

**In these terms and conditions, the following expressions have the following meanings:**

"Additional Data" means any Personal Data supplied by the Customer, or supplied by and/or generated by End Users, in addition to User Data.

"Agreement" means the agreement formed pursuant to clause 1 for the supply of the Software and Services (as applicable) incorporating these terms and conditions;

"Applicable Laws" means EU Data Protection Legislation - EU Directive 95/46/EC, as transposed into domestic legislation of each Member State and as amended, replaced or superseded from time to time, including by the GDPR and laws implementing or supplementing the GDPR;

"Article" means an article of the General Data Protection Regulation

"Associated Products" means any software and applications that Frog provide to the Customer and/or to End Users under the terms and conditions of this Agreement.

"Commencement Date" the date on which this Agreement enters into force in accordance with clause 1;

"Confidential Information" all information in respect of the business of a party including, without prejudice to the generality of the foregoing, any ideas; business methods; finance; prices; business, financial, marketing, development or manpower plans; customer lists or details; computer systems and software; products or services, including but not limited to know-how or other matters connected with the products or services manufactured, marketed, provided or obtained by a party; and information concerning relationships with actual or potential clients, customers or suppliers and the needs and requirements of a party and of such persons; and any other information which, if disclosed, will be liable to cause harm to that party;

"Customer" means the party specified in the Order Form requesting the supply of Software and/or Services from Frog;

"Customer Personal Data" means any Personal Data Processed by a Contracted Processor on behalf of a Customer pursuant to or in connection with the Principal Agreement the data as well as text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are supplied to Frog by the Customer and/or any End User in connection with the Hosting Services.

"Data Controller" or "Controller" has the meaning given to it in GDPR Legislation.

"Data Incident" means a breach of security or other circumstances leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Customer Personal Data on systems managed by or otherwise controlled by a party. "Data Incidents" will not include unsuccessful attempts or activities that do not compromise the security of Customer Personal Data, including unsuccessful log-in attempts, pings, port scans, denial of service attacks, and other network attacks on firewalls or networked systems

"Data Processor" or "Processor" means an entity that processes Personal Data on behalf of a Controller as defined in GDPR Legislation

"Data Protection Legislation" means EU Data Protection Laws and, to the extent applicable, the data protection or privacy laws of any other country;

"Data Subject" has the meaning given to it in GDPR Legislation.

"Data" means Customer and End User Data and Additional Data.

"Directly Provided Data" means Customer and End User Data provided to Frog in the alternative to Customer facilitating access to the Data through a Data Extractor.

"EEA" means the European Economic Area;

"EU Data Protection Laws" means EU Directive 95/46/EC, as transposed into domestic legislation of each Member State and as amended, replaced or superseded from time to time, including by the GDPR and laws implementing or supplementing the GDPR;

"End User" means the Customer and any other person using the Software as permitted by the Customer;

"European Law" means European Union or European Member State law (as referred to in the Data Protection Obligations) or such other law as may be designated in its place when England (whether with Scotland, Wales and/or North Ireland or not), leaves the European Union.

"Excluded Services" means the excluded services set out in a Proposal or otherwise notified to the Customer in writing;

"Fees" means the Software licence fees, Service fees and Equipment fees set out in the Order Form as amended from time to time in accordance with this Agreement;

"Frog" means Frog Education Limited (registered number 3935677), whose registered office is at 2nd Floor West, Bowling Mill, Dean Clough Mills, Halifax, West Yorkshire HX3 5AX

"Frog Software" means any software owned by Frog which Frog provides to the Customer as set out in an Order Form;

"GDPR" means EU General Data Protection Regulation 2016/679;

"Hosting Services" means the hosting services provided by Frog to enable the Customer to access the Software (where applicable);

"Insolvency Event" means that the Customer: (a) becomes the subject of a voluntary arrangement under Section 1 of the Insolvency Act 1986; (b) is unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986; (c) has a receiver, supervisor, manager, administrator or administrative receiver appointed in respect of it or over all or any parts of its undertaking, assets or income; (d) has passed a resolution for its winding up; or (e) has a petition presented to any Court for its winding-up.

"Intellectual Property Rights" means any and all patents, trademarks, trade names, copyright, moral rights, rights in design, rights in databases, know-how and all or other intellectual property rights whether or not registered or capable of registration and whether subsisting in the United Kingdom or any other part of the world together with all or any goodwill relating to them;

"Licence" means the licence between Frog and the Customer set out in Schedule 1;

"On-Line Documentation" means the documentation accessible on-line as part of the Software as amended and updated from time to time;

"Order Form" means the signed proposal which sets out the Software and/or Services (as applicable) provided by Frog to the Customer and signed by the Customer prior to the date of this Agreement;

"Personal Data" has the meaning given to it in GDPR Legislation

"Personal Data Breach" means any breach of Security leading to Personal data being accessible to unauthorised users.

"Processing" has the meaning given to it in GDPR Legislation

"Product Description" means the product description of the Software and/or services to be provided by Frog to the Customer;

"Proposal" means the proposal document provided by Frog to the Customer prior to the date of this Agreement which sets out a description of the Software and/or Services, also referred to as the Order Form;

"Recommended System Requirements" means the system requirements set out by Frog as may be amended upon Frog providing written notice to the Customer from time to time;

"Representatives" means a party's employees, agents, contractors, officers, representatives or advisers.

