

PowerHouse Workforce Platform and Talent Community

Customer License and Service Agreement

March 2021

TERMS AND CONDITIONS FOR THE SUPPLY OF THE POWERHOUSE WORKFORCE PLATFORM

Introduction

- The Developer (Mediasphere International Pty Ltd, ACN 164 414 868, ACN 120 008 924), of Suite 30612, Level 6, Southport Central 3 Commercial, 9 Lawson Street, Southport, Queensland 4215) has developed the PowerHouse Hub software platform which is a software application to host and manage content and datasets on a cloud-based platform.

Mediasphere International Pty Ltd, operates two wholly owned subsidiary companies, which are party to this agreement and provide Product and services in their geographical regions:

- Australia, New Zealand, Asia and North America: Mediasphere Holdings Pty Ltd, trading as PowerHouse Hub, ACN 120 008 924, of Suite 30612, Level 6, Southport Central 3 Commercial, 9 Lawson Street, Southport, Queensland, Australia. 4215.
- The Customer wishes to subscribe to a non-exclusive license for the PowerHouse Hub platform to host, manage and maintain your training PowerHouse Platform in accordance with the Works Agreement.

It is agreed

Definitions and interpretation

Definitions: In this Agreement:

1. Agreement means this document, the Works Agreement and any other schedule or annexure to this document.
2. Australian Privacy Principles has the meaning set out in the *Privacy Act 1988* (Cth)
3. Business Day means a day that is not a Saturday, Sunday or any other day which is a public holiday Brisbane, Australia and the United Kingdom.
4. Commencement Date means the date specified in the Works agreement.
5. Confidential Information means information relating to:
 - a. the design, specification and content of the Website that is not publicly available.
 - b. information contained on the Customer's computer network systems.
 - c. personnel details, policies, business strategies or any other information or material provided to the Developer by the Customer.
 - d. the Development Tools and Templates.
 - e. the terms of this Agreement.
 - f. any proprietary information of either party that is not publicly available; and
 - g. any other information which is stated to be confidential or which, by its nature, should reasonably be considered to be confidential information.
6. Customer Content means all text, pictures, sound, graphics, video, embed codes, documents, files, end-user data generated on the Website and other data loaded and stored in the Website database as well all data and information (including Confidential Information) relating to the Customer and any third parties to whom the Customer provides products or services, and to their respective operations, facilities, assets, products, sales and transactions in whatever form whether entered, stored, generated or processed as part of the Services and includes any:
 - a. database in which such data or information is stored.
 - b. documentation or records related to such data or information; and
 - c. products resulting from the use or processing of such data or information.
7. Customer Deliverables expressly excludes the Developer Tools and Templates and means whether created before or after the date of this Agreement all textual, graphical, audio and other material displayed on the Website which are custom developed by the Developer for the Customer.
8. Developer Tools and Templates means the software developed prior to the date of this Agreement, or otherwise developed outside of the scope of this Agreement, that is proprietary to the Developer or licensed to the Developer by third parties.

9. GST Law means the A New Tax System (Goods and Services Tax) Act 1999 (Cth) and any other law dealing with the imposition or administration of a goods and services tax in Australia.
10. Hosting Fee means the annual fee that is payable by the Customer to the Developer for the annual hosting of the Website.
11. Installation Date means the date or period for installation of Software as set out in the Works.
12. Intellectual Property Rights means any and all now known or subsequently known tangible and intangible:
 - a. rights associated with works of authorship, including but not limited to copyrights and moral rights.
 - b. trademark and trade name rights and similar rights.
 - c. trade secret rights.
 - d. patents, designs, algorithms and other industrial property rights.
 - e. all other intellectual and industrial property rights of every kind and nature throughout the universe and however designated (including logos, rental rights and rights to remuneration), whether arising by operation of law, contract, license, or otherwise.
 - f. all registrations, initial applications, renewals, extensions, continuations, divisions or reissues hereof now or hereafter in force; and
 - g. all rights and causes of action for infringement or misappropriation of any of the foregoing.
13. Internet means the world-wide connection of computer networks providing for the transmission of electronic mail, on-line information, information retrieval and file transfer protocol.
14. Intranet is a private network that uses Internet protocols to securely share any part of an organisation's information or operational systems within that organisation.
15. Maintenance Services means the supply to the Licensee of Updates and Upgrades.
16. Off-peak Times means any time between 5:00pm and 11:59pm or 12:00am and 8:30am Australia time or at any time on a Saturday or Sunday.
17. Personal Information means personal information as defined under the *Privacy Act 1988* (Cth).
18. Privacy Laws means all applicable laws and regulations relating to privacy and the protection of Personal Information, including the *Privacy Act 1988* (Cth), the Health Records (Privacy and Access) Act 1997 (ACT), the *Health Records Act 2001* (Vic), the *Health Records and Information Privacy Act 2002* (NSW), the *Spam Act 2003* (Cth), and any other requirement under law or industry code relating to the handling of Personal Information.
19. Product means one of the software applications in the PowerHouse Hub software suite. The main Product titles include PowerHouse Workforce and Talent Community platform.
20. Release means, in respect of an Update or Upgrade, the release of that Update or Upgrade (as the case may be) to the customers of the Licensor generally] (and "Released" shall be construed accordingly).
21. Sensitive Personal Data means sensitive information as defined in the *Privacy Act 1988* (Cth) and special category data – Article 9 GDPR.
22. Services means services under this contract for the provision of the works or additional services relating to web hosting, the maintenance of the Website and all other services reasonably required to run the website by the Developer to the Customer.
23. Server System means the hardware and software system owned or licensed by Customer on which the Website resides and that maintains the Website on the World Wide Web and which may change from time to time.
24. Site means the hardware system for the hosting of the Server Systems.
25. Software means the Developer Tools and Templates and any other computer program or programs consisting of a set of instructions or statements in machine readable form, and each and every component thereof to the extent that they are used in relation to the Website or produced under additional services requested by this Agreement.
26. Software License means the permission to use the PowerHouse Hub software on a non-exclusive basis and subject to the terms and conditions in this agreement. Access to the License is granted on the payment, in advance, of the annual recurring (or monthly) license fee.
27. Specifications means the requirements for the Customer Deliverables.

