

Please read this Reseller Form and the CybSafe Reseller Program Terms ("Terms") carefully before proceeding. This agreement consists of this Reseller Form, the Terms and the other documents incorporated into this agreement as described in the Terms. By executing or indicating your acceptance of this Reseller Form you accept this agreement on behalf of the Reseller indicated in this Reseller Form as a legally binding contract with CybSafe Ltd. The Terms are as attached, as may be updated in accordance with those Terms.

Defined terms in this Reseller Form shall have the meaning given in the Terms and the rules of interpretation set out in the Terms apply to this Reseller Form unless otherwise agreed.

Any Special Terms shall vary and prevail over any conflicting terms in any other part of our Agreement, including any other part of this Reseller Form. This agreement supersedes any reseller agreement previously agreed between the Reseller and CybSafe Ltd.

1 Reseller details

Reseller:	
Billing contact email address	
Account contact email address	
Technical contact	
Name of authorized Distributor	<i>Infinigate Distribution</i>

2 Special Terms

N/A

Signed by	
for and on behalf of Reseller	Authorized signatory
Date of signature:	

Signed by Annick O'Brien	
for and on behalf of CybSafe Ltd	General Counsel, authorized signatory
Date of signature:	

CYBSAFE RESELLER PROGRAM TERMS

These CybSafe Reseller Program Terms (these "**Terms**") contain the terms and conditions that govern access to and participation in the CybSafe Reseller Program, and the purchase and resale of subscriptions to the Services (as defined in Section 1 below). Together with the Reseller Agreement Form and any Order, these Terms comprise this "**Agreement**", a legal agreement between Reseller and CybSafe (each as defined in Section 1 below). CybSafe may update these Terms from time to time - see Section 12.4 below for further details.

1. DEFINITIONS AND INTERPRETATION.

The following definitions and rules of interpretation shall apply in these Terms:

"Affiliate" means, in respect of a party to this Agreement, any legal entity directly or indirectly controlled, controlling or under common control with such party, where 'control' means the possession, directly or indirectly, of the power to direct or cause the direction of the management or policies of a legal entity, whether through the ability to exercise voting power, by contract or otherwise.

"Authorized Distributor" means any legal entity designated by CybSafe as being a distributor authorized to sell subscriptions the Services to Reseller for onward sale to Customers.

"Authorized Users" means those employees, agents and independent contractors of the Customer who are authorized by the Customer to use the Services, as further described in the EULA.

"Customer" means a person with whom Reseller enters into a Customer Contract.

"Customer Contract" means a contract for the supply of Services between Reseller and a Customer.

"CybSafe" means: (i) if Reseller's primary address as of the date of this Agreement is in the USA, Cybsafe, Inc., a Delaware corporation; and (ii) in all other case, CybSafe Ltd, a limited company registered in England and Wales under company number 09642350, whose registered office is at 5 New Street Square, London, England, EC4A 3TW.

"Indirect Reseller" is defined in Section 2.1.

"End User Licence Agreement" or **"EULA"** means the terms and conditions applicable as between CybSafe and the Customer, in the form as set out in the Partner Portal from time to time.

"Subscription Term" means a period of 12 months or such other period specified in the applicable Order.

"List Price" means the then-current recommended resale price for the Services, as set out in the Partner Portal as of the Order Date.

"Order" means a proposal or quotation document agreed in writing (including by email) between Indirect Reseller, between CybSafe and an Authorized Distributor with whom the Indirect Reseller places an order, in respect of Subscription Allocation for a Customer.

"Order Date" means the date on which an Order is agreed by both parties to it;

"Partner Discount" means the then-current percentage discount (from the List Price) applicable to Orders, as set out on the Partner Portal as of the Order Date.

"Partner Portal" means CybSafe's online partner portal, as may be updated from time to time by CybSafe.

"Program Requirements" means the conditions for continued participation in the CybSafe Reseller Program, as set out in the 'Reseller Partner Program Guide' section of the Partner Portal.

"Reseller" means the organization identified as the reseller on the Reseller Agreement Form.

"Reseller Agreement Form" means the online or other form generated by or on behalf of CybSafe, appending or referencing these Terms, by means of which Reseller agrees to be part of the CybSafe Reseller program.

"Services" means the subscription services provided by CybSafe including those provided via the CybSafe website at cybsafe.com. the subscription services provided by CybSafe, including access to content and any mobile applications provided by CybSafe for use in connection with such Services, in each case as more particularly described in the Order.

"Subscription Allocation" means the number or allocation of licenses and other features and functions specified in the Order as included in the Customer's subscription to the Services, as may be subsequently varied in accordance with this Agreement.

"Subscription Fees" means the fees payable by Reseller to CybSafe for the Subscription Allocation as set forth in the Order.

