii) it complies with all relevant legislation.

5.2 The Supplier shall not be liable for faults in the Deliverables that manifest themselves as a result of incorrect or incomplete information supplied by the Client.

5.3 The Supplier reserves the right to make all such investigations and take all such action as it considers necessary (in its sole opinion) to verify that the Client has complied or is complying with its obligations set out in condition 5.1(f) above.

5.4 The Supplier reserves the right to take all such action as it considers necessary (in its sole opinion) to ensure that the Client has complied or is complying with its obligations set out in condition 5.1(f) above including, without limitation refusing to post or transmit or to remove, edit, delete, amend or alter in any way any In-put Material (in whole or in part). If the Supplier's performance of its obligations under the Agreement is prevented or delayed by any act or omission of the Client, its agents, subcontractors, consultants or employees, the Supplier shall not be liable for any costs, charges or losses sustained or incurred by the Client arising directly or indirectly from such prevention or delay.

5.5 The Client shall be liable to pay to the Supplier, on demand, all reasonable costs, charges or losses sustained or incurred by the Supplier (including, without limitation, any direct, indirect or consequential losses, loss of profit and loss of reputation, loss or damage to property and those arising from injury to or death of any person and loss of opportunity to deploy resources elsewhere) arising directly or indirectly from the Client's fraud, negligence, failure to perform or delay in the performance of any of its obligations under the Agreement, subject to the Supplier confirming such costs, charges and losses to the Client in writing.

5.6 Neither party shall, without the prior written consent of the other, at any time from the date of the Contract to the expiry of six months after the last date of supply of the Services, solicit or entice away from the other party or employ (or attempt to employ) any person who is, or has been, engaged as an employee, consultant or subcontractor of the other party. General advertisements for positions, not directed at specific persons,

shall not constitute a breach of this clause.

- 5.7 Any consent given by a party in accordance with condition 5.6 shall be subject to the other party paying to the party giving the consent a sum equivalent to 20% of the then current annual remuneration of that party's employee, consultant or subcontractor or, if higher, 20% of the annual remuneration to be paid by the other party to that employee, consultant or subcontractor.

6. DELIVERABLES

- 6.1 The Client shall be responsible for providing the Supplier with the email addresses of persons employed by the Client or engaged by the Client under a contract for services who are to be the initial registered users of the White Space Subscription Service.
- 6.2 The Client shall promptly notify the Supplier if any of the registered users in condition 6.1 cease to so be employed or engaged by the Client (and the email address of any replacement user) whereupon the Client shall be responsible for destroying any Documents printed off by the departing user and the Supplier shall deregister the departing user.
- 6.3 The Client shall not, and shall ensure that its employees, agents, contractors and affiliates do not, directly or indirectly:
- (a) use, input, upload, reference or otherwise incorporate any Deliverables into any AI System;
 - (b) use the Deliverables for the purpose of training, fine-tuning, enhancing or developing any AI System;
 - (c) create, publish, commercialise, sell, or distribute any Derivative Output based on or derived from the Deliverables; or
 - (d) use the Deliverables to develop, support or inform any product, service, model, or content that competes with or is functionally similar to those provided by the Supplier,

and the Client acknowledges that any breach of this condition may result in irreparable harm to the Supplier, and the Supplier shall be entitled to seek injunctive relief in addition to any other remedies available at law or in equity.

- 6.4 The Client shall indemnify, defend and hold harmless the Supplier from and against all losses, damages, liabilities, claims, costs and expenses (including legal fees) arising from or in connection with:
- (a) any unauthorised use of the Deliverables in connection with an AI System;
 - (b) any third-party claim that arises due to the Client's use of an AI System involving the Deliverables; and
 - (c) any infringement of Intellectual Property Rights caused by the Client's use of AI-generated outputs derived from or influenced by the Deliverables.