28. Term means a period of one (1) year which can be renewed on an annual license basis if granted by the Developer.
29. Third Party Materials means any software or other material owned by a company or individual other than Developer or Customer which is employed on the Website and is supplied by the Developer.
30. Update means a hotfix, patch or minor version update to the Software.
31. Upgrade means a major version upgrade of the Software.
32. User means one of the following:
 - a) Active User – a user that can login and access the Customer’s version of the platform. A User can be reported on and their data is stored and backed-up in the platform. The user counts towards the commercial license counter and forms part of the Annual License Fee; or
 - b) Disabled User – a user that cannot login, however their data is still stored in the platform and can be reported on. This user counts towards the commercial license counter; or
 - c) Deleted User – a user that has been completely removed from the system. No data is stored, no reporting can be done. This user does not count towards the commercial license counter.
33. User Account means an access credit that is used by the Customer to allow their users to access their version of the PowerHouse Platform. A User Account is activated by the Customer using a single credit to create a new user on the PowerHouse Platform. The User Accounts are valid for 12 months and cannot be reissued once activated.
34. User Account (eCommerce) means an access account that is added to the PowerHouse Platform via an eCommerce transaction to provide the user with access to a course (content), event or webinar through the PowerHouse Platform. The User Account (eCommerce) does not use an access credit, but it added automatically based on an agreed revenue share model. The Developer, on the PowerHouse Platform, provides the Customer with eCommerce marketing portals, shopping cart, secure access to agreed third party eCommerce providers to manage the transactions, creation and delivery of payment invoices to the Customer and the creation of a user account with access to the purchased content or activity.
35. Website means the PowerHouse Platform which is accessible on the organisation’s Intranet and Internet through the World Wide Web supplied by Developer pursuant to the terms and conditions of this Agreement.
36. Website Graphics means the custom graphics and user interfaces developed for the Website by Developer and included in the Customer Deliverables.
37. Works means the agreement for the design and installation of Customer’s PowerHouse Platform and the terms of this Agreement; and
38. World Wide Web means a method of representing and obtaining graphical data and linking data items used by Internet users.

Interpretation Reference to:

- a. one gender includes the others.
- b. the singular includes the plural, and the plural includes the singular.
- c. a person includes a body corporate.
- d. a party includes the party’s executors, administrators, successors and permitted assigns.
- e. a statute, regulation or provision of a statute or regulation (Statutory Provision) includes:
 - a. that Statutory Provision as amended or re-enacted from time to time; and
 - b. a statute, regulation or provision enacted in replacement of that Statutory Provision; and
- f. Money is the Australian dollar (A\$), unless otherwise stated.
- g. “Including” and similar expressions are not words of limitation.
- h. Where a word or expression is given a particular meaning, other parts of speech and grammatical forms of that word or expression have a corresponding meaning.
- i. Headings are for convenience only and do not form part of this Agreement or affect its interpretation.

- j. A provision of this Agreement must not be construed to the disadvantage of a party merely because that party was responsible for the preparation of this Agreement or the inclusion of the provision in this Agreement.
 - k. If an act must be done on a specified day which is not a Business Day, it must be done on the next Business Day.
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1. Term

- i. This Agreement commences and is deemed to have effect on the date that the Works Agreement is executed by the Customer and continues for the Term unless terminated in accordance with the Termination clauses. Unless stated otherwise, the term of the license is 12 months with the option to renew for an additional subsequent 12-month term based on the payment of the annual license fee or the recurring monthly fee.

2. Supply and Installation of the Website

- i. The Developer must install the PowerHouse Platform and provide the Services upon the terms of this Agreement.
- ii. The Developer agrees to provide the PowerHouse Platform and the Services in accordance with the Works agreement.
- iii. The Developer must develop and install by the Installation Dates the PowerHouse Platform in a competent, proper, efficient and timely manner in accordance with the Works agreement.
- iv. The Developer must supply and install the PowerHouse Platform to the Site in accordance with the Works agreement and any agreed implementation plan and must do so in such a way as to avoid any reduction of or adverse effect on the then current business of the Customer.

3. Work Agreement and Payment Terms

- i. Works Agreement
 - o The Developer will work in good faith with the Customer to implement a Works Agreement.
 - o The Works Agreement will include all project deliverables and document all fees associated with the project.
 - o The Customer signs the Works Agreement to commence the project and accept the project fees. The Customer signs the Works Agreement to agree with the terms and conditions in this Terms and Conditions for the Supply, Hosting and Management of your PowerHouse Platform agreement.
 - o The Customer agrees to pay the Developer on or before the payment date included on the Works Agreement and Customer invoice. In the event of a non-payment or overdue payment, 30 days after the payment date, Mediasphere may deactivate your site. A site-reinstatement fee may apply. A service fee of 10% may be charged to all overdue accounts.
- ii. GST
 - o Terms used in this clause which are defined in the GST Law have the meanings given in that law.
 - o Amounts payable under this Agreement do not include GST unless otherwise stated.
 - o If any payment made or other consideration given by a party (Payer) in connection with this Agreement does not include GST and is the consideration for a taxable supply for which the party who makes the supply (Supplier) is liable for GST, the Payer must, at the same time as the consideration is given, pay to the Supplier an additional amount equal to the amount of the consideration multiplied by the rate of GST under the GST Law.
 - o Any reference in this Agreement to a cost or expense to be reimbursed by one party to another (Payee) includes any GST payable in connection with a taxable supply to which that cost, or expense relates, less the amount of any input tax credit that the Payee or, if the Payee is a member of a GST group, the representative member of the GST group, is entitled to claim.

4. Assignment, licensing and allocation of rights on the Website

- i. The Developer and Customer agree that on the Installation Date the PowerHouse Platform will consist of:
 - a. Customer Deliverables.
 - b. Developer Tools and Templates; and
 - c. The Terms and Conditions.

5. Ownership of Developer Tools and Templates

- i. The Developer and Customer confirm that the Developer retains ownership of all rights, title and interest in and to the Developer Tools and Templates, including, without limitation, all applicable Intellectual Property Rights to the Developer Tools and Templates. The Developer retains all right, title and interest in and to all tools and other information and materials used in the creation or development of the Developer Tools and Templates.

6. Developer Tools and Templates License

- i. The Developer grants to the Customer (and its Related Bodies Corporate) a fully paid, non-exclusive licence for the Term, to use, publicly perform, publicly display and digitally perform the Developer Tools and Templates solely for the purpose and to the extent necessary to operate the Website.
- ii. The licence granted in this agreement is revocable and is only for the term of this agreement.
- iii. The Developer retains the right not to renew the license for an additional Term after the expiry of the original Term if the Developer intends to enact its rights under this clause 6 (iii) then the Developer shall provide not less than 90 days' notice to the Customer.
- iv. The Developer may also terminate the licence granted with 30 days written notice prior to the expiry of the Term where there are reasonable grounds for alleging the Customer is in breach of a provision of this Agreement when the breach relates solely to:
 - a. the failure of the Customer to make a payment under this Agreement; or
 - b. A material breach of the Developer's Intellectual Property Rights in the Developer Tools and Templates by the Customer or its employees.

