



Bluesource Information Limited

GENERAL TERMS AND CONDITIONS

TERMS AND CONDITIONS OF BUSINESS

- (1) The Customer wishes to engage Bluesource Information Limited (company number 04064193) ('Bluesource') to provide those Services and Goods set out in the accompanying Work Order and Service Schedule, and Bluesource has agreed to accept the engagement on the terms laid out in this General Terms and Conditions document.
- (2) The engagement between the parties is bound by the terms of this General Terms and Conditions document, the Work Order, the Service Schedule, and the Privacy Notice, which all taken together form the contract between the parties (the 'Agreement').

IT IS AGREED as follows:

1 Definitions and Interpretation

1.1 In this Agreement the following expressions have the following meanings:

"Agreement"	this General Terms and Conditions document, together with the relevant Service Schedule and Work Order.
"AI"	artificial intelligence, the ability of a digital computer or computer-controlled system to perform tasks commonly associated with intelligent beings.
"Business Day"	08:00 – 18:00 BST/GMT, as appropriate, on a day other than a Saturday, Sunday or a public or bank holiday in England and Wales or Scotland.
"Customer"	the person, firm, partnership, or company purchasing Services from Bluesource under this Agreement.
"Customer Equipment"	the technical equipment belonging to or to be provided by the Customer for use in the provision of Services, as detailed more fully in any applicable Agreement.
"Confidential Information"	in relation to either Party, all confidential information disclosed to a Party or its employees, officers, representatives, or advisors by the other Party pursuant to or in connection with this Agreement (whether orally or in writing or any other medium, and whether labelled as confidential or not).
"Consultancy"	professional service work provided by Bluesource to the Customer for a specific piece of work or project, which may or may not be related to the Services.
"Data Processing Policy"	the Privacy Notice detailing Bluesource's use of personal data under Data Protection Law, available at https://www.Bluesource.co.uk/privacy-and-governance/ and as updated from time to time.
"Data Protection Law"	means applicable data protection and privacy legislation, regulations and guidance including Regulation (EU) 2016/679 (the "General Data Protection Regulation" or the "GDPR"), Data Protection Act 2018 ("DPA"), all legislation enacted in the UK in respect of the protection of personal data and the Privacy and Electronic Communications (EC Directive) Regulations 2003 (all as amended, updated, or re-enacted from time to time).
"Designated Contact"	an employee of the Customer nominated as a contact point for Bluesource.
"Documents"	includes, but is not limited to, inventions, improvements, formulae, designs, programs, drawings, manuals, Source Codes, plans and any design documents prepared by Bluesource.
"EU AI Act"	The EU AI Act is the first comprehensive legal framework on artificial intelligence worldwide, aimed at fostering responsible AI development and deployment within the European Union.
"EULA"	end-user license agreement or software license agreement between the licensor and purchaser, establishing the purchaser's right to use the software.
"Fees"	the price to be paid by the Customer to Bluesource for provision of Goods and/or Services as set out in the Agreement, as amended by the Parties in writing from time to time.

“Goods”	products procured by Bluesource for the Customer, such as, and not limited to: software licenses, software maintenance, hardware, hardware maintenance.
“Group”	the “holding” and “subsidiary” companies of the Parties as defined in section 1159 of the Companies Act 2006.
“Initial Term”	the first Term specified in a Work Order.
“Intellectual Property”	patents, rights to inventions, copyright and related rights, trademarks, trade names, domain names, rights in get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database right, topography rights, moral rights, rights in confidential information (including without limitation know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all existing and future rights capable of present assignment, applications for and renewals or extensions of such rights, and all similar or equivalent rights or forms of protection in any part of the world;
“Losses”	any losses, actions, costs, liabilities, expenses (including reasonable legal expenses), demands, claims, and damages.
“Orderporter”	the website portal Bluesource uses for customers to view and accept electronic quotations and place a Work Order with Bluesource.
“Party”	a party to this Agreement and “Parties” shall be construed accordingly.
“Premises”	the Customer’s premises as specified in the Agreement, or such other premises as may be agreed in writing from time to time between the Parties.
“Proposal”	quotation document generated on Orderporter or issued by other means for Goods and/or Services from Bluesource.
“RAG”	Retrieval-Augmented Generation (RAG) is the process of optimizing the output of a large language model, so it references an authoritative knowledge base outside of its training data sources before generating a response.
“Renewal Term”	an extension of the previous Term (whether Initial or Renewal) for one year unless otherwise agreed between the Parties.
“Renewal Term Fee”	the price to be paid by the Customer to Bluesource for provision of Goods and/or Services under a Renewal Term, to be calculated (unless otherwise agreed by the Parties in advance) as one-year pro-rata to the Fees payable under the Initial Term, then accounting for any increase in price to costs or materials (since commencement of the Initial Term) that Bluesource must incur in order to provide the Services and/or Materials;
“Services”	the services to be provided by Bluesource to the Customer as described in a Service Schedule and Work Order, and subject to the terms of this General Terms and Conditions document.
“Service Schedule”	the specific schedule (available at https://www.Bluesource.co.uk/privacy-and-governance/) relevant to the Services requested by the Customer.
“SLA”	a service level agreement defined more fully in the Agreement, typically within the Service Schedule, outlining Bluesource’s commitment to the Customer on a particular aspect of the Service (for example, support response times or service availability).
“Source Code”	computer software in eye-readable and other such form that it can be compiled or interpreted to produce equivalent computer software in object code, together with all technical information and documentation necessary for the use, reproduction, modification, and enhancement of such software.
“Support Data”	all data, including all text, sound, video, image files, or software, that are provided to Bluesource by or on behalf of Customer under this Agreement or produced during the relationship between the Parties, such as and not limited to support tickets, project documentation, contracts, purchase orders, invoices, and emails.
“Term”	the term of the Agreement or Service, as applicable according to the context.
“Third-Party”	any individual, firm, partnership, or company who does not have a direct connection with the Customer or Bluesource, such as a software vendor.
“Third-Party Product”	a product produced or marketed by a Third-Party.
“UK Retail Price Index”	an unofficial inflation indicator published by the United Kingdom’s Office for National Statistics (ONS), which evaluates the difference in the monthly prices of specific retail goods and services to measure inflation.