"Security Measures" means the measures Frog uses to ensure the confidentiality, integrity and availability of the Services and Personal Data.

"Services" means the services, including without limitation the Hosting Services, which Frog agrees in writing to provide to the Customer;

"Software" means the Frog Software and/or Third-Party Software to be provided by Frog to the Customer as described in the Proposals as set out in an Order Form;

"Sub-processor" means any person (including any third party, but excluding an employee of Supplier or any of its sub-contractors) appointed by or on behalf of Frog to Process Personal Data on behalf of any Customer Group Member in connection with the Principal Agreement;

"Support Hours" means the hours between 8:00am and 5:00pm on a Working Day;

"Third Party Software" means any software owned by third parties which Frog provides to the Customer as set out in an Order Form;

"Warranty Period" means the period of 90 days from the date of delivery of the relevant Frog Software or such other warranty period as the parties agree in writing;

"Working Day" means any day other than a Saturday or Sunday or a public or bank holiday in England;

"Year" means a period of 365 days from the Commencement Date or any anniversary of the same (or when that period includes a 29 February, 366 days).

## 1. FORMATION

1.1 The Agreement will be upon the terms of this Agreement, to the exclusion of all other terms and conditions (including any Customer terms and conditions) and (subject to clause 10.1) all previous oral or written representations.

1.2 An order for the Software and/or Services must be submitted by the Customer on Frog's standard order form or signed acceptance of a written proposal and Frog will accept the Customer's order by sending Frog's standard acknowledgement of order form to the Customer. The Agreement is only formed when Frog has sent its standard acknowledgement of order form to the Customer. No Agreement will exist prior to service of such acknowledgement of order form.

## 2. FROG OBLIGATIONS

2.1 Subject to payment of the Fees by the Customer and the Customer complying with its other obligations under the Agreement, Frog shall in accordance with the provisions of the Agreement (in each case, where relevant):

2.1.1 grant the Customer the Licence;

2.1.2 procure the Customer a licence to use the Third-Party Software on the Third-Party Software licensors' then-current standard terms;

2.1.3 install and/or deploy the Software onto agreed hosting;

2.1.4 deliver the Software to the Customer; and

2.1.5 provide the Services.

2.2 Time shall not be of the essence for any of Frog's obligations under the Agreement.

2.3 Frog shall use reasonable endeavours to meet the agreed dates in the Implementation Plan and any other dates agreed by the parties.

2.4 Third Party Software, if applicable, may be governed by additional terms and conditions which are available from Frog on request. Should any third-party software be used to deliver the requirements of the order, Frog shall provide a copy of their Terms and Conditions and the Customer agrees to comply with them.

### 3. SERVICES

3.1 Subject to payment of the Fees relating to the Services, Frog shall use all reasonable endeavours to perform the Services in accordance with reasonable care and skill.

3.2 Frog shall be entitled to charge its then current standard rates in respect of any Excluded Services that it performs at the Customer's request.

### 4. CUSTOMER OBLIGATIONS

4.1 The Customer will promptly provide all reasonable assistance requested by Frog including, but not limited to:

4.1.1 appointing a nominated trained representative for the purposes set out in the Proposals;

4.1.2 promptly following the reasonable recommendations of Frog, where Customer agrees such recommendations:

4.1.2.1 co-operate fully with Frog in respect of the Services and accurately and quickly answering all questions asked by Frog in connection with performing the Services;

4.1.2.2 if applicable, at its expense provide suitable remote Internet access to the Software to allow Frog to perform any maintenance Services;

4.1.3 ensuring that all the Customer's systems shall meet the Recommended System Requirements to be able to access Frog at the required standard;

4.1.4 complying with the terms of the Licence and any terms relating to Third Party Software (if any have been agreed).

4.2 Any delay caused by either party's failure or delay in performing its obligations under this Agreement shall be:

(i) the Customer's responsibility and Frog shall be entitled to charge its then-current standard rates for any wasted time or increased effort on its part that result from the Customer's failure to fully discharge its obligations promptly or at all, together with any additional costs it incurs; Or

(ii) Frog's responsibility and Customer shall be entitled to charge its costs for any wasted time or increased effort on its part that result from Frog's failure to fully discharge its obligations promptly or at all, together with any additional costs it incurs.

4.3 Unless otherwise agreed, Frog shall be responsible for obtaining appropriate licences for any Third-Party Software that has been agreed to fulfil the requirements of the order. The Customer will be responsible for obtaining appropriate licences and consents for any content and software which is not supplied by Frog.

### 5. INTELLECTUAL PROPERTY RIGHTS

As between Frog, the Customer and/or any End User(s), all Intellectual Property Rights in the Frog Software and the Services are and shall remain the property of Frog and, except as permitted in the Agreement, the Customer and/or End User(s) shall have no right in or to the Frog Software, Third Party Software or Services.

### 6. INTELLECTUAL PROPERTY RIGHTS INDEMNITY

6.1 Frog shall indemnify the Customer against all costs and damages awarded under any final judgment by a court of competent jurisdiction (or which are agreed by Frog in settlement) in respect of any claim that the Customer's possession or use of the Frog Software in accordance with this Agreement infringes the Intellectual Property Rights of any third party.