7. Customer Content and Customer Deliverables license

- i. The Customer confirms its grant to the Developer of a non-exclusive, royalty-free licence for the Term to reproduce, distribute and digitally perform any Customer Content or Customer Deliverables only on or in conjunction with the PowerHouse Platform, solely for the purpose and to the extent necessary to perform the Developer's obligations under this Agreement.

8. Ownership of Customer Content

- i. As between the Developer and Customer, any Customer Content stored or delivered on the PowerHouse Platform under this Agreement or otherwise, and all Intellectual Property Rights therein, at all times remains the property of the Customer or its licensor or Website subscribers. The Developer has no rights to such Customer Content, other than the limited right to use such content for the purpose expressly set out in this Agreement.

9. Access to Server Systems

- i. The Customer agrees to provide the Developer with reasonable information and access to its relevant Server Systems (including without limitation, read, write and execute privileges where such privileges relate to the PowerHouse Platform) to the extent necessary for the Developer to perform its obligations under this Agreement.
- ii. When accessing the Server Systems, the Developer must comply with any reasonable policies or directions given by the Customer.

10. Hosting of Customer Content

- i. The Developer will store all Customer Content on servers located on Amazon Web Services (AWS) servers in London for the United Kingdom and northern hemisphere clients and AWS servers in Sydney for Australian and southern hemisphere clients, unless otherwise specified.
- ii. The Developer will comply with all relevant data protection legislation.
- iii. The Developer will comply with all relevant privacy and data protection legislation.

- iv. The Developer will not store, disclose or otherwise permit access to Customer Content to anyone located outside of the countries of operation.

11. Developer's warranties

- i. The Developer warrants that all Software, supplied under this agreement, will upon installation conform in all material respect to the Product specifications and representations for the period of this agreement.
- ii. The Developer will take all the reasonable steps to ensure that the software operates in accordance with the Works agreement.

12. Warranties and covenants

- i. The Developer warrants as at the Commencement Date that:
 - a. The Customer Deliverables and Developer's Tools and Templates used in relation to the Website do not infringe the Intellectual Property Rights of any third party.
 - b. No proceedings have been instituted by any third party against the Developer for the infringement of that party's Intellectual Property Rights by the Developer's Intellectual Property.
 - c. No proceedings have been instituted by any third party against the Developer seeking to challenge the validity of the Developer's Intellectual Property Rights in the Development Tools and Templates.
 - d. The Deliverables will be provided in accordance with this Agreement, including the Works Agreement.
 - e. Any documentation provided as a part of the Deliverables will be adequate to enable a reasonably competent person to operate the PowerHouse Platform; and
 - f. the Developer will only access the Customer Website, or Customer Content, in accordance with this Agreement, support issues, core pushes, security patches and or if required to provide Upgrades.

13. Services

- i. From the Commencement Date, the Developer agrees to perform the Services for the customer in return for the License Fee and any agreed additional fees as set out in the Works Agreement.
- ii. After the project commences, the Customer has the right to request project variations to cover out-of-project-scope changes to the project. Project variations requested by the Customer and not described in the Works Agreement will be managed with a written scope of work, delivery dates and aligned fees that the client can approve or reject. The Developer has the right to accept or reject project variations.
- iii. On and from the Commencement Date and until terminated in accordance with its terms, the Developer warrants that:
 - a. it will perform all Services in a professional manner, using appropriately qualified and trained personnel and in accordance with prevailing industry standards.
 - b. Performance of the Services by the Developer does not violate the terms of any other agreement between the Developer and a third party.

14. Upgrades

- i. The Developer shall keep the Customer reasonably informed during the Term of its plans for the release of Upgrades; however, except to the extent that the parties agree otherwise in writing, the Licensor shall have no obligation to release Upgrades with features requested by the Customer or to take into account the opinions of the Customer in relation to plans for the release of Upgrades.
- ii. The Developer may produce Upgrades during the Term and shall make such Upgrades available to the Customer.
- iii. The Developer shall give to the Customer at least 30 Business Days' prior written notice of [the Release of an Upgrade.
- iv. The Developer may apply each Upgrade to the Software within the period of 90 Business Days following Release.
- v. The Developer reserves to right to charge a cost recovery fee for the migration of the Customer's content and database to the updated version of the Product. The Developer will provide the Customer with the scheduled Upgrade fee in writing at least 30 Business Days before the Upgrade.

15. Customer warranties

Customer warrants that:

- i. It has full power, right and authority to enter into this Agreement and the Customer is not subject to any obligations that would prevent or otherwise restrict the Customer from performing its obligations under this Agreement.
- ii. The Customer Content does not infringe the Intellectual Property Rights of any person.
- iii. The Customer Content is not obscene, offensive, upsetting, or defamatory; and
- iv. The use of the Customer Content by the Developer in connection the performance of its obligations under this Agreement is not illegal, fraudulent or of a defamatory nature.

16. Indemnities

- i. Each party fully indemnifies the other against any loss, costs, expenses, demands or liability, in respect of third-party claims arising out of a breach of any warranty expressly given under this Agreement.
- ii. The Developer agrees to indemnify and keep indemnified the Customer to the maximum extent permitted by law against and in respect of all actions, proceedings, claims, demands and liabilities arising in any way that may be brought or incurred or suffered by the Customer as a result of:
 - a. a breach of this Agreement; or
 - b. a breach of intellectual property rights, privacy, confidentiality or data breach obligations.
- iii. Without limiting the obligations of the Developer under this clause, if a determination is made by any independent tribunal of fact or law or if it is agreed between the parties to the dispute that an infringement of Intellectual Property Rights has occurred, the Developer must at its sole expense:
 - a. replace or modify the infringing product in a manner acceptable to the Customer such that the quality, performance or usefulness of the Website is not degraded and so that the infringement ceases; or
 - b. Procure for the Customer the right to possess and continue to use the whole or the relevant part of the Website or what was required under the Works Agreement.
- iv. The indemnities contained in this Agreement continue notwithstanding the expiry or termination of this Agreement.