“Vital Third-Party Contract” a contractual relationship between Bluesource and a Third-Party which is necessary to the provision of Goods/Services to the Customer under the Agreement, and without which the ability for Bluesource to provide the Good/Services is significantly impeded.

“Work Order” the document detailing an order for Services and/or Goods agreed in writing by the Parties, including but not limited to: the Customer accepting a Proposal; issuing a purchase order to Bluesource; placing an order via an order form, email, or other means; or receiving a document labelled ‘work order’ from Bluesource.

“Worker” Bluesource employee, agent, authorised contractor, or sub-contractor, engaged in provisioning and delivering part or all a Service.

1.2 Unless the context otherwise requires, each reference in this Agreement to:

1.2.1 a statute or a provision of a statute is a reference to that statute or provision as amended or re-enacted at the relevant time.

1.2.2 a clause or paragraph is a reference to a clause or paragraph within the document of reference.

2 Provision of Goods and/or Services

2.1 During the Term (if applicable) Bluesource shall provide Goods and/or Services to the Customer in consideration of the Fees in accordance with the Agreement.

2.2 Bluesource shall provide Services at the Premises, or such other premises as agreed in writing between the Parties from time to time.

2.3 If Bluesource fails to provide any Goods and/or Services or is aware of anything that would adversely affect their provision, Bluesource shall notify the Customer in writing and shall undertake such remedial action within 28 days of either the breach occurring or the date on which Bluesource should reasonably have been aware of the breach, whichever is the earlier.

2.4 The Agreement constitutes the entire understanding and agreement between the Parties in relation to the engagement and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations, promotional materials, and understandings between them, whether written or oral, save for any correspondence chains between the Parties that directly discuss the terms of the Work Order.

2.5 Any typographical, clerical, or other error or omission in any sales literature, quotation, price list, acceptance of offer, invoice or other document or information issued by Bluesource shall be subject to correction without any liability on the part of Bluesource.

3 Order for Service

3.1 If an ongoing Customer submits numerous Work Orders during the Term of any one Agreement, then for the avoidance of doubt, each new Work Order will be interpreted as a new Agreement.

3.2 A Work Order shall not come into effect until Bluesource begin to action it and not before any effective start date stated on the Work Order, unless otherwise agreed in writing between the Parties.

3.3 The Customer shall be invoiced for Fees in accordance with (i) clause 0 of the General Terms and Conditions and (ii) the Work Order.

3.4 No amendment shall be made to the Agreement except as agreed in writing between the Parties.

3.5 Unless otherwise agreed in writing between the Parties, the Agreement shall supersede all other terms and conditions, including any terms or conditions which the Customer seeks to impose or incorporate under any purchase order, confirmation of order, specification, or other document or which are implied by trade, custom, practice or course of dealing, or by any other means.

3.6 In case of conflict, the following precedence shall apply: Work Order > Service Schedule > General Terms and Conditions.

4 Customer's Obligations

4.1 The Customer shall:

4.1.1 allow Bluesource and its Workers reasonable access to the Premises during the Business Day for the sole purpose of providing Goods and/or Services. Such access will be agreed in advance with the Customer and with reasonable notice.

4.1.2 allow Bluesource and its Workers reasonable use of any Customer assets, Customer Equipment, personnel, and other facilities reasonably required for the purpose of providing the Goods and/or Services.

4.1.3 provide Bluesource with such information as may reasonably be required to assist with the procurement and performance Goods and/or Services in a timely manner, and if requested, prior to the commencement of Services.

- 4.1.4 provide any necessary literature, books, policies, and other material which the Customer requires Bluesource and its Workers to follow, such as security policies and Health and Safety guidelines whilst on site.
- 4.1.5 be responsible (at its own cost) for preparing the Premises for the supply of Goods and/or Services, except where this is included as part of the Services.
- 4.2 Bluesource may charge the Customer for any reasonable costs and expenses properly incurred by Bluesource and which cannot be mitigated, as a direct result of any delay or variation in the Customer's instruction and/or requirements, or any failure on the part of the Customer to provide instructions in a reasonable and timely manner.
- 4.3 Where the Customer has not purchased a computer system backup service from bluesource, the Customer shall remain responsible and liable for such backup and hold Bluesource harmless for any liability arising out of any computer system backup or failure to provide any computer system backup.

5 Mutual Obligations

- 5.1 The Parties shall take reasonable steps to keep the other informed of any special requirements applicable to the Services, such as changes to regulatory compliance in their respective industries. To the extent necessary, Bluesource shall take reasonable steps to comply with such special requirements without an increase in the Fees.
- 5.2 If the Customer omit or do anything which prevents or delays Bluesource from undertaking or complying with any of its obligations under this Agreement, Bluesource shall be free of any liability in respect of any such delay or failure in the provision of the Services.