6.2 The indemnity set out in clause 6.1 is subject to:

6.2.1 the Customer giving Frog prompt notice, in writing, of the details of any claim;

6.2.2 Frog having sole conduct and control of any claim or action which is within the scope of the indemnity including any related settlement negotiations;

6.2.3 the Customer not making any statement prejudicial to Frog; and

6.2.4 the Customer giving Frog all reasonable help in connection with the claim or action (in which case, Frog may pay the Customer's proper and reasonable costs).

6.3 If any claim is made against Frog or the Customer that the Customer's possession or use of the Frog Software infringes any third party's Intellectual Property Rights, Frog shall at its option and expense have the right to:

6.3.1 negotiate a licence for the Customer for the continued use of the Frog Software in accordance with the Agreement;

6.3.2 modify the Customer's copy or copies of the Frog Software so as to perform in accordance with the agreed Product Description in all material respects and to avoid the claim of infringement or any interlocutory injunction or court order in respect of the Frog Software; or

6.3.3 if none of the above are reasonably practicable, Frog may terminate the Agreement and refund to the Customer all Fees relating to the Frog Software paid by the Customer under this Agreement.

6.4 Frog's obligations under this clause 6 shall not apply in the event that the claim or legal action results from:

6.4.1 use of a penultimate release of the Software than Frog's current release;

6.4.2 use of the Software in combination with any other hardware that is not suitable;

6.4.3 use of the Software other than in accordance with the Agreement; or

6.4.4 the Customer's failure to procure rights which it ought to have procured for Frog or itself under this Agreement.

### 7. WARRANTY

7.1 Subject to clause 7.3, the parties acknowledge and agree that the Software and/or Services are provided "as is" with no warranty, all conditions, warranties and stipulations, express or implied, statutory, customary or otherwise of any kind which, but for such exclusion, would or might subsist in favour of the Customer and Frog expressly excludes any and all warranties and conditions, to the maximum extent permitted by law.

7.2 Without prejudice to the generality of clause 7.1 Frog does not:

7.2.1 represent or warrant that the Software and/or Services are free of viruses, inaccuracies, errors, bugs, or interruptions, or are reliable, accurate, complete, or otherwise valid;

7.2.2 warrant that the functions contained in the Software will meet the Customer's or End User's requirements or that the access to or operation of the Software will be uninterrupted or error free;

7.2.3 provide any warranty in respect of any Third-Party Software supplied in agreement with the Customer but will transfer to the Customer the benefit of any warranties which (a) Frog receives in respect of any Third-Party Software; and (b) which are capable of transfer to the Customer without further charge or formality.

7.3 Subject to clause 7.2, Frog warrants that during the Warranty Period, that all reasonable endeavours shall be made to ensure that the Frog Software will be of satisfactory quality and be free from material defects in design, materials or workmanship.

7.4 If, at any time during the Warranty Period, the Customer becomes aware of a breach of the warranty at clause 7.3, the Customer will give written notice of the breach to Frog, such notice to be given within 30 days after the Customer becomes aware of the breach and prior to expiry of the Warranty Period. Following receipt of the Customer's written notice in accordance with this clause 7.4 and subject to clause 10.1, Frog's only liability for breach of the warranty at clause 7.3 will be to repair or replace the relevant Frog Software.

7.5 The Customer's only remedy for breach of the obligation at clause 7.4 will be in damages.

7.6 Subject to clause 10.1, Frog shall not have any liability (whether in contract, tort, misrepresentation, restitution, under statute or otherwise) for a breach of the warranty at clause 7.3 if:

7.6.1 the Customer does not comply with clause 7.4 in respect of the breach;

7.6.2 the relevant defect was caused or exacerbated by improper use, handling, alteration, installation, repair, maintenance, storage or failure to comply with instructions provided by Frog or third party.

7.7 For the avoidance of doubt and without prejudice to the generality of Clauses 7.1 and 7.3, all warranties, conditions and other terms implied by statute or common law including, without limitation, warranties or other terms as to merchantability, satisfactory quality and fitness for a particular purpose, are excluded. Frog does not warrant that the Services (which include information or material supplied on which all or part of a Service depends) and Software will be delivered free of any interruptions, delays, omissions or errors ("Faults"), of that all Faults will be corrected.

### 8. PRICING

8.1 Frog shall invoice the Customer for the Fees. Invoices for all sums due under this Agreement shall (unless otherwise stated) be due for payment within 30 days from the date of receipt of invoice. For the avoidance of doubt, all Fees will be invoiced as per the agreed payment plan.

8.2 All sums payable by the Customer under this Agreement are expressed exclusive of value added tax, which shall also be paid by the Customer at the prevailing rate subject to the provision by Frog of a valid value added tax invoice.

8.3 In addition to the Fees, Frog shall be entitled to charge and invoice on a monthly basis:

8.3.1 its pre-agreed reasonable travel costs and expenses incurred in the proper performance of this Agreement provided that the Customer approves such amounts (such approval not to be unreasonably delayed or withheld); and

8.3.2 its actual costs incurred to search engine providers or other third parties in respect of internet searches previously requested by the Customer in writing.