17. Privacy and Data Protection

- i. The Developer undertakes to comply with:
 - a. all Privacy Laws, including the Australian Privacy Principles (whether or not the Developer is otherwise bound by the Australian Privacy Principles); and
 - b. all reasonable directions of the Customer regarding the management of Personal Information, in the performance of its obligations under this Agreement.
- ii. With respect to the rights and obligations under this written arrangement, the Customer and Developer (the Parties) acknowledge that they jointly process Personal Data as set out in Schedule 1 to perform their obligations governed by this Agreement in respect of their respective roles, and the relationship between the Customer and Developer is one of joint controllers.
- iii. The Parties shall comply at all times with and assist each other in complying with their respective responsibilities for compliance with the obligations of all Data Protection Laws in connection with the processing of Personal Data only as set out in Schedule 1 as updated in writing between the Parties from time to time, unless required to process the Personal Data for any other purpose by applicable Law in which case, where legally permitted, the Customer or Developer must inform the other of this legal requirement before processing.
- i. Each Party agrees to their respective responsibilities and duties regarding processing as set out in Schedule 1 including to:
 - a. comply with data protection by design and data protection by default obligations under Data Protection Law, including, where required, legitimate interest assessments and data protection impact assessments and associated consultation with data subjects, other Parties involved with the processing and any applicable supervisory authority, to ensure appropriate technical and

- organisational measures, including appropriate data protection governance and audit compliance, are implemented to safeguard the rights and freedoms of data subjects;
- b. observe the principles of Data Protection Law, including not retaining any of Personal Data for longer than is necessary to perform its obligations under this Agreement and upon the other Party's reasonable request, securely destroy (unless applicable Laws require continued storage of Personal Data) or return such Personal Data.
 - c. only transfer any Personal Data outside of the European Economic Area (the "EEA") relying on Adequacy Decisions by the EU Commission or on appropriate standard contractual clauses ("Standard Contractual Clauses") between the Parties. In the event that the Adequacy Decision granted in respect of the Standard Contractual Clauses is invalidated or suspended, or any supervisory authority requires transfers of personal information pursuant to such Standard Contractual Clauses to be suspended, then the Parties may require to:
 - i. cease data transfers forthwith, and implement an alternative adequacy mechanism (as agreed in writing by the Parties); or
 - ii. return all Personal Data previously transferred and ensure that a senior officer or director of the Customer or Developer certifies to the other that this has been done.
 - d. monitor for, investigate and manage any actual or suspected personal data breach regarding processing activities undertaken by them, to inform the other Party of such personal data breaches without undue delay, and the other Party's sole and exclusive remedy shall be for the first Party to use reasonable commercial endeavours to resolve the personal data breach.
 - e. comply with and provide information notices to data subjects regarding processing activities undertaken by them, including personal data breaches – such notices being available to the Customer from time to time, as such document may be amended from time to time by the Developer in its sole discretion.
 - f. notify any applicable law enforcement authority (including any applicable supervisory authority) regarding personal data breaches where required relating to processing activities undertaken by them.
 - g. fulfil any data subject rights request pertaining to their Personal Data or assist the other Party in doing so – such requests to be passed to the other Party within two working days in order to fulfil that request.
 - h. notify the other Party without undue delay in writing if it receives from any applicable law enforcement authorities (including any applicable regulators) where permitted to do so:
 - i. any communication seeking to exercise rights conferred on the data subject by Data Protection Law.
 - ii. any complaint or any claim for compensation arising from or relating to the processing of Personal Data as set out in Schedule 1; or
 - iii. any communication from any applicable law enforcement authorities (including any applicable regulators).
 - i. provide such information and such assistance to the other Party as they may reasonably require, and within the timescales reasonably specified by the Parties, to allow the other Party to comply with their data protection by design and data protection by default obligations under Data Protection Law, including, where required, consultation regarding legitimate interest assessments and data protection impact assessments, to ensure appropriate technical and organisational measures, including appropriate data protection governance and audit compliance, are implemented to safeguard the rights and freedoms of data subjects, including such full and prompt information and assistance to the other Party and any applicable law enforcement authorities (including any applicable regulators) in relation to a personal data breach.
- ii. Each Party shall designate a contact point for data subjects.
 - iii. The Parties agree that they shall at no additional cost, keep or cause to be kept such information as is necessary to demonstrate compliance with their respective obligations under this clause (Data Protection) regarding the joint processing of Personal Data as set out in [Annex / Schedule / Appendix X] carried out by the Parties in writing and in electronic form, and shall, upon reasonable notice, make available to the other Party or grant to the other Party and its auditors and agents, and any applicable law enforcement authority (including any applicable supervisory authority), a right of access to, and to take copies of, any

information or records kept by the other Party pursuant to this clause (Data Protection) – this information to contain no less than:

- a. their name and contact details, including those of its Companies, and, where applicable, of their representative, and their data protection officer.
- b. the details regarding their respective processing set out in Schedule 1.
- c. a general description of the appropriate technical and organisational measures to protect Personal Data against accidental or unlawful processing, loss, destruction, damage, alteration, or unauthorised disclosure or access, including so as to allow the Parties to comply with their obligations under Data Protection Law – in particular:

to safeguard against the specific offences:

- i. for a person knowingly or recklessly to re-identify Personal Data that is de-identified Personal Data without the consent of the controller responsible for de-identifying the personal data.
 - ii. to alter, deface, block, erase, destroy or conceal Personal Data with the intention of preventing disclosure of all or part of the Personal Data that the person making the request would have been entitled to receive.
 - iii. where transferring Personal Data to a third country or an international organisation, the identification of that third country or international organisation and, in the case of ex-EEA transfers without adequacy, binding corporate rules, code of conduct, data protection seals, or standard contractual clauses, the documentation of appropriate safeguards such as:
 1. explicit consent from affected data subjects, or
 2. evidence that the transfer is required for the performance or conclusion of the performance of a contract with said data subjects.
 - iv. ensure that any staff or personnel (including contractors) authorised to process Personal Data shall be subject to a binding duty of confidentiality in respect of such data.
- iv. The Parties agree to notify each other immediately if, in the opinion of the other Party, the written arrangement for the processing of Personal Data given by the Customer or Developer violates any provision of Data Protection Law.
 - v. Neither Party must not perform their obligations under this Agreement in such a way as to cause the other Party to violate any of their obligations under Data Protection Law.
 - vi. Whereas neither Party shall be responsible for accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal data transmitted, stored or otherwise processed, by the other party, both parties shall be liable where the data subject may exercise his or her rights under Data Protection Laws.
 - vii. For the purposes of this clause (Data Protection), "controller", "joint controller", "processor", "data subject", "personal data", "processing", "personal data breach" and "appropriate technical and organisational measures" will be interpreted in accordance with Data Protection Law.
 - viii. Without limiting its obligations under clause 17i, the Developer must:
 - a. use the Personal Information only as necessary to fulfil its obligations under this Agreement.
 - b. only collect, access, use, store, disclose or otherwise deal with Personal Information as directed by the Customer.
 - c. not disclose Personal Information except:
 - i. to its personnel to the extent necessary for fulfilling the Developer's obligations under this Agreement.
 - ii. as required by law, subject to the Developer giving notice to the Customer promptly if it becomes aware that such a disclosure may be required; or
 - iii. with the prior written consent of the Customer.
 - d. Take reasonable steps to ensure that any person to whom Personal Information is disclosed under this Agreement does not do or omit to do anything as bound by the Australian Privacy Principles.