6 Bluesource Obligations

- 6.1 During the Term Bluesource shall:
 - 6.1.1 ensure that the Goods and/or Services are provided with the care, skill and diligence required of a professional business in accordance with the terms of this Agreement, best practice in its industry and in compliance to applicable laws and regulations;
 - 6.1.2 ensure that Services are performed by Workers who are technically competent and properly qualified to provide the Services, and take reasonable steps to ensure that Workers comply with the Customer's on-site policies when attending the Premises, if provided in advance;
 - 6.1.3 keep detailed records of all activities undertaken in connection with the provision of the Goods and/or Services and at the Customer's reasonable request make such records available for inspection and/or provide copies to the Customer;
 - 6.1.4 only use any approved Customer's Equipment and assets, or access to Premises, for the purposes of providing Services; and
 - 6.1.5 maintain suitable insurance policies that it deems reasonable in connection with the provision of Goods and/or Services, i.e.: employer, product, public, professional indemnity, and cyber insurance.
 - 6.1.6 maintain a security management system to maintain the integrity, confidentiality and accessibility of its data and systems, and that entrusted to it, commensurate with the level of risk and nature of the processing (see also clause 0 on Information Security).
- 6.2 Bluesource shall comply with applicable Data Protection Law, as laid out in detail in the Data Processing Policy.

7 Third-Party Licences

- 7.1 Bluesource shall:
 - 7.1.1 procure a licence for the Customer to use any software, programs or applications supplied by Bluesource as part of the Agreement; and
 - 7.1.2 use all reasonable and commercially prudent endeavours, subject to any Third-Party licensing and EULA's, to procure that any licences for Third-Party Products (including but not limited to any software to be purchased on behalf of the Customer) contain terms which will allow the Customer to use, adapt, maintain, and support such Third-Party Products or to allow new service providers to do so following termination.
- 7.2 Where applicable, the Customer shall licence or procure a licence for the use of any software, programs or applications which are reasonably required for the Service/s and not provided by Bluesource as part of the Service/s, at its own cost, including but not limited to server operating systems, anti-virus software and backup software. The Customer shall procure that Bluesource shall be entitled to use such licences on an unrestricted basis for the sole purpose of performing the Service/s.

8 Payments and Records

- 8.1 In consideration of provision of the Goods and/or Services the Customer shall pay to Bluesource:
- 8.1.1 the Fees (exclusive of any value added tax);
 - 8.1.2 such additional charges (if any) as are from time to time agreed in writing between the Parties, having regard to any Goods and/or Services provided by Bluesource in addition to those specified in the original Agreement, payable at Bluesource's then-current rates; and
 - 8.1.3 reimbursement for reasonable expenses properly incurred in the provision of the Goods and/or Services, such as for site visits. Such expenses shall be agreed in writing in advance and, where applicable, shall include: mileage, travel at standard/economy class fares, accommodation, and subsistence.
- 8.2 Bluesource tries to ensure that all prices on its website, in its marketing materials, Proposals, quotes and its price lists are accurate and up to date. However, if Bluesource discovers an error ahead of an order being accepted by both Parties, it reserves the right to reject and cancel a Work Order and inform the Customer as soon as possible.
- 8.3 Should Bluesource make an error during invoicing, Bluesource reserves the right to correct such invoice and either charge for the correct amount, or where applicable, credit the Customer for any overpayment.
- 8.4 The Customer shall pay each invoice submitted by Bluesource in full and cleared funds within 30 days of the date of invoice (the "Due Date") in GB pounds sterling (£), unless another payment term and/or currency has been agreed in advance by the Parties in writing.
- 8.5 All sums payable pursuant to this Agreement are exclusive of any value added or other tax which shall be added to Bluesource's invoices at the prevailing rate.
- 8.6 Without prejudice to any of its other rights or remedies, if the Customer fails to pay on the Due Date, Bluesource may:
- 8.6.1 charge interest, from the date due for payment to the date of payment in full, at 2% per annum over Lloyds TSB Bank Plc base rate from time to time; and/or
 - 8.6.2 with prior written warning, suspend the Services without liability to Bluesource, until payment is received in full. Suspension of the Services under these circumstances is excluded from any SLAs applicable to the Service.
- 8.7 Should any scheduled Consultancy work be cancelled or rescheduled by the Customer after the booking has been confirmed, bluesource reserves the right to charge the Customer a "Cancellation Fee", exclusive of any value added tax, as a percentage of the applicable Fee for the work that would have been done:

Notice of cancellation given	Cancellation Fee
More than 5 days	10 %
Between 5 days and 48 hours	25 %
Between 48 and 24 hours	50 %
Less than 24 hours	100 %

- 8.8 The Customer may not withhold payment or take deductions from any undisputed invoice amount (by offset, counterclaim, or otherwise) before Bluesource issues a credit. Should the Customer wish to dispute an invoiced amount, it must contact Bluesource as soon as practically possible and in any case ahead of the Due Date of the disputed invoice.
- The Customer agrees that Bluesource has the right at any time before delivery of Goods and/or Services to withdraw any discount and/or to revise any Fee quoted if there is a change in the cost to Bluesource of supplying the Goods and/or Services whether by reason of exchange rate fluctuations, Third-Party charges or otherwise. Bluesource shall, wherever possible, honour the pricing detailed on a quote that has not expired, except where an error has been made as per clause 8.2. If the quote has expired, Bluesource shall issue a revised quote to the Customer, with the then applicable prices for the Goods and/or Services.
- 8.9 If a Fee is impacted by a sudden increase in supply costs which cannot be mitigated, between the Work Order being placed by the Customer and being accepted by the relevant supplier and/or ahead of delivery, Bluesource will inform the Customer as soon as possible and may result in the Work Order being cancelled in its entirety or in part. The Customer will, wherever possible, be given the option to reorder at the new price or cancelling.
- 8.10 Bluesource shall be entitled to increase the Fee on an annual basis, including those for fixed price Services:
- 8.10.1 where Bluesource can reasonably demonstrate that such an increase is due to an increased cost of providing the Service(s) solely caused by a legal or regulatory change (including a regulated price increase by a supplier). Bluesource will provide at least thirty (30) days' notice of any increase in the Fee due to regulated price increases. Any such increase will not exceed the increased cost incurred by Bluesource in providing the Service(s).