"Territory" means the authorized territories set out in the Reseller Agreement Form or otherwise agreed in writing between Reseller and CybSafe. If no territory is specified in the Reseller Agreement Form or has been otherwise agreed in writing between the parties, "Territory" shall refer to any territory worldwide in which Reseller or any of its Affiliates has experienced and qualified sales staff delegated by it to market and distribute the Services in accordance with this Agreement. Notwithstanding the foregoing, "Territory" excludes any territories: (a) designated as excluded or reserved territories in the Reseller Agreement Form or otherwise in writing between the parties; or (b) in or to which the US or UK governments prohibit or restrict sales by US or UK companies.

A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality). Any words following the terms including, include, in particular, for example or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms. References to Sections are to the sections of these Terms. References to 'writing' or 'written' include email. Titles and headings of sections of these Terms are for convenience only and shall not affect the construction of any provision of these Terms.

2. APPOINTMENT OF RESELLER.

2.1. Indirect Resellers. Subject to the terms of this Agreement, Reseller may purchase Subscription Allocation for resale to Customers under the EULA. Reseller is a **"Indirect Reseller"** when it enters into an order with an Authorized Distributor.

2.2. General Responsibilities. Reseller shall: (i) ensure that Customers are aware of and accept the terms and conditions of the End User Licence Agreement in all Customer Contracts (and Reseller acknowledges that the Customer will be unable to access the Services unless it confirms and agrees to the EULA); (ii) not amend or vary the terms of the EULA; (iii) comply with the Reseller Partner Program Requirements as set out from time to time in the Partner Portal; (iv) comply with all reasonable and lawful instructions of CybSafe in relation to Reseller's activities under these Terms; (v) refrain from actively approaching or soliciting customers in any territory (outside of the Territory) in which CybSafe has appointed an exclusive reseller and has notified the Reseller in writing of such appointment; (vi) not, without the prior written consent of CybSafe, during the term of this Agreement purchase the Services from any person other than CybSafe or (for Indirect Resellers) an Authorized Distributor, or sell the Services to any reseller, distributor, service provider, or other non-end user Customer, provided that this sub-section (vi) shall not apply to the extent that the term of this Agreement exceeds 5 years; and (vii) conduct its business in a manner that reflects favorably at all times on CybSafe and the good name, goodwill and reputation of CybSafe and not enter into any contract or engage in any deceptive, misleading, unethical, or other practices detrimental to the interests of CybSafe.

2.3. Agents and Sub-Resellers. Reseller shall not sell any Services through a sales agent or to a sub-reseller without the prior express written permission of CybSafe. Where CybSafe agrees to any such appointment, Reseller shall ensure that it enters into a written contract with such sales agent, sub-distributor or reseller on terms which provide at least the same level of protection to CybSafe as set out in this Agreement.

2.4. Communications with Customers. Reseller must disclose to each Customer that it is a reseller partner of CybSafe. Reseller shall not represent itself as an agent of CybSafe for any purpose, nor pledge CybSafe's credit or give any condition or warranty or make any representation on CybSafe's behalf or commit CybSafe to any contracts. Further, Reseller shall not without CybSafe's prior written consent make any representations, warranties, guarantees or other commitments with respect to the specifications, features or capabilities of the Services which are inconsistent with those contained in the promotional material supplied by CybSafe and the EULA or otherwise incur any liability on behalf of CybSafe howsoever arising.

2.5. Marketing Materials. Except as set out in any marketing materials made available to it by CybSafe in the Partner Portal: (i) Reseller shall not produce or distribute any marketing material for the Services or use CybSafe's name, logo or trade marks on any marketing material for the Services without the prior written consent of CybSafe; (ii) any such

marketing material shall comply with the brand guidelines available on the Partner Portal; (iii) Reseller shall not make any public or written statement as to the quality or attributes of the Services without the prior written approval of CybSafe.

2.6. **Support.** Reseller will provide Level 1 and Level 2 support in respect of the Services to the Customer specified in the relevant Order, and CybSafe shall provide Level 3 support to Reseller (or, as applicable, to the Customer). Reseller shall provide any such support services at no additional charge to the Customer with reasonable skill and care and in accordance with any end user support documentation made available to it by CybSafe. The definitions for each level of support are as follows:

- a. Level 1: means (a) providing a self- help repository for customers (e.g., FAQs, discussion boards, support button on the CybSafe platform); (b) responding to inquiries related to usage, configuration, and basic software usage support, including but not limited to specific questions related to the Platform; and (c) determining the severity of the issue as defined in the Severity Table (in the SLA below). This includes capturing an incident using necessary templates and including such templates while escalating issues/incidents to Level 2 Support.
- b. Level 2: means (a) providing temporary workarounds and resolution of incidents mainly on the functionality of the CybSafe platform; (b) collaborating with admin in providing advanced technical troubleshooting of related incidents; (c) performing triage on issues (e.g. whether an issue is specific to the CybSafe platform setup and configuration, related to a third party system, etc), and conducting investigations to determine root causes; and
- c. Level 3: Provided by CybSafe to Reseller or (as applicable) Customers: Access to the highest technical resources available for problem resolution. Level 3 technicians attempt to duplicate problems and define root causes, using product designs, code, or specifications. Once a cause is identified, CybSafe decides whether to create a new fix, depending on the cause of the problem. New fixes are documented for use by Reseller's Level 1 and Level 2 support personnel.