- e. obtain written agreement to comply with the Australian Privacy Principles and provisions having the same effect as this clause from all subcontractors to whom Personal Information is disclosed.
- f. not do any act, engage in any practice, or omit to do any act or engage in any practice that would cause the Supplier to breach an Australian Privacy Principle.
- g. not disclose, enable access, transfer or transmit any Personal Information to a place or person (including itself) outside Australia without the Customer's prior written consent.
- h. take all reasonable steps to ensure that the Personal Information is protected against misuse, interference and loss, and from unauthorised access, modification or disclosure, including undertaking any personnel training as may be required.
- i. notify the Customer immediately if the Developer becomes aware of or suspects any breach, or becomes aware of an alleged breach, of the Developer's obligations under this clause and comply with any reasonable direction from the Customer with respect to remedying that breach; and
- j. take such steps as are reasonable in the circumstances to ensure that the Personal Information it:
 - i. collects in providing the Services is accurate, up-to-date, and complete; and
 - ii. uses or discloses in providing the Services is accurate, up-to-date, complete and relevant having regard to the nature of the Services.
- ix. The Parties shall comply at all times with and assist each other in complying with their respective responsibilities for compliance with the obligations of all Privacy Laws in connection with the processing of Personal Information as set out in Schedule 1 as updated in writing between the Parties from time to time, unless required to process the Personal Information for any other purpose by applicable law in which case, where legally permitted, the Customer or Developer must inform the other of this legal requirement before processing.
- x. The Parties agree not to perform their obligations under this Agreement in such a way as to cause the other Party to violate any of their obligations under any Privacy Laws.
- xi. The Developer must establish and maintain a data security environment with safeguards against unauthorised access to, and loss or alteration of any Customer Content in the possession or control of Developer that:
 - a. are consistent with International Standard AS/NZS ISO/IEC 27001 (available from the Australian Standards website, www.standards.org.au);
- xii. The Developer must inform the Customer as soon as it becomes aware or suspects that:
 - a. there has been unauthorised access to or disclosure of any Customer Content; or
 - b. Customer Content has been lost or destroyed or become damaged, corrupted, or unusable.
- xiii. To the extent permitted by law and subject to the other provisions of this clause 17, the Developer must allow the Customer to deal exclusively with any third party (including any government agency) in relation to any disclosure to any third party (including any government agency) of the existence or circumstances surrounding any Data Breach or Loss of Data.
- xiv. If there is a loss of data then the Developer will promptly restore all Customer Content at its own expense except to the extent the loss of data is caused or contributed to by the Customer, in which case the restoration of the Customer Content will be at the cost of the Customer to the extent so caused or contributed.

18. Independent Contractors

- i. The Developer and Customer are each independent contractor, and no agency, partnership, joint venture or employee-employer relationship is intended or created by this Agreement. Neither party has the power to obligate or bind the other party. Personnel supplied by the Developer must work exclusively for the Developer and must not, for any purpose, be considered employees or agents of the Customer and vice versa.

19. Confidentiality

- i. A party must not, without the prior written approval of the other party, disclose the other party's Confidential Information.
- ii. A party is not in breach of this clause in circumstances where:
 - a. it is legally compelled to disclose the other party's Confidential Information.
 - b. the information disclosed is generally available to the public (other than as a result of the wrongful disclosure by such party).

- c. such party obtained the Confidential Information from a third party without breach by that third party of any obligation of confidence concerning the Confidential Information; or
 - d. The Confidential Information was already in such party's possession (as evidenced by written records) when provided by or on behalf of the other party.
- iii. Each party must take all reasonable steps to ensure that its employees and agents, and any sub-contractors engaged for the purposes of this Agreement, do not make public or disclose the other party's Confidential Information.
- iv. The Customer may at any time require the Developer to arrange for its employees, agents or sub-contractors engaged in the performance of this Agreement to execute a suitable confidentiality deed and if requested the Developer must arrange for the deed to be executed within the time frame reasonably required by the Customer.
- v. Each party must on demand or on the expiration or termination of this Agreement, destroy or return to the other party (as directed by that party) any documents supplied to that party in connection with this Agreement.
- vi. Despite any other provision of this clause, each party may disclose the terms of this Agreement (other than Confidential Information of a technical nature) to its related companies, solicitors, auditors, insurers or accountants, but must ensure that every person to whom that disclosure is made uses that information solely for the purposes of advising or reporting to that party.

20. Termination

- i. Without prejudice to any other rights either party may have under this Agreement or at law or in equity, either party may terminate this Agreement with immediate effect, in whole or in part, upon:
 - a. the other party becoming subject to any form of insolvency administration (whether voluntary or otherwise).
 - b. the other party being in breach, including multiple small breaches, of any clause of this Agreement and such breach not being remedied with 30 days of written notice by the party of that breach: or
 - c. a party purporting to or proposing to assign this Agreement or its rights or interests in any relevant Intellectual Property, without the other party's prior written consent.
- ii. Either party may terminate this Agreement for convenience with 180 days of written notice to the other party at any time.
- iii. The Developer reserves the right to discontinue a Product or version of a Product at any time. In this event, the Developer will announce an End-of-Life date on the Product website and provide email communication to the Customer. The End-of-Life date will apply 12 months after the announcement date. The Customer will provide bug fixes, maintenance releases, work arounds, or patches for critical bugs during the 12-month period. At the end of the period End-of-Support will apply and Customers will be required to upgrade to the supported version of the software or terminate the agreement. When the End-of-Life applies to a critical security issue, upgrades dates may be reduced to protect Customer data.
- iv. Upon termination of this Agreement:
 - a. the Customer agrees to use all reasonable endeavours to assist the transfer of the Developer Tools and Templates to the Developer.
 - b. Any transfer or migration that occurs under this clause must be carried out at the Developer's expense; and

21. Further assurance

- i. Each party must promptly at its own cost do all things (including executing all documents) necessary or desirable to give full effect to this Agreement.

22. Severability

- i. If anything in this Agreement is unenforceable, illegal or void then it is severed, and the rest of this Agreement remains in force.

23. Variation

- i. An amendment or variation to this Agreement is not effective unless it is in writing and signed by the parties.

24. Assignment

- ii. The Developer may not assign or novate its rights and obligations under this Agreement without the prior written consent of the Customer.
- iii. The Customer may assign or novate its rights and obligations under this Agreement without the Developer's consent.

25. Waiver

- i. A party's failure or delay to exercise a power or right does not operate as a waiver of that power or right.
- ii. The exercise of a power or right does not preclude either its exercise in the future or the exercise of any other power or right.
- iii. A waiver is not effective unless it is in writing.
- iv. Waiver of a power or right is effective only in respect of the specific instance to which it relates and for the specific purpose for which it is given.

26. Costs and disbursements

- i. Each party must pay its own costs and outlays connected with the negotiation, preparation and execution of this Agreement.
- ii. The Customer as the purchaser of goods and services pursuant to this Agreement, must pay all stamp duty and other government imposts payable in connection with this Agreement and all other documents and matters referred to in this Agreement when due or earlier if requested in writing by the Developer.