- 8.10.2 in line with inflation (where any such increase shall be limited to the change in the UK Retail Price Index (or any materially equivalent replacement index) since signature of the Contract (in the case of the first such inflationary increase) or since any previous inflationary increase (in the case of any subsequent inflationary increases) on thirty (30) days' notice.

9 Term and Termination

- 9.1 This Agreement shall commence on the date it is signed and shall continue unless terminated in accordance with this clause 9 or in accordance with the termination provisions of any Service Schedule or Work Order.
- 9.2 Notwithstanding any other provision in this Agreement, any Consultancy work will terminate once the work, project, or engagement has been confirmed as completed by Bluesource and the Customer.
- 9.3 On the day the Initial Term of a Service concludes, the Agreement will automatically continue, and a Renewal Term will commence, and a Renewal Term Fee incurred, unless written notice has been given:
- 9.3.1 by the Customer not less than 90 days in advance of the conclusion of the Initial Term; or
- 9.3.2 by Bluesource not less than 60 days in advance of the conclusion of the Initial Term.
- 9.4 At the conclusion of any Renewal Term the Agreement will automatically continue, and a further Renewal Term will commence, and a further Renewal Term Fee incurred, unless written notice has been given:
- 9.4.1 by the Customer not less than 90 days in advance of the conclusion of the current Renewal Term; or
- 9.4.2 by Bluesource not less than 60 days in advance of the conclusion of the current Renewal Term.
- 9.5 Either Party may immediately terminate this Agreement (and in the case of Bluesource, all other Agreements for Goods and/or Services that exist between the Parties) by giving written notice to the other Party if:
- 9.5.1 any charges, including Fees, owing under this Agreement are not paid within 30 calendar days of the due date for payment, such written notice shall afford the Customer 30 days to remedy any non-payment prior to exercising such right;
- 9.5.2 either Party commits a material breach of any of the provisions of this Agreement and, if the breach is capable of remedy, fails to remedy it within 28 calendar days after receiving written notice specifying particulars of the breach requiring it to be remedied;
- 9.5.3 a receiver is appointed over any of the property or assets of the other Party;
- 9.5.4 either Party becomes subject to an administration order (within the meaning of the Insolvency Act 1986);
- 9.5.5 either Party goes into liquidation (except for the purposes of amalgamation or re-construction);
- 9.5.6 anything analogous to any of the foregoing under the law of any jurisdiction occurs in relation to that other Party; either Party ceases, or threatens to cease, to carry on business.
- 9.6 Bluesource may terminate the Agreement within any Term by providing 30 days' written notice if any Vital Third-Party Contract is terminated (save as a direct result of the actions or omissions of Bluesource) and Bluesource has been unable to secure an appropriate Vital Third-Party Contract after undertaking all reasonable efforts to do so. Such Third-Party Contract if applicable will be specified in the relevant Service Schedule and/or Work Order.
- 9.7 Notwithstanding the termination of this Agreement all other Agreements in place between Bluesource and the Customer shall continue.
- 9.8 On termination of the Agreement the Customer shall pay to Bluesource any outstanding undisputed Fees in respect of Services and/or Goods supplied but not yet paid for, upon receipt of a suitable invoice.
- 9.9 The rights under this clause 9 shall not prejudice any other right or remedy of either Party.
- 9.10 All provisions of this Agreement which are, expressly or by necessary implication, intended to survive termination shall remain in full force and effect following termination.

10 Dispute Resolution

- 10.1 Notwithstanding clause 9.5 if a dispute arises under this Agreement (**Dispute**) then, before commencing proceedings in connection with such Dispute, a Party must first give written notice of the Dispute to the other Party describing the Dispute and requesting that it is resolved under this dispute resolution process (**Dispute Notice**).
- 10.2 If the parties are unable, after using reasonable effort, to resolve the Dispute within 30 days then either Party may refer the matter for mediation by the Centre for Dispute Resolution (CEDR) or a similar body for mediation.
- 10.3 Notwithstanding the foregoing, either Party may seek interim or other equitable relief necessary (including an injunction) to prevent irreparable harm.

11 Effects of Termination

11.1 Upon the termination of this Agreement for any reason:

- 11.1.1 any agreed sum owing under this Agreement shall be immediately payable;
- 11.1.2 in the event that Bluesource has spread the total Fees associated with any Goods over a Term, the sum representing all proportions of such Fees unpaid at the date of Termination shall immediately become payable to Bluesource as a debt;
- 11.1.3 if Bluesource has been required to enter into a third-party contract ("TPC") to facilitate the provision of the Goods and/or Services, the Customer will owe to Bluesource as a debt the sum due from Bluesource to the third-party under the TPC, pro-rata to the date of Termination if appropriate.
- 11.1.4 clauses 1 (Definitions & Interpretations), 9 (Term & Termination), 10 (Dispute Resolution), this clause 10.3 (Effects of termination), 12 (Confidentiality), 13 (Non-Solicitation), 14 (Force Majeure), 15 (Notices), 16 (Relationship of the Parties and Publicity), 17 (Liability and Indemnity), 18 (Limitation of Liability), 20 (Warranties) and 35 (Law and Jurisdiction) shall remain in effect;
- 11.1.5 any rights or obligations to which any of the Parties to this Agreement may be entitled or be subject before its termination shall remain in full force and effect; and
- 11.1.6 each Party shall (except to the extent referred to in clause 11.1.5) forthwith cease to use, either directly or indirectly, any Confidential Information, and shall forthwith return to the other Party any Documents in its possession or control which contain or record any Confidential Information (where this is reasonably practicable).