8.4 After the first 3 years of this Agreement Frog will be entitled to vary the Fees at any time by giving at least 60 days' prior written notice to the Customer. The variation will be effective from the first day of the next Year following expiry of the notice (or, if later, the date specified in the notice) and will apply to the relevant Software and/or Services, (as applicable) as specified in the variation notice on or after the date from which the variation is effective (whether ordered before, on or after that date).

8.5 Hosting is provided on a 'fair and reasonable usage' basis. If, at any time whilst using the Hosting Services, the Customer is deemed to use an excessive amount of disk storage space outside of the amount included in the order, Frog reserves the right to charge the Customer. Fair warning will be provided first allowing the customer the opportunity to reduce storage and/or explain the use is within 'fair and reasonable'.

8.6 In the event that payment of any sum due to Frog from the Customer is delayed beyond 14 days from the date of payment of the invoice then Frog reserves the right to charge interest on the overdue sum from the due date until the date of actual payment at the rate of 3% per annum above the prevailing base rate of HSBC Bank plc.

8.7 Frog and the Customer agree to use their respective reasonable endeavours to resolve any dispute relating to correctness or completeness of any invoice. Where only part of an invoice is disputed the Customer shall pay the undisputed amount in accordance with clause 8.1. The

disputed invoice will be dealt with in accordance with clause 13.

8.8 In the event that the Customer fails to pay any sum due to Frog on or by its due date for payment, Frog may suspend performance of its obligations under this Agreement by giving the Customer not less than 14 days' written notice including, without limitation:

8.8.1 suspend provision of the Services, until payment is received by Frog;

8.8.2 disabling the Customer's access to the Software.

8.9 Subject to deductions made in accordance with clause 8.7, the Customer will pay all sums under this Agreement without any set-off, restriction or condition and without any deduction for or on account of any counterclaim.

## 9. TERM AND TERMINATION

9.1 Subject to earlier termination in accordance with one of the other provisions of this clause or as set out elsewhere in the Agreement, the Agreement shall (unless otherwise agreed by the parties in the Order Form) take effect from the Commencement Date or Effective Date shown on the Proposal or Order Form and will continue for the period of time specified (the "Initial Term") on the Order Form. The term of the agreement shall extend for a period of 12 months, or such other period agreed on the Order Form ("Renewal Term") at the end of the Initial Term. At the end of each Renewal Term and, without prejudice to clause 8.4, the Fees payable in respect of such Renewal Period will be Frog's applicable standard rates at that time. This Agreement shall not continue if either party gives written notice to the other party, not less than 60 days before the end of the current Renewal date.

9.2 In the event that this Agreement expires or is terminated for any reason, the Customer will not be entitled to any refund of any Fees or rates paid to Frog in advance.

9.3 This Agreement may be terminated immediately by either party by giving not less than seven days' written notice to the other if the other suffers an Insolvency Event.

9.4 Frog may terminate this Agreement immediately if:

9.4.1 the Customer has failed to pay any sums due to Frog under this Agreement within 30 days of the dates on which any such sums are due provided it has given at least 30 days written notice to Customer of such non-payment prior to exercising this clause; or

9.4.2 the Customer has committed a material breach of the Agreement and (in the case of a breach capable of being remedied) this has not been remedied within 30 days of a written request to remedy the breach.

9.5 The Customer may terminate this Agreement immediately if Frog has committed a material breach of the Agreement and (in the case of a breach capable of being remedied) this has not been remedied within 30 days of a written request to remedy the breach.

9.6 Any termination of this Agreement under this clause 9 is without prejudice to any other rights or remedies a party may be entitled to under this Agreement or at law. It does not affect any accrued rights or liabilities of either party nor any provision which is expressly or by implication intended to come into force on, or continue in force after, termination.

9.7 Any other provisions which expressly or impliedly continue to have effect after expiry or termination of this Agreement and the Licence shall survive expiry or earlier termination of this Agreement.

## 10. LIMITATION OF LIABILITY

10.1 Notwithstanding anything to the contrary in this Agreement, the limitation of liability shall not apply to either party's liability to the other in the following circumstances:

10.1.1 for death or personal injury caused by its negligence or of its employees, agents or subcontractors; and

10.1.2 for damage suffered by the Customer a result of any breach by Frog of the condition as to title or the warranty as to quiet possession implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; and

10.1.3 for fraud or fraudulent misrepresentation, wilful misconduct, or conduct that evinces a reckless disregard for the rights of others.

10.1.4 For the avoidance of doubt, nothing in this clause 10 confers any right or remedy upon a party to which it would not otherwise be entitled.

10.2 This clause sets out each party's entire liability (including any liability for the acts and omissions of its employees, agents or subcontractors) to the other in respect of:

10.2.1 any breach of its contractual obligations arising under or in connection with this Agreement;

10.2.2 any representation, statement, negligence, breach of statutory duty or other tortious act or omission arising under or in connection with this Agreement; and

10.2.3 any damage to property.

10.3 Without prejudice to clause 7.1, Frog is not responsible for any problems of any nature arising from the use of the Software for purposes for which it was not designed (the purposes for which it was designed being those apparent from the Product Description agreed at purchase).

10.4 Both party's total liability under or in connection with this Agreement in respect of a Year will not in aggregate exceed an amount equal to the Fees and all other amounts due under this Agreement in that Year.