27. Notices

- i. A notice or other communication connected with this Agreement (**Notice**) has no legal effect unless it is in writing.
- ii. In addition to any other method of service provided by law, the Notice may be:
 - a. sent by prepaid post to the address of the addressee set out in this Agreement or subsequently notified.
 - b. sent by email of the addressee sent by electronic mail to the electronic mail address of the addressee; or
 - c. delivered at the address of the addressee set out in this Agreement or subsequently notified.
- iii. A Notice must be treated as given and received:
 - a. if sent by post, on the 2nd Business Day (at the address to which it is posted) after posting.
 - b. if sent by email before 5 p.m. on a Business Day at the place of receipt, on the day it is sent and otherwise on the next Business Day at the place of receipt; or
- iv. If otherwise delivered before 5 p.m. on a Business Day at the place of delivery, upon delivery, and otherwise on the next Business Day at the place of delivery.
- v. An email message is not treated as given or received if the sender's computer reports that the message has not been delivered.
- vi. A Notice sent or delivered must be treated as validly given to and received by the party to which it is addressed even if:
 - a. the addressee has been liquidated or deregistered or is absent from the place at which the Notice is delivered or to which it is sent.
 - b. the Notice is returned unclaimed; or

- c. in the case of a Notice sent by electronic mail, the electronic mail message is not delivered or opened (unless the sender's computer reports that it has not been delivered).
- vii. Any Notice by a party may be given and may be signed by its solicitor.
- viii. A party may change its postal address for service or email address by giving Notice of that change to each other party.

28. General

- i. This Agreement:
 - a. is the entire agreement and understanding between the parties on everything connected with the subject matter of this Agreement; and
 - b. supersedes any prior agreement or understanding on anything connected with that subject matter.
- ii. Each party has entered into this Agreement without relying on any representation by any other party or any person purporting to represent that party.

29. Governing law and jurisdiction

- i. The law of Queensland governs this Agreement.
- ii. The parties submit to the non-exclusive jurisdiction of the courts of Queensland and the Federal Court of Australia.

EXECUTED by **MEDIASPHERE HOLDINGS**

PTY LTD trading as PowerHouse Hub)
 Platform by its authorised representative)

 Authorised Representative

 Witness

 Anthony Carrucan Managing Director | CEO

 Print name of Witness

EXECUTED by **ADD company name** by its
 authorised representative (The Customer))
)

 Authorised Representative

 Witness

 Print Name of Authorised Representative

 Print name of Witness

Schedule 1

The Developer provides recruitment technology, candidate profiling, digital workflows, workforce profiles and learning management solutions that in conjunction with the customer to enable the customer to implement workforce management solutions. The Developer provides the software for organisations to commercialise training IP and deliver workforce management portals designed to be fully responsive and accessible by all connected devices including iPads, iPhones, tablets and smartphones (the Service). The platform is delivered as an online cloud-based Software as a Service (SaaS), which reveals and responds to reliable metrics and data-driven insights to actively manage talent sourcing, recruitment, onboarding, upskilling and workforce development.

The PowerHouse Workforce Platform is an end-to-end Workforce Management Platform that will:

- Allow for the creation of private talent pools and the posting of jobs;
- Connect with a Talent Community with access to Public Talent Pools;
- Allow for the build of pre-screening, onboarding and general workflows;
- Allow build and publication of training courses;
- Allow for the group creation and branding;
- Assign multiple managers to each training group to track worker progress;
- Publish visual data and export reports on training metrics and job role skills and compliance;
- Present a training dashboard with a set of courses, events, documents, news items and activities;
- Provide a training record to track training for the worker and verified by a manager;
- Be completely mobile responsive for anytime anywhere learning;
- Be hosted on AWS and comply with security standards and provide for back-up and disaster recovery.

It is the role of the Customer to determine:

1. the aims of using the Service to:
 - i. more effectively develop and manage their workforce selection, training, upskilling and compliance.
 - ii. leverage ease of administration and reporting capabilities of the Service to streamline business processes including billing for the Service,
 - iii. facilitate inclusive functions and features to improve job role skilling and compliance while tracking insights into the workforce, and
 - iv. generate reports to enhance the Service, including the necessity to process personnel Personal Data with the intended effect on such personnel being to improve their performance and choices such that all Parties benefit through statistical information to make decisions.
2. that all the following personnel shall use the Service (users) to improve their compliance and upskilling:
 - i. Administrators in the HR department, that shall exclusively also have administration rights and access permissions to initiate all users and generate reports regarding their own and team members' performance,
 - ii. Managers from across the business, that shall also have access to User Dashboard and generate reports regarding their own and team members' performance, and
 - iii. Members of staff, including contractors, that shall also have the ability to generate reports regarding their own performance; and
3. that the following features and functions of the Service shall be utilised:
 - i. administration – administrators shall source the email addresses and contact details for all users to input on the platform via an API, webservice or manual upload to facilitate the configuration and use of, as well as rights and access permissions to, the Service by users,
 - ii. report generation – reports rely upon further inputs from users on the intuitive, easy-to-use platform, such inputs being systematically monitored and tracked using first and third party cookies and other similar technologies relating to the contact details, IP Addresses and responses of users, which may include special categories of Personal Data entered into free-text fields, utilising data

analytics, artificial intelligence (AI) and machine learning techniques on an ongoing basis to identify, match, combine and analyse such available inputs as well as derived profiles from AI-curated content, targeted learning, virtual cyber assistance, personalised 'nudge' interventions, and practical assessments relating to the users to score their individual ratings regarding their current online performance and previous historic differentials against a set of performance criteria compiled in automatically generated reports to compare results individually and across all users that all scientifically address human engagement and development on a single system underpinned by psychology and behavioural science, which supports users at the right time, in the right way, and in a way much more likely to influence behaviours and attitudes, and that makes it easy to track impact, progress, areas for improvement, and return on investment, such risk metrics, measurements, indicators, insights and advanced reporting being used for the following purposes:

- profiling of users to quantify and demonstrably enhance the Customer's job skill development vis-a-vis their levels of compliance and performance are adequately understood and improving, as determined by the Customer, the retention period being determined by the Agreement and whilst the Customer administrator has authorised their access to the Service,
- anonymised statistical output for billing, as determined by both Parties, the retention period to generate such bills from available usage being 6 years in case of handling enquiries and complaints, and
- platform usage regarding security, load balancing and other performance management, as well as Service development and innovation, as determined by the Developer, the retention period to generate such insight being 1 year,

and that such available inputs are in addition disclosed to and processed by other Parties, also joint controllers, within and outside the European Economic Area (EEA) subject to appropriate safeguards including adequacy, binding corporate rules, code of conduct, data protection seals, or standard contractual clauses.