11.2 Further effects of termination may be described within the Service Schedule or Work Order.

12 Confidentiality

12.1 Each Party undertakes that, except as provided by clause 12.2 or as authorised in writing by the other Party, it shall always:

- 12.1.1 keep confidential all Confidential Information;
- 12.1.2 not disclose any Confidential Information to any other person;
- 12.1.3 not use any Confidential Information for any purpose other than as contemplated by and subject to the terms of this Agreement;
- 12.1.4 not make any copies of record in any way or part with possession of any Confidential Information; and
- 12.1.5 ensure that none of its directors, officers, employees, agents, or advisers does any act which, if done by that Party, would be a breach of the provisions of this clause 12.1

12.2 Either Party may:

- 12.2.1 disclose any Confidential Information to: i) their approved sub-contractor or supplier; ii) any governmental or other authority or regulatory body, where required by law; or iii) their employee or officer; to such extent only as is necessary for the purposes contemplated by this Agreement, or as required by law, and in each case subject to that Party first informing the person in question that the Confidential Information is confidential; and
- 12.2.2 use any Confidential Information for any purpose, or disclose it to any other person, to the extent only that it is at the date of this Agreement (or at any time thereafter becomes) public knowledge through no fault of that Party, provided that in doing so that Party does not disclose any part of that Confidential Information which is not public knowledge.

13 Non-Solicitation

13.1 Both Parties acknowledge that during the period of the Agreement and for a period of twelve (12) months after its termination or expiry, neither Party shall entice or seek to employ or engage directly or indirectly (without the other Party's prior written agreement) or make or seek to make any offer of employment or engagement to any of the other Party's staff, including any of its subcontractors who have dealt with the other Party in the course of the negotiation, conclusion and performance of this Agreement and also including any staff in the other Party's Group.

13.2 Each Party acknowledges that damages may not be an adequate remedy for that Party if the other Party breaches this clause 13 and the non-breaching Party will be entitled to seek injunctive relief and any other equitable remedies with respect to such breach.

13.3 The Parties agree that the provisions of this clause 13 will not apply in the case of any such person responding without enticement to a job advertisement which is capable of being responded to by members of the public (or sections thereof) generally or to transfer of staff pursuant to the operation of Transfer of Undertakings (Protection of Employment) Regulations 2006 (as amended) following termination of this Agreement.

14 Force Majeure

- 14.1 Neither Party to this Agreement shall be liable for any failure or delay in performing their obligations where such failure or delay results from any cause beyond the reasonable control of that Party.
- Such causes include, but are not limited to: power supply failure, Internet Service Provider (ISP) failure, industrial action, civil unrest, fire, flood, storms, earthquakes, acts of terrorism, acts of war, governmental action or any other event that is beyond the control of the Party in question (an "event of force majeure"). Each Party shall, where the context permits, use all reasonable efforts to minimise the effects of the same and notify the other Party forthwith following it becoming aware of such an event of force majeure.
- 14.2 Subject to the affected Party promptly notifying the other Party in writing of the cause and the likely duration of the delay or inability to carry out any obligations pursuant to this Agreement, and subject to the affected Party using all reasonable efforts to recommence performance where possible without delay (including notifying the other Party of an outline of what remedial actions it intends to undertake), the performance of the affected Party's obligations, to the extent affected by the cause, will be suspended during the period that the cause persists.
- 14.3 If the event of force majeure has subsisted for a period of 28 calendar days, either Party may terminate the Agreement immediately without penalty on written notice to the other.

15 Notices

- 15.1 All notices under this Agreement shall be in writing and be deemed duly given if signed by, or on behalf of, a duly authorised representative of the Party giving the notice.
- 15.2 Notices shall be deemed to have been duly given:
- 15.2.1 when delivered, if delivered by courier or other messenger (including registered mail) during normal business hours of the recipient; or
 - 15.2.2 on the second Business Day following mailing, if mailed by national first-class mail, postage prepaid; or
 - 15.2.3 on the tenth Business Day following mailing, if mailed by airmail, postage prepaid,
- in each case addressed to the most recent address notified to the other Party.
- 15.3 All notices to Bluesource, unless otherwise instructed in writing, should be sent to:
- F/O Contracts,
Bluesource Information Limited
122 Tooley Street,
London
SE1 2TU
contracts@Bluesource.co.uk
- 15.4 All notices to the Customer, unless otherwise agreed in writing, will be sent to the Designated Contact.

16 Relationship of the Parties and Publicity

- 16.1 Nothing in this Agreement shall constitute, or be deemed to constitute, a partnership between the Parties or, except as expressly provided, shall it constitute, or be deemed to constitute an agency of any other Party for any purpose.
- 16.2 Neither Party shall use the trademarks or the name of the other Party in connection with any publicity or other materials without the prior written consent of the other Party.