7. CHARGES AND PAYMENT

- 7.1 In consideration of the provision of the Services by the Supplier, the Client shall pay the charges as set out in the Agreement, which shall specify whether they shall be on a time and materials basis, a fixed price basis or a combination of both. Condition 7.2 shall apply if the Supplier provides Services on a time and materials basis. Condition 7.3 shall apply if the Supplier provides Services for a fixed price. The remainder of this condition 7 shall apply in either case.

- 7.2 Where Services are provided on a time and materials basis:
- (a) the charges payable for the Services shall be calculated in accordance with the Supplier's standard daily fee rates, as set out in the Agreement and as amended from time to time by the Supplier giving not less than 1 months' written notice to the Client
 - (b) the Supplier's standard daily fee rates for each individual person are calculated on the basis of an eight-hour day, worked between 8.00 am and 5.00 pm on weekdays (excluding public holidays);
 - (c) all charges quoted to the Client shall be exclusive of VAT, which the Supplier shall add to its invoices at the appropriate rate;
 - (d) the Supplier shall invoice the Client monthly in arrears for its charges for time, expenses and materials (together with VAT where appropriate) for the month concerned, calculated as provided in this condition 7.2. Each invoice shall set out the time spent by each individual whom it engages on the Services and provide a detailed breakdown of any expenses and materials, accompanied by the relevant receipts.
- 7.3 Where Services are provided for a fixed price, the total price for the Services shall be the amount set out in the Agreement. The total price shall be paid to the Supplier together with expenses, the costs of materials and VAT, where appropriate, calculated as provided in condition 7.4 (without deduction or set-off) in accordance with the Agreement.
- 7.4 Any fixed price excludes:
- (a) the cost of hotel, subsistence, travelling and any other ancillary expenses reasonably incurred by the individuals whom the Supplier engages in connection with the Services, the cost of any materials and the cost of services reasonably and properly provided by third parties and required by the Supplier for the supply of the Services. Such expenses, materials and third party services shall be invoiced by the Supplier at cost; and
 - (b) VAT, which the Supplier shall add to its invoices at the appropriate rate.
- 7.5 The Client shall pay each invoice submitted to it by the Supplier, in full and in cleared funds, within 30 days of receipt to a bank account nominated in writing by the Supplier.
- 7.6 Without prejudice to any other right or remedy that it may have, if the Client fails to pay the Supplier on the due date, the Supplier may:
- (a) charge interest on such sum from the due date for payment at the annual rate of 2% above the base lending rate from time to time of Barclays Bank PLC accruing on a daily basis and being compounded quarterly until payment is made, whether before or after any judgment and the Client shall pay the interest immediately on demand. The Supplier may claim interest under the Late Payment of Commercial Debts (Interest) Act 1998; and
 - (b) suspend all Services until payment has been made in full.
- 7.7 Time for payment shall be of the essence of the Agreement. All sums payable to the Supplier under the Agreement shall become due immediately on its termination, despite any other provision. This condition 7.7 is without prejudice to any right to claim for interest under the law, or any such right under the Agreement.
- 7.8 The Supplier may, without prejudice to any other rights it may have, set off any liability

of the Client to the Supplier against any liability of the Supplier to the Client.

8. INTELLECTUAL PROPERTY RIGHTS

- 8.1 As between the Client and the Supplier, all Intellectual Property Rights and all other rights in the Deliverables and the Pre-existing Materials shall be owned by the Supplier. The Supplier licenses all such rights to the Client free of charge and on a non-exclusive, worldwide basis to such extent as is necessary to enable the Client to make reasonable use of the Deliverables and the Services, but not for any purpose that constitutes a Restricted Use. If the Agreement terminates, this licence shall automatically terminate.
- 8.2 The Supplier shall ensure that it has all licences necessary to allow the Client the enjoyment of the Deliverables.
- 8.3 As between the Client and the Supplier, all Intellectual Property Rights and all other rights in the In-input Material shall be owned by the Client. Subject to condition 8.4, the Consulting Firm licenses all such rights to the Supplier free of charge and on a non-exclusive, worldwide basis to such extent as is necessary to enable the Supplier to provide the Services. If the Agreement terminates, this licence shall automatically terminate.
- 8.4 The Client acknowledges that, where it does not own any Client Material, it has obtained a written licence (or sub-licence) from the relevant licensor or licensors on such terms as entitle the Client to license such rights to the Supplier.
- 8.5 For the avoidance of doubt, any Derivative Output generated or developed in breach of this condition shall be deemed to infringe the Supplier's Intellectual Property Rights.