It is the role of the Developer through the provision of the SaaS platform to determine:

1. the aim of the Service to:

- i. more effectively source, pre-screen and provided weighted job match scores for candidates,
- ii. more effectively manage the workforce profile of the Customer by facilitating the functions and features to improve the online upskilling and compliance of Customer personnel,
- iii. leverage ease of administration and reporting capabilities of the Service to streamline business processes including billing for the Service, and
- iv. monitor and optimise the platform performance and security, including generating reports to enhance the Service,

including the necessity to process personnel Personal Data with the intended effect on such personnel being to improve their performance and choices such that all Parties benefit through statistical information to make decisions.

2. the means to most effectively provide rights and access permissions to the following:

- i. Administrators in the HR department, that shall exclusively also have administration rights and access permissions to initiate all users and generate reports regarding their own and team members' performance,
- ii. Managers from across the business, that shall also have access to the User dashboard and generate reports regarding their own and team members' performance, and
- iii. Members of staff, including contractors, that shall also have the ability to generate reports regarding their own performance; and

3. the means to most effectively manage the processing of personnel Personal Data with regards to the following features and functions:
- i. administration – allowing administrators to input sourced email addresses and contact details for all users onto the platform via an API, webservice or manual upload to facilitate the configuration and use of, as well as rights and access permissions to, the Service by users,
 - ii. report generation – to allow all users to generate reports relying upon further inputs from users on the intuitive, easy-to-use platform, such inputs being systematically monitored and tracked using first and third party cookies and other similar technologies relating to the contact details, IP Addresses and responses of users, which may include special categories of Personal Data entered into free-text fields, utilising data analytics, artificial intelligence (AI) and machine learning techniques on an ongoing basis to identify, match, combine and analyse such available inputs as well as derived profiles from job roles, position descriptions, AI-curated content, targeted learning, virtual cyber assistance, personalised ‘nudge’ interventions, and practical assessments, relating to the users to score their individual ratings regarding their current online performance and previous historic differentials, against a set of performance criteria, compiled in automatically generated reports, to compare results individually and across all users, that all address job role skills, compliance, engagement and development, on a single system, which supports users at the right time, in the right way, and in a way much more likely to influence behaviours, skills and attitudes, and that makes it easy to track impact, progress, areas for improvement, and return on investment, such risk metrics, measurements, indicators, insights and advanced reporting being used for the following purposes:
 - profiling of users to demonstrate that their online skills, compliance and performance are adequately understood and improving, as determined by the Customer, the retention period being determined by the Agreement and whilst the Customer administrator has authorised their access to the Service, such Personal Data being secured deleted or returned as determined by the Agreement,
 - anonymised statistical output for billing, as determined by both Parties, the retention period to generate such bills from available usage being 6 years in case of handling enquiries and complaints, such Personal Data being secured deleted or returned as determined by the Agreement, and
 - platform usage regarding security, load balancing and other performance management, as well as Service development and innovation, as determined by the Developer, the retention period to generate such insight being 1 year, such Personal Data being secured deleted or returned as determined by the Agreement, and that such available inputs are in addition disclosed to and processed by other Parties, also joint controllers, within and outside the European Economic Area (EEA) subject to appropriate safeguards including adequacy, binding corporate rules, code of conduct, data protection seals, or standard contractual clause.

Schedule 2

PowerHouse Hub Products: End of Life Policy

SCOPE

To ensure delivery of innovative and cost-effective products, PowerHouse Hub may periodically discontinue specific products or versions of products and hosted services. At PowerHouse Hub's sole discretion, such products or services may be discontinued regardless of the delivery method, including on-premises Software and Cloud Services.

This policy describes the intended communication and transition plans for discontinued products and versions and provides information required to plan for migration to replacement technologies. Any questions arising in the interpretation of this policy or the application of this policy shall be as determined by PowerHouse Hub in its sole discretion. Any conflict between this policy and the terms of support shall be controlled by the provisions of this policy. This policy is effective from the effective date set forth above.

SOFTWARE

Releases

- **Major (Main) Release:** Major releases encompass new products, major architecture changes, major user interface (UI) changes, significant new features or capabilities/functionality additions, new solutions, and substantial innovation.
- **Minor Release:** Minor releases include updates or enhancements/features to existing products, moderate administration or UI changes, and major bug fixes.
- **Update (Patch) Release:** Update releases incorporate minor bug fixes, security fixes, and service packs and Update releases should be incorporated into the next Minor Software release.
- The Software product version numbering scheme is defined as follows:

Example: 7.01.02

Where Major release is 7, Minor release is 1, Update release is 2.

- PowerHouse Hub will make commercially reasonable efforts to adhere to the following guidelines:
 1. The End-of-Life Period for a Major or Minor Software release, "N," starts when the N+2 release becomes Generally Available.
 2. The maximum total support life of a Software release is the lesser of: (a) three (3) years from the date it first became Generally Available or (b) one (1) year after the N+2 version becomes Generally Available.

PRODUCTS

- PowerHouse Hub will make commercially reasonable efforts to provide six (6) months' notice of an affected product's End of Sale Date and, after the effective End of Sale Date, provide Full-Service Software Support for a maximum of 1 year.
- PowerHouse Hub will not provide Full-Service Software Support past the specified End of Life date.

CLOUD SERVICES

- PowerHouse Hub will support only the current release.

EXTENSION OF SUPPORT TERMS - CUSTOM SOFTWARE SUPPORT

In rare instances, and at our sole discretion, PowerHouse Hub may offer extended support, beyond the typical support lifecycle. Custom Software Support may be available at an additional cost to customer but only if you have a current support subscription in effect on the End-of-Life Date.

Custom Software Support will provide commercially reasonable workaround solutions under the following conditions:

- The technology remains supportable per PowerHouse Hub, including being free from unsupported dependencies on components provided by independent Software vendors (ISVs) that are outside PowerHouse Hub's control; and
- The platform it operates on is supported by our original equipment manufacturer (OEM) technology partner (where applicable); and
- Technical support for issue resolution will be provided on a commercially reasonable basis; and

Custom Software Support does not include:

- Product Enhancement Requests (PER)
- Hotfixes or Engineering-related support
- New Operating System support
- SLA commitments related to defects in the supported product.

DEFINITIONS

Cloud Services - means Software or platform services offered on servers that are owned or managed by PowerHouse Hub and provided to customer as specified in one or more grant letters, or as further defined by the relevant customer agreement. Access to the Cloud Services 4 Corporate Products End of Life Policy requires either an active support agreement or an active subscription, as required by the specific offering.

Custom Software Support - Is an individually negotiated Software support contract requiring a PowerHouse Hub-approved quote for product where the customer requests Support beyond the published End of Life Date.