10.5 Neither party shall be liable to the other for any damage to, loss of or costs in respect of:

10.5.1 anticipated profits, revenues, anticipated savings, goodwill or business opportunities (in each case, whether direct or indirect or suffered by End Users);

10.5.2 its employees' or consultants' time in relation to the Services (in each case, whether direct or indirect or suffered by End Users); or

10.5.3 any consequential losses, indirect losses, special losses or losses suffered by End Users,

and in each case whether or not the other has been advised of the likelihood of such damage, loss or costs.

10.6 Frog shall not be liable to the Customer for any loss or corruption of data, software or database configuration held by the Customer (whether before or after termination of this Agreement) which could have been avoided by the Customer keeping full back-up copies of such data, software or database configuration in accordance with good data processing practice.

10.7 This clause 10 shall have continuing effect after termination of this Agreement, for whatever reason.

## 11. CONFIDENTIALITY

11.1 All Confidential Information given by one party to the other, or otherwise obtained or developed by one party relating to the other, shall be kept secret and confidential by the receiving party and shall not be used or disclosed other than for the purposes of the proper performance of this Agreement or with the prior written consent of the other party.

11.2 The obligations of confidentiality in this clause shall not extend to any matter which the receiving party can show:

11.2.1 is in, or has become part of, the public domain other than as a result of a breach of the obligations of confidentiality under this Agreement;

11.2.2 was independently disclosed to it by a third party entitled to disclose the same.

11.3 Neither party shall be in breach of this clause where Confidential Information is required to be disclosed

under any applicable law or by order of a governmental body or authority of competent jurisdiction.

11.4 Frog may disclose information to any regulator, subcontractor or service provider to it. Such information will be disclosed only to parties themselves having a confidentiality agreement with Frog, under which such information will be kept secret and confidential.

11.5 The restrictions contained in this clause shall continue to apply after termination of this Agreement without limit in time.

## 12. CUSTOMER ENDORSEMENT

Frog will have the right to use the Customer's name and logos and the fact that the Customer is a customer of Frog in any brochure or advertising material issued by Frog provided that Frog has obtained the Customer's prior written consent to such use.

## 13. DISPUTE MANAGEMENT

If any dispute arises out of or in connection with this Agreement, either party may on notice to the other refer the dispute for resolution in accordance with this clause.

Frog and the Customer shall use all reasonable endeavours to negotiate in good faith and settle amicably any dispute that may arise out of or in connection with this Agreement.

If appropriate representatives of the parties cannot settle any such dispute amicably through ordinary negotiations, the dispute shall be referred to the Managing Directors (or equivalent) of each party who shall meet in order to resolve the dispute.

If any dispute is not resolved within 30 days (or such longer period as may be mutually agreed) of such referral to the Managing Directors (or equivalent) then the dispute, at the election of either party, may be submitted to a court of competent jurisdiction, or if the parties otherwise agree, some other alternative dispute resolution forum.

## 14. GENERAL

14.1 Any notices shall, unless otherwise expressly stated, be in writing and shall be given by sending the same by e-mail or, first class post to the other party's registered office address. Any notice sent by first class post shall be deemed to have been delivered two Working Days after its posting. Any notice given by e-mail shall be deemed to have been delivered on the next working day following transmission.

14.2 Either party may not assign, novate, transfer or subcontract any rights or obligations under this Agreement without the other's prior written consent save within its Group of Companies.

14.3 Failure by either party to exercise or enforce any right conferred (which, for the avoidance of doubt, includes, without limitation, Frog's right to charge any costs and/or expenses at any time) shall not be deemed to be a waiver of any such right nor operate so as to prevent exercise or enforcement thereof or of any other right on any later occasion.

14.4 This Agreement may only be varied or amended in writing and any such variation or amendment must be a duly authorised representative of each of the parties.

14.5 This Agreement contains the entire understanding between the parties with respect to its subject matter and neither party will have any remedy in respect of, any misrepresentation, representation or statement which is not expressly set out in the Agreement.

14.6 Each party acknowledges that it is not entering into this Agreement in reliance on any representation of the other except those contained in this Agreement.

14.7 Nothing in clauses 14.5 or 14.6 will be interpreted or construed as limiting or excluding the liability of any person for fraud or fraudulent misrepresentation.

14.8 In the event that any provision of this Agreement is declared by any judicial or other competent authority to be void, voidable, illegal or otherwise unenforceable or indications of the same are received by either of the

parties from any relevant competent authority, then such provision shall be severed from this Agreement and the remaining provisions shall remain in full force and effect.

14.9 The parties to this Agreement do not intend that any of its terms will be enforceable by virtue of Contracts (Rights of Third Parties) Act 1999 by any person not a party to it.

14.10 Neither party shall be liable to the other in any manner whatsoever to the extent it is unable to perform any of its obligations under this Agreement (except for the obligation to pay) due to any cause beyond its reasonable control including but not limited to acts of God, war or national emergency, riots, civil commotion, fire, explosion, flood, epidemic, lock-outs (whether or not by that party), strikes and other industrial disputes (in each case, whether or not relating to that party's workforce), acts of Government, highway authorities, telecommunications network operators or other competent authorities or interruption of, or inability in obtaining, supplies or services from third parties. If a party is affected by any such cause, it will promptly notify the other.

14.11 Subject to clause 13, this Agreement and any non-contractual obligations arising out of or in connection with it shall be governed by and construed and interpreted in accordance with the laws of England and Wales and the parties irrevocably submit to the exclusive jurisdiction of the English courts.