Indirect Resellers transacting through Infinigate UK & Ireland Limited (Distribution partner) should raise Level 3 tickets to Infinigate via snsupport@infinigate.com.

All other Resellers (outside UK and Ireland) should email support@cybsafe.com

2.7. **Reporting.** Reseller shall: (i) submit reports in the format stipulated by CybSafe from time to time showing any information relating to the performance of its obligations under this Agreement CybSafe may reasonably require from time to time; and (ii) provide within 14 days any information reasonably requested by CybSafe about Reseller's processes and controls to support compliance with this Agreement.

2.8. **CybSafe Support.** CybSafe will make reasonable information and materials available via the Partner Portal to facilitate Reseller's activities under this Agreement, including marketing information for and details of the Services, and information about CybSafe. CybSafe will give Reseller access to use the Services a non-production environment (limited to 100 users, except to the extent agreed in advance in writing by CybSafe) solely for: (i) internal training, and (ii) demonstrating and marketing the Services to Customers. Reseller's use of the Services shall be subject to the EULA. To the extent that Reseller wishes to purchase additional licences for its own internal users, it may place an order for purchase for those licences under CybSafe's then-current customer terms of service. CybSafe shall apply a discount equivalent to the Partner Discount to any such order.

2.9. **Publicity.** CybSafe may publicly identify Reseller as a user and Reseller partner of CybSafe, and add Reseller's name and logo to CybSafe's list of Resellers, on the Partner Portal and on its promotional materials (including on its website). Reseller may publicly identify itself as an authorized Reseller of CybSafe, and add CybSafe's name and logo to its promotional materials, subject to the prior written consent of CybSafe. Each party shall not imply any untrue sponsorship, endorsement, or affiliation between the parties. Upon termination of this Agreement, each party will remove any public references to the other from its promotional materials.

2.10. **No Exclusivity.** This Agreement is non-exclusive and nothing in this Agreement shall restrict CybSafe from directly or indirectly contacting, engaging or transacting with, or providing services to any Customer or prospective Customer at any time (or working with any other channel partner or reseller to do any of the foregoing), regardless of whether Reseller has followed any deal registration process set out in the Partner Portal.

3. INDIRECT RESELLERS.

5.1. Orders. Reseller shall purchase and place orders for the Services with an Authorized Distributor, and pay the Authorized Distributor in respect of such order. All pricing and payment terms shall be determined between Reseller and the Authorized Distributor. CybSafe shall have no liability for Reseller's orders (including any obligations or terms in them) placed with any Authorized Distributor. CybSafe's obligation to provide Services shall be in accordance with CybSafe's agreement with the Authorized Distributor and the Order accepted by CybSafe under that agreement. CybSafe may suspend fulfilment or performance of its obligations under these Terms and the EULA in respect of any Customer of the Indirect Reseller at any time if: (i) Reseller fails to pay the Authorized Distributor for the Services within any agreed payment terms; or (ii) the Authorized Distributor fails to pay CybSafe for Services in respect of that Customer. Subscription Allocation will be as stated in the Order placed with CybSafe by the Authorized Distributor in respect of the Customer's subscription to the Services, and the Authorized Distributor (not CybSafe) is responsible for ensuring that such Order corresponds with any order placed by the Indirect Reseller with the Authorized Distributor in respect of the Customer's subscription to the Services. Any request for upgrades, downgrades or adding Subscription Allocation shall be agreed between Reseller and the Authorized Distributor, and a corresponding Order between the Authorized Distributor and CybSafe. Reseller acknowledges that CybSafe cannot guarantee the level of discount offered by an Authorized Distributor, and CybSafe shall not be obliged to ensure that the Partner Discount is applied to any order for the Services between an Indirect Reseller and an Authorized Distributor.