Defect Severity – References to bug or defect severity reflect a qualitative appraisal of the problem's extent.

End of Life (EOL) Period - Refers to the timeframe beginning with the day PowerHouse Hub announces a product is no longer available for purchase from current PowerHouse Hub price books until the last date the product is formally supported by PowerHouse Hub. If Software version only, EOL Period refers to the timeframe beginning with the day PowerHouse Hub announces a Software version will no longer be available until it is no longer supported.

End of Sale Date – The date a product is no longer Generally Available for purchase.

End of Life Date – The last day that the product and/or Software version is supported per the terms of the standard Software and Hardware support offerings.

Full-Service Software Support - Means the same maintenance and technical support as you receive under your current support contract for products that are Generally Available. Security updates and maintenance will continue until the end of the Full-Service Software Support period. Full-Service Hardware Support - Full-Service Hardware Support includes hardware warranty, new Software/firmware versions, escalations, update releases, product updates, content updates, and available maintenance and technical support.

Generally Available – Product is generally available for Sale and Support on current PowerHouse Hub price books.

Software - means each PowerHouse Hub Software program in object-code format that is (a) licensed from PowerHouse Hub or its authorized partners, or (b) embedded in or pre-loaded on Hardware provided by PowerHouse Hub's hosting partners, in each case including updates and upgrades that customer installs during any applicable support period.

Schedule 3

The PowerHouse Hub Service Level Agreement (SLA)

1. Support

- i. **Application:** The service levels are provided in respect of the server used in the provision of the Services.

- ii. **Email Support:** Support consists of responding to queries logged by the Customer's administration users via an email submission.
- iii. **Extended Support:** The Customer may wish to license an extended support contract which provides access to phone support. This extended support will be included on the Works Agreement.
- iv. **Contact Details:** Email: support@powerhousehub.com
- v. **Telephone and Support Requests:** The Customer may contact the Developer on a range of issues including:
 - a. Reboot request
 - b. Backup management and restore.
 - c. Operating system updates
 - d. Operating system troubleshooting
- vi. **Logging Support Call:** The customer will log all internet support issues to: support@powerhousehub.com. After logging a support issue, the Customer will receive a support ticket number that will be used as a reference for the job.
- vii. **Uptime SLA.** The Developer shall use all reasonable commercial efforts, being no less than accepted industrial standards in this regard, to ensure that the PowerHouse Portal Service is available to you 99.9% of the time in any calendar month. If it is not, you may be eligible to receive the Service Credits described below:
 - a. **"Service Credit"** may be provided according to the following schedule:
 - i. **One-week Credit:** Includes **Seven (7)** days of Services added to the end of your billing cycle, at no charge to you, if the Monthly Uptime Percentage for any calendar month is between 99.9% and 97.0%.
 - ii. **Two-week Credit:** Includes **Fourteen (14)** days of Services added to the end of your billing cycle, at no charge to you, if the Monthly Uptime Percentage for any calendar month is between 97.0% and 95.0%.
 - iii. **One-month Credit:** Includes **Thirty (30)** days of Services added to the end of your billing cycle, at no charge to you, if the Monthly Uptime Percentage for any calendar month is less than 95.0%.
 - iv. **Right to terminate:** In the event the Monthly Uptime Percentage for any calendar month is less than 90.0%, you will have a right to terminate the PowerHouse Hub agreement with seven (7) days written notice to Mediasphere, or alternatively you can opt to procure the One-month Credit outlined above.
 - b. Scheduled or Planned server upgrades or server maintenance does not include:
 - i. Downtime caused by natural disasters – flood, hurricane, earthquake and so on.
 - ii. Downtime caused by third-party digital software attacks on server.
 - iii. Downtime caused by physical attacks a server or data centres.
 - iv. Direct denial of service (DDoS) attacks or hacking attempts.
 - v. Downtime caused during user's DNS and/or IP address changes.
 - vi. Downtime during technical support upgrades.
- viii. **The Developer's Indicative Response and Resolution Times for Internet Support**

Nature of Defect/Fault	Response Time within Business Hours	Resolution Time within Business Hours
Website Error	2 hours	12-18 hours
Hardware Error	4 hours	12-24 hours
Network Error	4 hours	12-24 hours
Server Software Error	4 hours	24 hours

- ix. Depending on the nature and severity of the error, the majority of response and resolution times are typically managed within 2 hours (if the error occurs during Business Hours). In some cases, however, the response time may reflect the times shown above and in extreme situations exceed these times. Events beyond the Developer’s control or impact such as Acts of God, data centre disasters (fire, flood), power supply issues, replacement hardware etc. may result in protracted response and resolution times. The Developer will keep all relevant stakeholders informed of the status and expected time for resolution. If any such delay continues for a period of more than 30 Business Days, and the issue has been caused by the Developer’s software, the Customer may terminate the Agreement effective immediately.
- x. Response times relate directly to the urgency and impact of the issue. Urgency and impact factors will be used to calculate a priority level for all incidents.

Area	Level	Description
Impact	1	Affects all users/Critical users
	2	Affects large number but not all users, User is important
	3	Affects a number of users
Area	Level	Description
Urgency	1	Must occur now
	2	Must occur ASAP
	3	Must occur in a short period
	4	Must occur when possible

The recorded Urgency and Impact will derive a Priority based on the below table. All Service requests will use the priority levels as described above.

		Urgency			
		1	2	3	4
Impact	1	P1	P1	P2	P2
	2	P1	P2	P3	P3
	3	P2	P3	P3	P3
	4	P2	P3	P3	P4

- xi. Hardware and network errors include monitoring, response and resolution 7 days per week, 24 hours per day by the server service provider. Software errors include monitoring, response and resolution.
- xii. **Server Back-Up:** A server backup means a complete copy of the website files, content and database. The backup data is only to be used as a non-functional copy of the original website in case the original website becomes corrupt or inaccessible.
- xiii. The Server Back-Up Schedule includes the following:
 - Day 1 to Day 7: Full back-ups are generated daily and stored on-network.
 - Day 8 to Day 30: From the daily backups, the Developer generates a weekly back-up each Sunday.
 - Day 31 to Day 365: At the start of the month a full back-up is generated. The Developer stores a full year of your back-ups. These back-ups are stored off-network.
- xiv. In the event of data corruption or server fault, the backup will be restored to a functional server which in effect will reinstate the website back to its previous state before the error occurred, minimizing data

loss and downtime. The Developer may issue a service fee for the data recovery operation if not the fault of the Developer.

- xv. **Scheduled Maintenance:** The Developer will provide accurate and timely information in order to notify the Customer of all Scheduled Maintenance. The Developer will work with any third parties to ensure that Scheduled Maintenance is only to occur during Off-peak Times.