**Schedule 1 - License**

1. Subject to the Customer paying the Fees relating to the Frog Software, Frog grants to the Customer a non-transferable, nonexclusive licence to use the Frog Software in accordance with the terms contained in this Agreement solely for the Customer's training and educational operations.

2. The Customer shall not (nor permit End Users or any third party to):

2.1 except as permitted by law, adapt, alter, amend, modify, reverse, engineer, decompile, disassemble or decode the Software or translate the Software;

2.2 assign, transfer, sell, lease, rent, charge or otherwise deal in or encumber the Software or its rights in respect of the Software;

2.3 remove or alter any copyright or other proprietary notice on or in the Software;

2.4 use the Software in any manner not in accordance with this Agreement;

2.5 sell any hardware on which copies of the Software have been stored without first ensuring that the Software has been deleted from it and that the relevant storage medium has been overwritten to prevent reconstruction of the Software;

2.6 use the Software and/or any Services other than for its own internal purposes and, without limitation, shall not therefore use the Software and/or any Services to provide computer bureau, outsourcing, facilities management or similar services for the benefit of any third party; or

2.7 use the Software and/or any Services to create, make available, transmit or upload any defamatory, offensive or abusive material, material of obscene or menacing character or any other material which is likely to cause harm to any computer system or is in contravention of any applicable law and shall indemnify Frog against all costs, damages and losses in respect of a breach of this paragraph 2.7.

3. The Customer will:

3.1 ensure that all persons from time to time having access to the Software, the On-Line Documentation and/or Services including End Users do not copy or duplicate them and make no disclosure relating to the Software and/or such Services to any third party;

3.2 effect and maintain adequate security measures to safeguard the Software and Online Documentation from theft or access by any person other than:

3.2.1 End Users accessing the facilities offered to the Customer and End Users by the Software as specified in the On- Line Documentation; or

3.2.2 employees of the Customer acting in the normal and proper course of their employment;

3.3 keep a full back-up copy of the Software and data in accordance with best computing practice;

3.4 only issue passwords which give administrative access to the Software to appropriate End Users;

3.5 within 5 Working Days of any written request from Frog, provide a written up to date list of the End Users; and

3.6 permit Frog to audit the Customer's use of the Software and Hosting Services provided it gives 10 working days' notice of such audit to the Customer and carries out such audit during a working day and no more than once a year. If any of the audits referred to in this paragraph 3.6 reveal that any password has been provided to any individual who is not an End User or any End User has failed to act in accordance with this Agreement, then without prejudice to Frog's other rights, (i) Frog may disable such passwords and shall not issue any new passwords to any such individual; and (ii) the Customer must not issue any new passwords to any such individual.

4. The Customer will be entitled to allow End Users to access the facilities offered to End Users by the Software provided that the number of users does not increase by more than 5% above the number declared as set out in the Order Form. In the event that the number of Users increases by more than 5% above the stated number:

4.1 the Customer shall immediately provide Frog with a written notice of the updated number; and

4.2 Frog shall be entitled to increase the Fees to reflect the increase in the number of Users.

5. The Customer shall ensure that all End Users and other parties who have access to or use the Software and/or Services comply with the terms of the Agreement and any breach of the Agreement by such a party will constitute a breach of the Agreement by the Customer.

**6. Installed Software**

In respect of Software to be installed on Customer's own hosting equipment:

6.1 the Customer shall use the Software only on the Equipment or its own equipment. If the Equipment becomes inoperable, the Customer shall subject to payment for installing the Software on the replacement equipment, be entitled to use the Software on any other equipment purchased by the Customer to replace the Equipment; and

6.2 the Customer may only make one copy of the Software for back-up purposes only and shall not use such copy for any other purpose(s) and/or provide copies of the Software to End Users or any third party. For the avoidance of doubt, providing an alternative platform or testing do not constitute back-up purposes for the purpose of this paragraph 6.2.

**7. Hosted Software**

The Software will be hosted by Frog, the Customer will:

7.1 ensure that each End User shall keep a secure password for his use of the Hosting Services and On-Line Documentation and that each End User shall keep his/her password confidential; and

7.2 only issue passwords which give administrative access to the Software and Hosting Services to appropriate End Users.

## 1 Data Processing

1.1 Through reference to the applicable Data Protection Laws, it is agreed that:

1.1.1 the Customer is the Controller of all Personal Data required to fulfil the Agreement, and

1.1.2 Frog is the Processor of all Personal Data required to fulfil the Agreement

1.1.3 where the Customer configures the Associated Products to Process Personal Data in addition to the Personal Data required in Appendix 2, the Customer shall assume the role of Processor for that data

1.2 Both parties shall:

1.2.1 ensure that appropriate technical and organisational measures are in place to safeguard Customer Personal Data against accidental or unlawful loss, alteration, unauthorised disclosure or access

1.2.2 ensure that procedures are in place to notify the other party in reasonable time of any Data Incident relating to the Customer Personal Data being processed in the Associated Products as part of this Agreement. This notification shall include, to the extent possible, details of the Data Incident including steps taken to mitigate the potential risks and steps the notifying party would recommend that the other party takes to address the Data Incident

1.3 Frog shall:

1.3.1 comply with all applicable Data Protection Laws in the Processing of Customer Personal Data; and

1.3.2 only process Personal Data in accordance with Appendix 2; and

1.3.3 not Process customer Personal Data other than on the relevant Customer's written instruction unless Processing is required by Applicable Laws to which Frog is subject, in which case Frog shall inform the Customer of that legal requirement before the Processing of the Personal Data.