5.2. Renewals. Orders with Authorized Distributors will not renew unless agreed in writing by the parties to such Order.

5.3. Customer Pricing. Reseller is responsible for all credit risk regarding, and for collecting payments from, Customers. Reseller's inability to collect amounts from Customers does not affect Reseller's payment obligations to CybSafe under this Agreement. CybSafe shall have no obligation to cease providing the Services to the Customer if Customer fails to pay Reseller. Reseller shall be responsible for the collection, remittance and payment of any or all taxes, charges, levies, assessments and other fees of any kind imposed by governmental or other authority in respect of the sale of the Services to Customers.

5.4. Required Refunds. In the event CybSafe is obligated to refund fees under the terms of the EULA, CybSafe shall refund the applicable amount to the Authorized Distributor and Reseller shall promptly refund to Customer the corresponding applicable proportionate amount based on the fees Customer paid to Reseller. In such event, the Customer's right to use the refunded Services shall terminate.

5.5. Communications. CybSafe shall be entitled to disclose Reseller's Confidential Information to the Authorized Distributor for the purposes of administering and enforcing the Order between Authorized Distributor and CybSafe in relation to the Customer's subscription and the Order or any agreement between the Customer and Reseller, and/or between Reseller and the Authorized Distributor.

6. LEGAL COMPLIANCE.

6.1. General Compliance. Each party shall at its own expense comply with all laws and regulations that apply at any time to its activities under this Agreement. Reseller shall be responsible for obtaining any licenses or permits necessary for the delivery of the Services to the Customers and Reseller shall be responsible for any and all customs duties, clearance charges, taxes, brokers' fees and other amounts payable in connection with the use of the Services. Reseller warrants to CybSafe that it has informed CybSafe of all legislation or statutory provisions affecting the sale of the Services which are in force in the Territory at the date of this Agreement.

6.2. Anti-Bribery. Reseller shall: (i) comply with all applicable laws, statutes, regulations and codes relating to anti-bribery and anti-corruption including but not limited to the US Foreign Corrupt Practices Act and the UK Bribery Act 2010 (the "**Relevant Requirements**"); (ii) not engage in any activity, practice or conduct which would violate the Relevant Requirements if such activity, practice or conduct had been carried out in the US or the UK; (iii) comply with CybSafe anti-bribery policy annexed to this Agreement in Schedule 1 as CybSafe may update from time to time (Relevant Policies); (iv) have and shall maintain in place throughout the term of this Agreement its own policies and procedures, including adequate procedures under Relevant Requirements, to ensure compliance with the Relevant Requirements, the Relevant Policies, and will enforce them where appropriate; (v) promptly report to CybSafe any request or demand for any undue financial or other advantage of any kind received by Reseller in connection with the performance of this Agreement; (vi) immediately notify CybSafe in writing if a foreign public official becomes an officer or employee of Reseller or acquires a direct or indirect interest in Reseller, and Reseller warrants that it has no foreign public officials as direct or indirect owners, officers or employees at the date of this Agreement; and (vii) within one month of the date of this Agreement, and annually thereafter, certify to CybSafe in writing signed by an officer of Reseller, compliance with this Section 6 by Reseller and all

persons associated with it. Reseller shall provide such supporting evidence of compliance as CybSafe may reasonably request. For the purpose of Section 6, the meaning of adequate procedures and foreign public official and whether a person is associated with another person shall be determined in accordance with the Relevant Requirements.

6.3. Associated Persons. Reseller shall ensure that any person associated with Reseller who is performing services in connection with this Agreement does so only on the basis of a written contract which imposes on and secures from such person terms equivalent to those imposed on Reseller in this Section 6 ("**Compliance Terms**"). Reseller shall be responsible for the observance and performance by such persons of the Compliance Terms, and shall be directly liable to CybSafe for any breach by such persons of any of the Compliance Terms. For the purpose of this Section 6, a person associated with Reseller includes but is not limited to any agent, delegate, or subcontractor.

6.4. Data Processing. This paragraph applies to the extent one or both parties processes personal information or personal data ("**Personal Data**") in connection with this Agreement. The parties agree that each party is an independent "business" or "data processor" (or analogous terms in any applicable privacy laws) to the extent it processes any Personal Data under this Agreement. Neither party sells any Personal Information to the other under this Agreement. Each party will: (a) comply with all applicable privacy laws with respect to its activities in connection with this Agreement; and (b) provide all reasonable cooperation requested by the other party to facilitate such other party's compliance with applicable privacy laws in connection with this Agreement (including as relates to responding to data access, deletion, or similar requests from data subjects). Reseller will provide notice to Customers that Customer's Personal Data will be processed by CybSafe in accordance with these Terms and CybSafe's Privacy Notice at cybsafe.com/website-privacy-notice or any substitute or replacement for it notified to the Reseller.;