17 Liability and Indemnity

- 17.1 Subject to clause 18, both Parties shall indemnify the other against any Losses arising as a result of any material breach of this Agreement or of any applicable legal or regulatory requirements, save to the extent that the Losses arise as a result of the negligence, misrepresentation, fraud, breach of this Agreement or wilful default of the other Party or any of its agents, delegates, employees or officers. Where either Party becomes aware of any facts, circumstances or matters whereby it is or may become entitled to claim under clause 17.1, it will inform the other Party in writing and in reasonable detail of those facts, circumstances or matters as soon as practicable after it first becomes aware of them.
- 17.2 All dates supplied for delivery are approximate only and time shall not be of the essence.
- 17.3 If any advice provided to the Customer by Bluesource was provided free of charge by Bluesource then such advice is provided as is without any warranty of any kind from Bluesource and Bluesource shall have no liability in relation thereto.
- 17.4 Notwithstanding any other provision under Agreement, the Customer acknowledges that if Bluesource selects Goods and Services in accordance with information provided by the Customer and the information is subsequently found to be inaccurate and/or incomplete for any reason other than Bluesource's negligence, then Bluesource shall have no liability in respect of the suitability of the Goods and Services which have been selected.

- 17.5 Except as expressly and specifically provided in the Agreement:
- 17.5.1 The Customer assumes sole responsibility for results obtained from the use of the Goods and/or Services, and for conclusions drawn from such use.
 - 17.5.2 Bluesource shall have no liability for any damage caused by errors or omissions in any information, instructions or scripts provided to Bluesource by the Customer in connection with the Goods and/or Services, or any actions taken by Bluesource at the Customer's direction.
 - 17.5.3 The Agreement sets out the full extent of Bluesource's obligations and liabilities in respect of the supply of the Goods and Services.
 - 17.5.4 All warranties, representations, conditions, and all other terms of any kind whatsoever implied by statute or common law are, to the fullest extent permitted by applicable law, excluded from the Agreement.
- 17.6 Where the Customer has not purchased a computer system backup service from Bluesource, the Customer shall remain responsible and liable for such backup and hold Bluesource harmless for any liability arising out of any computer system backup or failure to provide any computer system backup.
- 17.7 Except where the Customer has purchased a computer system backup service from Bluesource and ensures that it has backup policies in place which cover:
- 17.7.1 at least three instances of the data is stored, one instance being the production data and two or more instances being backed-up or replicated data;
 - 17.7.2 the two backed-up or replicated data instances stated in 17.7.1 above are stored at two locations with one location being at least 10 kilometres/ 6 miles away from the other location;
 - 17.7.3 no account type can access all backed-up data instances to modify or delete some or all the backed-up data outside of the backup retention policy except where required for regulatory compliance or corporate governance requirements. Wherever possible at least one of the backed-up data instances shall be immutable;
 - 17.7.4 one backed-up data instance is held on a separate network; and
 - 17.7.5 each account type must have its own unique password or passphrase to access it.

the Customer shall remain responsible and liable for such backup and hold Bluesource harmless for any liability arising out of any computer system backup or failure to provide any computer system backup.

18 Limitation Of Liability

- 18.1 Neither Party seeks to limit its liability (if any) in respect to the following: (i) fraud, or (ii) the death of, or personal injury to, any person caused by negligence, or (iii) their obligations under Data Protection Law, and (iv) any liability which cannot be legally capped or excluded.
- 18.2 Subject to clauses 18.1, 18.3, 20.1.4 and 20.3, each of the Customer's and Bluesource's total aggregate liability under or in relation to this Agreement or any Order (howsoever arising) shall be limited to £2 Million pounds, unless otherwise agreed between the Parties in writing.
- 18.3 Except for clause 18.1, neither Party shall accept any liability under or in relation to this Agreement, any Service Schedule or their subject matter for indirect loss or damage; consequential loss or damage; loss(es) directly or indirectly due to network access by third parties; or special loss or damage.
- 18.4 For the purposes of this clause 18 the term "loss" includes a partial loss or reduction in value as well as a complete or total loss.

19 Sub-Contracting

- 19.1 The Customer accepts that for Bluesource to deliver Services to the Customer, Bluesource may subcontract parts of Services, in accordance with the Data Processing Policy, the relevant Service Schedule and/or Work Order, provided that any act or omission of a subcontractor shall, for all the purposes of this Agreement, be deemed to be the act or omission of Bluesource. Where a Subcontractor is used to deliver a Service, the details of such Subcontractor shall be specified in the Data Processing Policy, relevant Service Schedule and/or Work Order. By the Customer subscribing to such Service, acceptance of such subcontracting is deemed to have been given unless otherwise agreed in writing.
- 19.2 The Customer acknowledges that the rejection of a Subcontractor used in the provision of the Service, may result in Bluesource being unable to provide part of or all the Service.

20 Warranties

- 20.1 Bluesource warrants that:
- 20.1.1 it will use reasonable care and skill in performing the Services and to a standard which conforms to generally accepted industry standards and practices;

- 20.1.2 all Workers involved in the performance of Services shall be suitably skilled to perform the tasks assigned to them properly;
- 20.1.3 Services will comply in all material respects with any technical specifications set out in the relevant part of the Service Schedule; and
- 20.1.4 it is either the sole beneficial owner of all Intellectual Property rights in any work product produced by its employees or subcontractors in connection with or relating to this Agreement and/or the specifications of the Services or it has the right to licence the Intellectual Property to the Customer.
- 20.2 Bluesource does not warrant that any result or objective whether stated in this Agreement or not, shall be achieved, be achievable or be attained at all or by a given completion date or any other date, except where specifically implied as part of a Service, such as an SLA.
- 20.3 The Customer warrants to Bluesource that any licenses, permits, rights, consents, registrations, approvals and titles, reasonably necessary in order for Bluesource to provide the Goods and/or Services to the Customer, including any licenses that the Customer is required to procure pursuant to any Services, shall be in full force and effect throughout the Term of this Agreement and undertakes to indemnify and keep indemnified Bluesource in full against any Third-Party Intellectual Property claim relating to same.