1.3.4 maintain Cyber Essentials certification to help ensure the effectiveness of the Supplier's Security Measures

1.3.5 take appropriate steps to ensure compliance with the Security Measures by its employees, contractors and Sub-Processors to the extent applicable to their scope of performance. Frog shall notify The Customer by issuing the updated version if there are significant changes to the Security Measures during the contract term.

1.3.6 inform the Customer if any instructions received from the Customer are thought to infringe the relevant Data Protection Legislation

1.3.7 maintain records to support compliance with the data protection obligations that are relevant to this agreement

1.4 The Customer shall:

1.4.1 instruct Frog (and authorises Frog to instruct each Sub-processor) to process Customer Personal Data to the extent required to deliver the services provided as part of the Agreement.

1.4.2 ensure that Frog's use of the Customer Personal Data in accordance with this Agreement shall not put Frog in breach of any Data Protection Laws;

1.4.3 not do or omit to do anything which places Frog in breach of any Data Protection Laws;

1.4.4 at all times be responsible for the integrity, quality and legality of the Personal Data provided by the Customer to Frog (or on its behalf). Frog is under no duty to investigate the completeness, accuracy or sufficiency of the Personal Data provided to it by (or on behalf of) the Customer;

1.4.5 be solely responsible for making appropriate use of the Services to ensure a level of security appropriate to the risk in respect of Personal Data it processes.

1.5 Appendix 2 sets out certain information regarding the Contracted Processors' Processing of the Customer Personal Data as required by article 28(3) of the GDPR.

1.6 In the event of any loss or damage to Customer Data, the Customer's sole and exclusive remedy shall be for Frog to use reasonable commercial endeavours to restore the lost or damaged Customer Data from the latest back-up of such Customer Data maintained by (i) Frog to the extent that such Customer Data is held by Frog through the provision of Hosting Services; and/or (ii) the Customer in all other circumstances. Frog shall not be required to restore more than one previous full iteration of the Software and/or data containing the relevant lost or damaged Customer Data and shall not be required to restore one or more individual lost or damaged files. Frog shall not be responsible for any loss, destruction, alteration or disclosure of Customer Data caused by any third party (except those third parties subcontracted by Frog to perform services related to Customer Data maintenance and back-up).

1.7 The Customer warrants that:

1.7.1 it has (and, in relation to Frog Purposes, it has or shall obtain (as applicable) using such terms or wording as Frog requires from time to time) all necessary consents and authorisations (including from End Users) and it shall comply with all Data Protection Laws to enable Frog to lawfully Process Personal Data for the purposes of Frog carrying out its obligations under this Agreement and as otherwise agreed in writing by the parties (including in relation to Frog Purposes); and

1.7.2 it will not cause Frog to be in breach of any Data Protection Laws whether by reason of any act or omission by the Customer or any of its directors, governors, officers, employees or subcontractors.

## 2 Frog Personnel

2.1 Frog shall:

2.1.1 take reasonable steps to ensure that its employees comply with the requirements under the Data Protection Legislation and are adequately trained in the handling of Customer Personal Data

2.1.2 take reasonable steps to ensure that access to the Customer Personal Data is limited to those of its employees who need access in order to meet obligations under the Agreement (the "Authorised Personnel") and that all Authorised Personnel are bound by appropriate confidentiality obligations when accessing it.

2.1.3 take reasonable steps to ensure the reliability of any employee, agent or contractor of any Contracted Processor who may have access to the Customer Personal Data, comply with the Data Protection Legislation and ensure that access is limited to those individuals who need access the relevant Customer Personal Data.

## 3 Security

3.1 Frog shall:

3.1.1 implement appropriate technical and organisational measures (the "Security Measures") to ensure a level of security appropriate to the processing of Customer Personal Data, including, as appropriate, the measures referred to in Article 32(1) of the GDPR.

3.1.2 maintain the Cyber Essentials certification and periodically review process and systems to help ensure the continued effectiveness of the Security Measures

3.1.3 take appropriate and reasonable steps to ensure compliance with the Security Measures by its employees, contractors and Sub-Processors in direct relation their requirements in processing Customer Personal Data

3.1.4 take account of the risks that are presented by Processing, in particular from a Data Incident in assessing the appropriate level of security

## 4 Security Measures by Customer

4.1 The Customer is responsible for implementing appropriate technical and organisational measures when using and configuring the Associated Products so that the Customer complies with Data Protection Laws.

## 5 Sub-processing

5.1 the Customer authorises Frog to appoint

Sub-processors as listed in Appendix 1 below in accordance with the Security Measures stated in Section 3. If Frog wishes to use any other Sub-processors it shall seek Customer's prior written approval first.