9. CONFIDENTIALITY AND THE SUPPLIER'S PROPERTY

- 9.1 Each party undertakes that it shall not at any time disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party, except as permitted by condition 9.2.
- 9.2 Each party may disclose the other party's confidential information:
- (a) to its employees, officers, representatives or advisers who need to know such information for the purposes of carrying out the party's obligations under the Agreement. Each party shall ensure that its employees, officers, representatives or advisers to whom it discloses the other party's confidential information comply with this condition 9; and
 - (b) as may be required by law, court order or any governmental or regulatory authority.
- 9.3 No party shall use any other party's confidential information for any purpose other than to perform its obligations under the Agreement.

10. LIMITATION OF LIABILITY - THE CUSTOMER'S ATTENTION IS PARTICULARLY DRAWN TO THIS CONDITION

- 10.1 This condition 10 sets out the entire financial liability of the Supplier (including any liability for the acts or omissions of its employees, agents, consultants, and subcontractors) to the Client in respect of:
- (a) any breach of the Agreement;

- (b) any use made by the Client of the Services, the Deliverables or any part of them; and
 - (c) any representation, statement or tortious act or omission (including negligence) arising under or in connection with the Agreement.
- 10.2 While the Supplier endeavours to ensure that the information contained in Deliverables is correct, the Supplier does not warrant the accuracy and completeness of such information.
- 10.3 The information contained in Deliverables is provided "as is", without any conditions, warranties or other terms of any kind, unless and to the extent that this Agreement provides otherwise.
- 10.4 The Supplier warrants that all Services will be delivered by qualified staff, trained to deliver the Services in a professional manner, in accordance with the highest standards and best practise for the Supplier's industry.
- 10.5 All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from the Agreement.
- 10.6 Nothing in these Conditions limits or excludes the liability of the Supplier:
 - (a) for death or personal injury resulting from negligence; or
 - (b) for any damage or liability incurred by the Client as a result of wilful misconduct, fraud or fraudulent misrepresentation by the Supplier;
 - (c) for damages suffered by the Client as a result of the Supplier's breach of confidentiality.
- 10.7 Subject to condition 10.6
 - (a) the Supplier shall not be liable for:
 - (i) loss of profits; or
 - (ii) loss of business; or
 - (iii) depletion of goodwill and/or similar losses; or
 - (iv) loss of anticipated savings; or
 - (v) loss of contract; or
 - (vi) any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses.
 - (b) the Supplier is not responsible for the use by the Client of any third party software (including any plug-in) and shall have no liability to the Client in relation to their use of any such software.
 - (c) the Supplier's total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the performance, or contemplated performance, of the Agreement shall be limited to £250,000.
- 10.8 The Client acknowledges and agrees that the Deliverables are not intended to be used as inputs into any AI System, and that any use of the Deliverables for a purpose which constitutes a Restricted Use (including any use for training, fine-tuning, or generating content with an AI System) is strictly prohibited. Furthermore, the Supplier accepts no

liability for any loss, damage, costs, or claims arising out of or in connection with:

- (a) the use of any AI System by the Client or its personnel in connection with the Deliverables;
- (b) any Derivative Outputs or content generated by an AI System using the Deliverables;
- (c) any decisions, conclusions, recommendations or business outcomes generated by or based upon outputs from an AI System, even if such outputs were derived (in part or whole) from the Deliverables.