21 Data Processing Policy

Details of Bluesource's policy on data processing, data protection, and personal data rights can be found in Bluesource's Data Processing Policy.

22 Ownership

- 22.1 Bluesource owns and shall continue to own all rights in the Bluesource technology (i.e., the technology it uses to deliver a service and operate), any inventions and improvements thereto made by Bluesource, its employees, contractors, or agents.
- 22.2 No implied licences or any other rights or licence of any Bluesource Intellectual Property are created under this Agreement except as expressly set out in this Agreement.
- 22.3 The Parties acknowledge that if Goods and/or Services includes software or services owned by and proprietary to a Third-Party, it is used under the terms of the Third-Party, typically under an EULA. Bluesource will reasonably ensure that the Customer is made aware of and accepts the terms of the Third-Party licence/EULA.

23 Nature of the Agreement

- 23.1 Subject to clause 19 this Agreement is personal to the Parties.
- 23.2 Each Party acknowledges that, in entering into this Agreement, it does not rely on any representation, warranty or other provision except as expressly provided in this Agreement, and all conditions, warranties or other terms implied by statute or common law are excluded to the fullest extent permitted by law. Nothing in this Agreement shall limit a Party's liability for fraud or fraudulent misrepresentation.
- 23.3 No failure or delay by either Party in exercising any of its rights under this Agreement shall be deemed to be a waiver of that right, and no waiver by either Party of a breach of any provision of this Agreement shall be deemed to be a waiver of any subsequent breach of the same or any other provision.
- 23.4 If any provision of this Agreement is held by any court or other competent authority to be invalid or unenforceable in whole or in part, this Agreement shall continue to be valid as to its other provisions and the remainder of the affected provision.
- 23.5 For the purposes of the Contracts (Rights of Third Parties) Act 1999 and notwithstanding any other provision of this Agreement, this Agreement is not intended to and does not, give any person who is not a Party to it, any right to enforce any of its provisions.
- 23.6 Any act or omission of any subsidiary, employee, contractor, representative or agent of any Party involved in the performance of this Agreement shall be considered in relation to this Agreement as an act or omission of that Party.
- 23.7 The Parties agree that, save for Documents created exclusively for the Customer pursuant to the Service Schedule (rights in which shall be owned by the Customer), all other Intellectual Property howsoever arising in all Bluesource's Documents, programs, materials and deliverables shall vest in and belong to Bluesource and the Customer shall at the request of Bluesource take all such steps and execute all such assignments and other Documents as Bluesource may reasonably require to ensure that all such Intellectual Property vest in and belong to Bluesource.

24 Anti-Bribery and Anti-Corruption

- 24.1 Details of Bluesource's policy on anti-bribery and anti-corruption are located at <https://www.Bluesource.co.uk/privacy-and-governance/> and as updated from time to time.

25 Anti-Slavery and Human Trafficking

- 25.1 Bluesource is committed to conducting business with honesty and integrity; in treating all people with dignity and respect and in complying with applicable laws, regulations, and treaties. It is also committed to preventing slavery and human trafficking in its business activities and has put in place steps with the aim of ensuring that there is no slavery or human trafficking in our own business and supply chains. Details of Bluesource's policy on Anti-Slavery and Human Trafficking can be found at <https://www.Bluesource.co.uk/privacy-and-governance/> and as updated from time to time.

26 Anti-Tax Evasion

- 26.1 Bluesource has a zero-tolerance approach to all forms of tax evasion, whether under UK law or under the law of any foreign country. Details of Bluesource's policy on anti-tax evasion can be found at: <https://www.Bluesource.co.uk/privacy-and-governance/> and as updated from time to time.

27 Child Labour

- 27.1 Bluesource does not accept child labour or forced labour and supports the UN Convention on the Rights of the Child (UNCRC) and that of the International Labour Organisation (ILO), collectively referred to as the "Conventions". Details of Bluesource's policy on child labour can be found at: <https://www.Bluesource.co.uk/privacy-and-governance/> and as updated from time to time.

28 Corporate and Social Responsibility

- 28.1 Bluesource recognises that our corporate social responsibility ("CSR") is important, and we are committed to ethical and sustainable business practices, and ensure that CSR is supported across the business, within our day-to-day operations. This means we take account of our social, economic, and environmental impact and define our CSR with respect to: Conducting Business in a socially responsible and ethical manner; Protection the environment and the safety of people; Supporting Human Rights; and Engaging, learning from, respecting, and supporting the communities and cultures with which we work. Details of Bluesource's policy on CSR can be found at: <https://www.Bluesource.co.uk/privacy-and-governance/> and as updated from time to time.

29 Environment

- 29.1 Bluesource is committed to protecting public health by conducting our operations and activities in an environmentally responsible and sustainable manner. We are committed to complying with all applicable laws and regulations. We recognize that reducing and, where possible, eliminating the environmental impacts of our activities is an important part of our mission. We strive to achieving environmental excellence and will work with our employees and other internal and external entities to establish and follow principles that will guide our environmental practices. Details of Bluesource's environmental policy can be found at: <https://www.Bluesource.co.uk/privacy-and-governance/> and as updated from time to time.