7. PROPRIETARY RIGHTS.

7.1. Ownership. This Agreement provides for the purchase of Subscription Allocation by Reseller, for resale to Customers, from an Authorized Distributor (in the case of Indirect Resellers). It does not sell or transfer any ownership in the Services to Reseller or its Customers. Use of the terms "sell", "license", "purchase", and "price" will be interpreted in accordance with this Section. Except for the limited license(s) expressly granted to Reseller under these Terms, all right, title and interest (including intellectual property rights) in and to the Services, including the concepts and technology inherent in the Services, shall at all times remain the sole and exclusive property of CybSafe. No other licenses or rights, express or implied are granted by CybSafe, by implication, estoppel, or otherwise. Reseller shall not do or authorize any third party to do any act which would or might invalidate or be inconsistent with any intellectual property rights of CybSafe and shall not omit or authorize any third party to omit to do any act which, by its omission, would have that effect. CybSafe may modify, update, or discontinue any or all of the Services at any time in its sole discretion, provided it will notify Reseller in writing of any such discontinuation.

7.2. Feedback. To the extent Reseller provides any suggestions, feature requests, or other feedback to CybSafe regarding the Offerings ("**Feedback**"), Reseller grants CybSafe a non-exclusive, perpetual, irrevocable, worldwide, transferable, sublicensable license to reproduce, distribute, display, perform, create derivative works based on, and otherwise use or modify such Feedback.

8. CONFIDENTIALITY.

8.1. Confidential Information. "**Confidential Information**" means any non-public information provided by one party ("**Discloser**") to the other party ("**Recipient**") under this Agreement that is either conspicuously identified as confidential or proprietary or should be reasonably understood to be confidential based on the nature of the information or circumstances of the disclosure. CybSafe's Confidential Information includes any non-public information regarding the Services, any past, existing, or prospective Customers, and any information and materials in the Partner Portal. Confidential Information does not include information that: (a) is already known to Recipient without obligation of confidentiality prior to its disclosure by Discloser; (b) is in or enters the public domain through no wrongful act of the Recipient; (c) is or was lawfully received by Recipient from a third party without confidentiality obligations; or (d) can be established by written documentation to have been independently developed by Recipient without access to the Confidential Information.

8.2. Protection. Recipient will only use Confidential Information to perform its obligations or exercise its rights under this Agreement. Recipient will not disclose Confidential Information to any persons except those who have a need to know such Confidential Information for the purposes of this Agreement and who are bound by confidentiality obligations at least as protective as those set forth herein. Recipient will maintain Confidential Information in confidence using the same degree of care as it uses to protect its own proprietary information (but no less than reasonable care). These protections will continue to apply to any Confidential Information disclosed under this Agreement for the greater of five years or so

long as such Confidential Information is protected as a trade secret under applicable law. Notwithstanding the foregoing, Recipient may disclose Confidential Information to the extent required by applicable law, provided Recipient will, if legally permitted, give Discloser written notice sufficient to allow Discloser a reasonable opportunity to object to such disclosure.

8.3. Return or Destruction. Upon termination of this Agreement or at any time at Discloser's request, Recipient will promptly return or destroy all Confidential Information (including any copies thereof) in its possession or control, except that Recipient may retain: (i) any copies required to be retained under applicable law and (ii) copies in backup or archive media created in the ordinary course of business; provided in each case that the obligations of confidentiality under this Agreement will continue to apply to such retained copies.

8.4. Remedies. Each party agrees that the other party may have no adequate remedy at law for a breach or threatened breach of this Section 8 and that the non-breaching party will be entitled to seek injunctive or other equitable relief to prevent or remedy such a breach in addition to any legal remedies available to that party.

8.5 No restriction on CybSafe dealings with Customers and prospects. Without limitation on Section 2.10 (No Exclusivity), nothing in this section 8 shall restrict CybSafe from using any information disclosed to it by or on behalf of the Reseller in respect of any Customer or prospective Customer for the purposes of directly or indirectly contacting, engaging or transacting with, or providing services to any such Customer or prospective Customer at any time (or disclosing such information to any other channel partner or reseller). Without limitation, to ensure continuation of any Customer's access in the event of actual or potential termination or expiry of an Order or this Agreement, CybSafe shall have the right at any time to contact any Customer directly to discuss continued provision of the Services. This may be pursuant to an order placed by the Customer directly with CybSafe, or with another reseller. Reseller shall use commercially reasonable efforts to ensure a positive outcome and transfer of each such Customer, including, upon request, providing CybSafe reasonable assistance and information related to the Customer.