11. DATA PROTECTION

- 11.1 Each party shall comply with its obligations under Data Protection Legislation in respect of personal data processed by it in connection with this Agreement and the Services.
- 11.2 The Supplier shall be the sole Controller for any Personal Data provided by users of the Website, and shall adhere to the privacy policy set out in Appendix 1.
- 11.3 Except as under condition 11.2, where the Client is providing Personal Data as part of the In-Put Material the Supplier is acting as joint-Controller with the Client for the duration of the Agreement.
- 11.4 The Client shall provide to the Supplier such Personal Data only as is required for the delivery of the Services, and the Client warrants that it has all appropriate permissions to transfer that data to the Supplier.

12. TERMINATION

- 12.1 Without prejudice to any other rights or remedies which the parties may have, either party may terminate the Agreement without liability to the other immediately on giving notice to the other if:
 - (a) the other party fails to pay any amount due under the Agreement on the due date for payment and remains in default not less than seven days after being notified in writing to make such payment; or
 - (b) the other party commits a material breach of any of the terms of the Agreement and (if such a breach is remediable) fails to remedy that breach within 14 days of that party being notified in writing of the breach; or
 - (c) the other party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or (being a company) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 or (being a partnership) has any partner to whom any of the foregoing apply.
- 12.2 Without prejudice to any other rights or remedies which the parties may have, the Supplier may terminate the Agreement without liability to the Client immediately on giving notice to the Client if:
 - (a) there is a change of control of the Client (as defined in section 574 of the Capital Allowances Act 2001); or
 - (b) the Client suspends or ceases, or threatens to suspend or cease, to carry on all or a substantial part of its business.
- 12.3 On termination of the Agreement for any reason:

- (a) the Client shall immediately pay to the Supplier all of the Supplier's outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, the Supplier may submit an invoice, which shall be payable immediately on receipt; and
 - (b) the accrued rights and liabilities of the parties as at termination and the continuation of any provision expressly stated to survive or implicitly surviving termination shall not be affected.
- 12.4 On termination of the Agreement (however arising), the following conditions shall survive and continue in full force and effect:
 - (a) condition 8;
 - (b) condition 9;
 - (c) condition 10;
 - (d) condition 12; and
 - (e) condition 22.

13. FORCE MAJEURE

- 13.1 A party shall have no liability to the other under the Agreement if it is prevented from, or delayed in performing, its obligations under the Agreement or from carrying on its business by acts, events, omissions or accidents beyond its reasonable control, including (without limitation) strikes, lock-outs or other industrial disputes (whether involving the workforce of the Supplier or any other party), failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or subcontractors.

14. VARIATION

- 14.1 No variation of the Agreement or these Conditions shall be valid unless it is in writing and signed by or on behalf of each of the parties.

15. WAIVER

- 15.1 A waiver of any right under the Agreement is only effective if it is in writing and it applies only to the circumstances for which it is given. No failure or delay by a party in exercising any right or remedy under the Agreement or by law shall constitute a waiver of that (or any other) right or remedy, nor preclude or restrict its further exercise. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that (or any other) right or remedy.
- 15.2 Unless specifically provided otherwise, rights arising under the Agreement are cumulative and do not exclude rights provided by law.

16. SEVERANCE

- 16.1 If any provision of the Agreement (or part of any provision) is found by any court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, that provision or part- provision shall, to the extent required, be deemed not to form part of the Agreement, and the validity and enforceability of the other provisions of the Agreement shall not be affected.

- 16.2 If a provision of the Agreement (or part of any provision) is found illegal, invalid or unenforceable, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

17. ENTIRE AGREEMENT

- 17.1 The Agreement constitutes the whole agreement between the parties and supersedes all previous agreements between the parties relating to its subject matter.
- 17.2 Each party acknowledges that, in entering into the Agreement, it has not relied on, and shall have no right or remedy in respect of, any statement, representation, assurance or warranty (whether made negligently or innocently).
- 17.3 Nothing in this condition shall limit or exclude any liability for fraud.