5.2 Appendix 1 to this Agreement provides a list of sub-processors and details of the sub-processing that they carry out to fulfil the Agreement

5.3 Frog shall give the Customer prior written notice of the contracting of any new Sub-processor.

5.3.1 The Customer may, within 30 days of receipt of that notice, notify Frog of any objections on reasonable grounds they may have to the Sub-Processor. In this case Frog shall liaise with the Customer to make available a commercially reasonable change in the provision of the Services which avoids the use of that proposed Sub-processor; and where such a change cannot be made within 30 days from Frog's receipt of Customer's notice, the Customer may by written notice to Frog with immediate effect terminate the

Agreement to the extent that it relates to the Services which require the use of the proposed Sub-processor.

5.4 With respect to each Sub-processor, Frog shall:

5.4.1 ensure that all agreements or contracts between Frog and Sub-processor are managed by a written contract including terms which offer at least the same level of protection for Customer Personal Data as those set out in this Addendum and meet the requirements of article 28(3) of the GDPR

## 6 Data Subject Rights

6.1 Taking into account the nature of the Processing, Frog shall assist each Customer, insofar as this is possible, to respond to requests to exercise Data Subject rights under the Data Protection Laws

## 7 Data Incidents

7.1 Frog shall notify the Customer without undue delay upon Supplier or any Sub-processor becoming aware of a Data Incident affecting Customer Personal Data, providing the Customer with sufficient information to meet any obligations to report or inform Data Subjects of the Data Incident under the Data Protection Laws.

7.2 Frog shall co-operate with Customer including without prejudice to the generality of this duty taking such steps as are reasonably requested of Frog by the Customer to assist in the management of each Data Incident.

## 8 Other Notifications

8.1 Frog shall notify the Customer if it receives

any of the following in relation to the Customer Personal Data:

8.1.1 Data Subject Access Request

8.1.2 Request to rectify or erase any Personal Data

8.1.3 Receives any other request relating to the Customer Personal Data in accordance with the Relevant Data Protection Laws

**9 Data Protection Impact Assessment**

9.1 Frog shall provide reasonable assistance to the Customer with any data protection impact assessments and/or audits solely in relation to Processing of Customer Personal Data, taking into account the nature of the Processing and information available to Frog.

**10 Deletion of Customer Personal Data**

10.1 Following expiration or termination of the Agreement involving the Processing of Customer Personal Data, all Personal Data in Frog’s possession as provided in the Agreement, except to the extent Frog is required to retain some or all of the Personal Data by applicable law shall be destroyed. The terms of this Agreement shall continue to apply to such Personal Data.

**11 Restricted Transfers**

11.1 Frog does not perform International transfers of Customer Personal Data to countries outside of the UK, as part of the provision of Services to the Customer.

**Appendix 1 – Sub Processors**

Sub Processor	Description of Sub Processing
Microsoft Azure	
UK South (London)	Frog’s primary cloud-based services.
UK West (Cardiff)	Frog’s backup systems and services.
Further information can be found at: <a href="https://azure.microsoft.com/en-gb/explore/global-infrastructure/data-residency/#overview">https://azure.microsoft.com/en-gb/explore/global-infrastructure/data-residency/#overview</a>	

**APPENDIX 2: ORGANISATION DATA**

**DETAILS OF PROCESSING OF CUSTOMER PERSONAL DATA**

This Appendix 2 includes certain details of the Processing of Customer Personal Data as required by Article 28(3) if the GDPR.

**Subject Matter and Duration of the Processing of Customer Personal Data**

The subject matter of the processing under the Agreement is the Customer Personal Data. The duration of the processing is aligned with the duration of the Agreement.

**The Nature and Purpose of the Processing of Customer Personal Data**

Frog Education processes Customer Personal Data in order to provide the Services set out in the Agreement.

**The Categories & Types of Customer Personal Data to be Processed**

The data subjects of Customer may include Customer’s employees, students, parents, governors, contractors, suppliers, and other third parties who the Customer may give access to the Associated Product to.

Personal Data that is submitted to the Associated Products by the Customer in order for Frog to provide the Services under the Agreement are listed below.

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Due to the flexibility of the Associated Products other types of Personal Data may be recorded by the Customer. This is done at the Customer’s sole discretion and in this situation the Customer will be the Processor for that data and take on the appropriate responsibilities as per the Applicable Laws.

**Collected Data in FrogLMS  
(typically Business-based customers)**

Purposes of Processing	Categories of individuals	Types of personal data
Providing LMS and other services as per the Agreement	Administrators	Names Contact Details Authentication details Connection Information
	Managers	Names Contact Details Authentication details Employment information including but not limited to Job title, department, contract type Course completion information Connection Information Details of company hierarchy for the purposes of reporting structure
	Learners	Names Contact Details Authentication details Employment information including but not limited to Job title, department, contract type Course completion information Connection Information
	Other Users (if applicable)	Names Contact Details Authentication details Course completion information Connection Information

**Collected Data in FrogLearn/FrogPlay/FrogProgress  
(typically, School-based customers)**

Purposes of Processing	Categories of individuals	Types of personal data
Providing VLE, Assessment, LMS and other services as per the Agreement	Administrators	Names Contact Details Authentication details Academic information Connection Information
	Teachers	Names Contact Details Authentication details Employment information Academic information Connection Information
	Students	Names Contact Details Authentication details Academic information Connection Information
	Parents	Names Contact Details Authentication details Connection Information
	Governors	Names Contact Details Authentication details Connection Information
	Other Users	Names Contact Details Authentication details Academic information Connection Information