9. INDEMNITY.

9.1. Reseller will indemnify, defend, and hold CybSafe harmless against any damages, losses, liabilities, costs, and expenses (including without limitation reasonable attorneys' fees) incurred in connection with any third-party claim to the extent based on Reseller's breach of Sections 2 or 6 or its gross negligence or willful misconduct. CybSafe will: (i) give Reseller prompt written notice of the claim (but no delay will affect Reseller's obligations except to the extent materially prejudicial to it); (ii) give Reseller of the defense and settlement of the claim (provided Reseller may not consent to any judgment or settlement that purports to admit fault on behalf of, or impose any non-indemnified liability on, CybSafe without prior written consent); and (iii) provide reasonable cooperation at Reseller's expense. CybSafe may participate at its own expense in any indemnification action or related settlement negotiations using counsel of its choice.

10. DISCLAIMER AND LIMITATION OF LIABILITY.

10.1. Disclaimer. EXCEPT AS EXPRESSLY PROVIDED TO END USERS IN THE EULA, THE SERVICES ARE PROVIDED "AS IS" AND CYBSAFE EXPRESSLY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, WITH RESPECT TO THE SERVICES, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY, QUALITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT AND WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

10.2. Limitation of Liability. IN NO EVENT WILL CYBSAFE BE LIABLE FOR: (A) ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING ANY LOSS OF PROFITS, BUSINESS, OR GOODWILL), HOWEVER CAUSED AND UNDER ANY THEORY OF LIABILITY, WHETHER OR NOT ADVISED OF THE POSSIBILITY OF SUCH DAMAGES; OR (B) ANY TOTAL AMOUNTS EXCEEDING THE GREATER OF (1) ALL AMOUNTS PAID OR PAYABLE UNDER THIS AGREEMENT IN THE 12 MONTHS PRECEDING THE DATE ON WHICH THE CLAIM AROSE OR (2) £200 GBP.

10.3. Liability which cannot legally be limited. Nothing in this Agreement limits or excludes (i) any liability for death or personal injury caused by CybSafe's negligence; (ii) any liability for fraud or fraudulent misrepresentation; or (iii) any liability which cannot legally be limited or excluded.

11. TERM, TERMINATION, AND SUSPENSION.

11.1. Term. This Agreement shall commence on the date when the Reseller Agreement Form has been executed by Reseller and shall continue until it is terminated by either party in accordance with this Section 11.

11.2. Termination of the Agreement.

a. For Cause. Without affecting any other right or remedy available to it, either party may terminate this Agreement with immediate effect by giving written notice to the other party if the other party: (i) materially breaches any part of this Agreement (including any failure to pay amounts when due) and does not remedy such breach (if remediable) within 30 days from receipt of written notice thereof (10 days for non-payment); or (ii) makes a general assignment for the benefit of creditors, files an insolvency petition in bankruptcy, petitions for (or is subject to) appointment of any receiver, trustee or similar officer to liquidate or conserve its business or assets, or files (or has filed against it) any proceeding involving its insolvency, bankruptcy, reorganization, adjustment of debt, dissolution, liquidation or any other similar proceeding under the laws of any jurisdiction. CybSafe may terminate this Agreement on notice with immediate effect if Reseller is in breach of the EULA, or Sections 2 or 6 hereof.

b. For Convenience. Either party may terminate this Agreement for any reason giving the other party at least 60 days' prior written notice.

11.3. Effect of Termination. Termination of this Agreement shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the agreement which existed at or before the date of termination. Sections 1, 6-10, 11.3, and 12 will survive any termination or expiration of this Agreement, as will Reseller's obligation to pay any amounts accruing or due on or before the effective date of such termination or expiration. Subject to Sections 11.4 and 11.5, Customer access to the Services will survive termination or expiration of this Agreement for the then current Subscription Term or Renewal Period for each Customer, but at the end of such term the access to the Services shall automatically terminate and not renew. CybSafe shall be entitled to contact each Customer to offer to continue to provide the Services directly. Reseller will refer any Customer wishing to continue the Services directly to CybSafe, and CybSafe may offer such Customers the opportunity to purchase access to the Services at CybSafe's then-current pricing and terms. Reseller agrees to reasonably cooperate with CybSafe in transferring Customer Contracts to CybSafe or (as directed by CybSafe) Customer's selected alternate reseller, as the case may be.

11.4. Suspension of Customer Access. CybSafe may immediately suspend a Customer's access to the Services: (a) if Reseller fails to pay any amounts to CybSafe or its Authorized Distributor when due; (b) as CybSafe deems reasonably necessary to protect the integrity of the Services or any associated systems or data; or (c) as otherwise permitted under the EULA.

11.5. Termination of Customer Access. CybSafe may immediately terminate a Customer's access to the Services: (a) if Reseller fails to pay any amounts to CybSafe or its Authorized Distributor and has not paid such amounts within 10 days from the original due date; (b) if such Customer breaches the EULA; or (c) as otherwise permitted under the EULA. CybSafe may in its sole discretion elect to temporarily suspend Customer's access in the foregoing scenarios instead of, or as a step prior to, termination.