18. ASSIGNMENT

- 18.1 The Client shall not, without the prior written consent of the Supplier, assign, transfer, charge, mortgage, subcontract or deal in any manner with all or any of its rights or obligations under the Agreement.
- 18.2 The Supplier may at any time assign, transfer, charge, mortgage, subcontract or deal in any other manner with all or any of its rights under the Agreement and may subcontract or delegate in any manner any or all of its obligations under the Agreement to any third party or agent.
- 18.3 Each party that has rights under the Agreement is acting on its own behalf and not for the benefit of another person.

19. NO PARTNERSHIP OR AGENCY

Nothing in the Agreement is intended to, or shall be deemed to, constitute a partnership or joint venture of any kind between any of the parties, nor constitute any party the agent of another party for any purpose. No party shall have authority to act as agent for, or to bind, the other party in any way.

20. RIGHTS OF THIRD PARTIES

A person who is not a party to the Agreement shall not have any rights under or in connection with it.

21. NOTICES

- 21.1 Any notice required to be given under the Agreement shall be in writing and shall be delivered personally, or sent by pre-paid first-class post, recorded delivery or by commercial courier to the other party at the address specified for that party in the Agreement, or as otherwise specified by the relevant party by notice in writing to the other party.
- 21.2 Any notice shall be deemed to have been duly received if delivered personally, when left at the address of the relevant party as specified in the Agreement or as otherwise specified by the relevant party by notice in writing to the other party, if sent by pre-paid first-class post or recorded delivery, at 9.00 am on the second Business Day after posting, or if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed.
- 21.3 This condition 21 shall not apply to the service of any notice in any proceedings or other

documents in any legal action.

- 21.4 A notice required to be given under the Agreement shall not be validly served if sent by e-mail.

22. AUDIT RIGHTS

- 22.1 The Supplier shall have the right, on reasonable notice, to audit the Client's use of the Deliverables to verify compliance with the Agreement, including to ensure that the Client has not used the Deliverables for any purpose that constitutes a Restricted Use. The Client shall provide reasonable assistance and access to relevant records, systems and personnel in connection with any such audit.

23. GOVERNING LAW AND JURISDICTION

- 23.1 The Agreement, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with, the law of England and Wales.
- 23.2 The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of, or in connection with, the Agreement or its subject matter or formation (including non-contractual disputes or claims).

APPENDIX 1 – PRIVACY POLICY FOR WEBSITE USERS

Also available at

<https://www.sourceglobalresearch.com/policy/privacy>

This privacy policy sets out how Source Information Services (“Source”, “us”, “we”) uses and protects any information that you give Source when you use our websites (sourceglobalresearch.com, sourceforconsulting.com, sourcegurucloud.com).

Source is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Source may change this policy from time to time by updating <https://www.sourceglobalresearch.com/policy/privacy>. This policy is effective from 25 May 2018.

Information you provide to us

We may collect the following information:

- Your name and job title
- Your contact information including email address

Where your account is part of a corporate account, we may also collect:

- The name of your current employer
- Geographical indicators such as country of access and IP address

How we gather the information

When you register for our services, you are required to provide certain details, and invited to provide further details. Where your account is part of a corporate account, we may supplement this with other, publicly available information. Additionally, Source logs usage data from each visit to our websites, and your interaction with communications from us, using log-ins, cookies and internet protocol addresses to identify you and your use.

What we do with the information we gather

We require this information to provide you with a better service, to verify your identity, and in particular for the following reasons:

- To provide access to purchased products and services;
- For internal record keeping and fraud prevention;
- We may use the information to improve our products and services, and to tailor your experience with us.
- We may periodically send promotional emails about new products, updates to purchased products and services, or other information which we think you may find interesting using the email address which you have provided.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web

application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

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