30 Equality, Diversity and Inclusion

Bluesource is committed to encouraging equality, diversity, and inclusion among our workforce. We aim to eliminate unlawful discrimination and create an environment where every employee feels respected and able to contribute their best. This policy applies to all employees, whether temporary, part-time, or full-time. The aim is for our workforce to be truly representative of all sections of society and our customers, and in providing goods and/or services, committed against unlawful discrimination of customers or the public. We also aim to engage partners and suppliers who have similar commitments. Details of Bluesource's policy on equality, diversity and inclusion can be found at <https://www.Bluesource.co.uk/privacy-and-governance/> and as updated from time to time.

31 Fraud

- 31.1 Bluesource conducts all its business in an honest and ethical manner and has a zero-tolerance approach to fraud, and it is committed to acting professionally, fairly and with integrity in all their business dealings and relationships and implementing and enforcing effective systems to counter fraud. It is committed to maintaining an honest, open and well-intentioned atmosphere within the organisation. It is therefore also committed to the elimination of any fraud within the organisation, and to the rigorous investigation of any such cases. The Company will uphold all laws relevant to countering fraud in all the jurisdictions in which it operates and will remain bound by the laws of the UK, in respect of our conduct both at home and abroad. Details of Bluesource's policy on fraud can be found at <https://www.Bluesource.co.uk/privacy-and-governance/> and as updated from time to time

32 Health and Safety

- 32.1 Bluesource are committed to, and accept our moral and legal duties for ensuring, so far as is reasonably practicable, the health and safety, welfare and wellbeing for all our employees within the work environment and that of others who may be affected by its activities. Details of Bluesource's Health and Safety policy can be found at <https://www.Bluesource.co.uk/privacy-and-governance/> and as updated from time to time.

33 Information Security

- 33.1 Information security is at the forefront of all that Bluesource does, not only to protect itself as a business but also to provide a secure, safe environment in which to engage with our customers, partners, and employees. We aim to provide robust and secure, products and services, and consider information security by design, in all that we do and certifies our information security management system against various industry standards, including ISO27001:2022 and Cyber Essentials. Our information security, as per clause 6.1.6 (Bluesource Responsibilities), is commensurate with the level of risk and processing. A high-level summary of our information security controls can be found at <https://www.Bluesource.co.uk/privacy-and-governance/> and as updated from time to time.

34 Use of AI

- 34.1 Bluesource uses a RAG AI tool it has had developed for it, called “Moses”, to assist with the analysis of service tickets raised with our support teams and our Support Data to aid the resolution of customer incidents by learning from incidents and how they are resolved, recommending solutions to our engineers to aid resolving similar issues, trend analysis, problem management, assisting with proactive support and aiding our productivity. The Parties acknowledge that certain outputs generated through the Services may be created by or utilizing AI technologies. This aligns with regulatory expectations such as the EU AI Act and Data Protection Law, which emphasize human transparency and accountability.
- 34.2 As with any AI output, there are limitations and whilst Bluesource shall not directly output such data to the Customer to use, understands that AI-generated content or outputs may be subject to error, bias, or limitations and are provided ‘as is’ without warranties. Bluesource does not guarantee the accuracy or reliability of outputs generated by AI systems and disclaims any liability for actions taken in reliance on such outputs. Such output is not intended to be used to make automated, strategic, legal, financial, or compliance-related decisions.
- 34.3 The output of Bluesource’s AI generated content is only intended for Bluesource’s internal use and the Intellectual Property Rights shall belong to Bluesource. Where any AI generated content has been intended for the Customer’s direct use, to the extent such outputs include sufficient human authorship by Bluesource, they shall be deemed “works made for hire” and, upon full payment, shall be owned by Customer. If any AI-generated outputs do not qualify for copyright protection under applicable law, Customer shall nonetheless have a non-exclusive, royalty-free, perpetual license to use such outputs for its internal business purposes. Bluesource retains all rights in proprietary tools, prompts, and frameworks used in connection with AI content generation.
- 34.4 Bluesource’s Support Data is processed by its RAG tool, Moses, solely for the purpose of delivering the Services in accordance with Bluesource’s Data Processing Policy (clause 21), and whilst not intended to do anything with any PII and Customer data, such Support Data processed by Moses, may contain limited, non-sensitive, PII related to Customer contacts and limited Customer data, such as:

- ☒ Company name
- ☒ Contact name
- ☒ Work email address
- ☒ Company address
- ☒ Department name
- ☒ Job title

Such PII is not intended to be used by Moses or any other future BS AI Tool, or to be used to train general-purpose AI models, or retained beyond the duration it would normally have been. As with any data entrusted to it, Bluesource shall implement commercially reasonable safeguards to protect PII and Customer data and comply with applicable Data Protection Laws.

No PII or Customer specific information will be outputted as part of the AI content.

- 34.5 Bluesource shall ensure that all final deliverables provided to Customer are reviewed or approved by qualified personnel prior to delivery, regardless of whether AI systems were involved in generating preliminary outputs. As stated in clause 34.2, Bluesource does not make any automated decisions based on AI alone.
- 34.6 AI systems are evolving quickly and to provide operational flexibility and future service enhancements, Bluesource reserves the right to modify, upgrade, or replace any technology, including AI tools, used in the delivery of the Services, provided such changes do not materially reduce the quality or scope of the Services, or increase any risk to the Customer.

35 Law and Jurisdiction

- 35.1 This Agreement shall be governed by and construed in accordance with the laws of England and Wales and any dispute between the Parties shall fall within the exclusive jurisdiction of the courts of England and Wales.