11.6. No compensation. The termination of this Agreement shall not of itself give rise to any liability on the part of CybSafe to pay any compensation to the Reseller for loss of profits or goodwill, to reimburse the Reseller for any costs relating to or resulting from such termination, or for any other loss or damage.

12. GENERAL.

12.1. No Partnership or Agency. Nothing in this Agreement is intended to, or shall be deemed to, establish any partnership or joint venture between any of the parties, constitute any party the agent of another party, or authorize any party to make or enter into any commitments for or on behalf of any other party.

12.2. Entire Agreement: Precedence. This Agreement and any policies, terms, or other documents referenced herein constitute the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter. Each party acknowledges that in entering into this Agreement it does not rely on, and shall have no remedies in respect of, any statement, representation, assurance or warranty that is not set out in this Agreement. In the event of a conflict between these Terms and an Order, these Terms will prevail and control, except to the extent that Cybsafe in relation to an individual Order either (i) proposes a variation to these terms; or (ii) expressly and explicitly accepts in writing, as a variation of a specific section of these Terms, any item in an Order. The preceding sentence is subject to Section 12.3 Reseller Terms below. If on the date of this Agreement, Reseller's primary physical address is outside of the USA, nothing in this Section shall limit or exclude any liability for fraud or fraudulent misrepresentation.

12.3. Reseller Terms. Reseller's standard terms of purchase or order are expressly excluded from this Agreement and all Orders shall be treated as placed upon these Terms regardless of whether Reseller purports to incorporate any standard terms of Reseller (including by means of any purchase order). No standard terms of Reseller shall form part of this Agreement.

12.4. Modification and Variation. CybSafe may at its absolute discretion make, and notify Reseller of, updated versions of these Terms from time to time by notifying Reseller of such update by email, or by means of the Partner Portal (each an "**Update Notification**"). These Terms updated as set out in such Update Notification shall replace the preceding version of these Terms for the purposes of this Agreement from the date 7 days after Update Notification of such revised document(s) (or at such later date as CybSafe may specify). Except as set out in this Agreement, no variation of this Agreement shall be effective unless it is in writing and signed by the parties (or their authorized representatives).

12.5. Assignment. Reseller may not assign or transfer this Agreement or any rights or obligations under this Agreement without the prior written consent of CybSafe. CybSafe may assign this Agreement at any time, and may delegate aspects of its performance under this Agreement to any person, without the consent of Reseller.

12.6. Waiver. No failure or delay by a party to exercise any right or remedy provided under this Agreement or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

12.7. Severance. If any provision of this Agreement is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision shall be deemed deleted. Any modification to or deletion of a provision under this Section shall not affect the validity and enforceability of the rest of this Agreement.

12.8. Notices. Notices to CybSafe will be sent by email to notices@cybsafe.com, and will be deemed delivered as of the date of actual receipt. Notices to Reseller may be sent to such email address as provided on the Partner Portal, or the billing account information for Reseller, provided that CybSafe may also give notices to Reseller by means of the Partner Portal. Each such notice to Reseller will be deemed given upon the day after CybSafe sends it.

12.9. No Third-Party Beneficiaries. No one other than a party to this Agreement, their successors and permitted assignees, shall have any right to enforce any of its terms.

12.10. Governing Law; Jurisdiction.

a. Reseller primary physical address in the US. In the event that as of the date of this Agreement, Reseller's primary physical address is in the US, the following shall apply. This Agreement is governed by and will be interpreted in accordance with the laws of the State of Delaware, without regard to conflict of laws principles. Any dispute arising out of this Agreement will be settled through binding arbitration administered in Boston, Massachusetts by JAMS pursuant to its Comprehensive Arbitration Rules and Procedures (and in accordance with the Expedited Procedures therein). The language of arbitration will be English. Judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction. Notwithstanding the foregoing, either party may seek injunctive or other equitable relief in court for any alleged or threatened breach of confidentiality or misappropriation of its intellectual property rights. The prevailing party in any proceeding arising out of this Agreement will be entitled to reasonable attorney's fees and costs incurred by that party.

b. Reseller primary physical address outside of the US. In the event that as of the date of this Agreement, Reseller's primary physical address is not in the US, the following shall apply: this Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of England and Wales. Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Agreement or its subject matter or formation (including non-contractual disputes or claims).

Schedule 1 - Anti-Bribery Policy

1. PURPOSE

- 1.1** To set out CybSafe's responsibilities and the responsibilities of those working for CybSafe, in observing and upholding CybSafe's position on bribery and corruption and to provide information and guidance to those working on behalf of CybSafe on how to recognise and deal with bribery and corruption issues. This Policy is intended to reiterate the CybSafe's stance; prohibiting facilitation payments and kickbacks; setting out the expected standards of behaviour in respect of corporate hospitality, gifts and donations and contractually obliging compliance with the policy and the reporting of suspicious activity.

2. SCOPE

- 2.1** In this policy, third party means any individual or organisation an employee may come into contact with during the course of their work for CybSafe and includes Customers, suppliers, distributors, business contacts, agents, advisers, government and public bodies, including their advisers, representatives and officials, politicians and political parties. This policy applies to all individuals working at all levels and grades, including senior managers, officers, directors, employees (whether permanent, fixed-term or temporary), consultants, associates and contractors, or any other person associated with CybSafe, or any of its employees, wherever located. Employees and other company representatives are responsible for their actions and must ensure that they understand this policy and their obligations under it.

3. INTRODUCTION

- 3.1** CybSafe condemns bribery and corruption in all its forms and takes a zero-tolerance approach to bribery and corruption. It is our policy to conduct all of our business in an honest and ethical manner. A copy of our Anti-Bribery and Corruption Statement is displayed in all office locations.
- 3.2** CybSafe will uphold all laws relevant to countering bribery and corruption, in operations in the jurisdiction in which it operates. It is bound by the laws of the UK, including the Bribery Act 2010, in respect of its conduct both in the UK and elsewhere.
- 3.3** CybSafe public facing anti-bribery policy is available here: <https://www.cybsafe.com/anti-bribery>

4. WHAT IS BRIBERY?

- 4.1** A bribe is an inducement or reward offered, promised or provided in order to gain any commercial, contractual, regulatory or personal advantage. The Bribery Act 2010 creates four separate offences:
- 4.1.1** Bribery of another person;
 - 4.1.2** Being bribed by another;
 - 4.1.3** Bribery of a foreign public official;
 - 4.1.4** Failure of a commercial organisation to prevent bribery.

5. GIFTS AND HOSPITALITY

- 5.1** **Giving of and receiving gifts.** This policy does not prohibit the giving of normal and appropriate gifts (given and received) to or from employees, clients or other third parties. Neither does it prevent the giving or receiving of appropriate and proportionate hospitality. Employees and representatives must take into account the following factors when giving or receiving gifts or hospitality in the performance of their duties:

5.1.1 Is it made with the intention of influencing a third party to obtain or retain business or a business advantage, or to reward the provision or retention of business or a business advantage, or in explicit or implicit exchange for favours or benefits?

If the answer is "yes" you are committing an offence under the Act.

5.1.2 Does it include cash or a cash equivalent (such as gift certificates or vouchers)? If the answer is "yes" you are committing an offence under the Act.

5.1.3 Is it appropriate in the circumstances? For example, it is customary for small gifts to be given at Christmas time.

If the answer is "no" you are committing an offence under the Act.

5.1.4 Taking into account the reason for the gift, is it of an appropriate type and value and given at an appropriate time?

If the answer is "no" you are committing an offence under the Act.

5.1.5 Is it given openly or secretly? If secretly, you are committing an offence under the Act.

5.1.6 Is the gift offered to, or accepted from a regulator, commissioner or other government officials or representatives, or politicians or political party?

If the answer is "yes" you are committing an offence under the Act.

5.2 **Testing the process.** CybSafe appreciates that the practice of giving business gifts or providing hospitality varies depending on the circumstances. The test to be applied is whether in all the circumstances the gift or hospitality is reasonable and justifiable. The intention behind the gift should always be considered. If there is any doubt as to whether to give or receive a gift employees or representatives should always consult with their line manager or company contact, or ask the Company Anti-Corruption and Bribery Representative. Common sense should prevail.

5.3 **Permission process.** Employees and representatives must not accept material gifts, money or hospitality from any person or business with whom or which they are or may be involved in Torchlight business without first obtaining the prior written permission a Director acting as the Company's Anti-Corruption and Bribery Representative. All gifts and hospitality made or received must be recorded in the Gift and Hospitality register maintained by the Company Anti-Corruption and Bribery Representative. Failure to disclose relevant information about gifts and hospitality made or received will result in disciplinary action being taken and may result in summary dismissal.

5.4 **Global standards.** Standards which may be considered lavish by UK standards may be the norm in some countries. In countries such as the UAE, Qatar, Oman and Saudi Arabia, gift giving or providing entertainment forms part of the relationship-building process in the course of business. Under the Act, hospitality will only amount to bribery if it is proved that it was offered to influence the recipient to act improperly. Gifts received should be contributed to the company and not individuals e.g. Shared through a cross company raffle.

5.5 **Managing risk.** CybSafe is required to assess the nature and extent of its exposure to potential external and internal risks of bribery on its behalf by persons associated with it. The assessment will be periodic, informed and documented.

5.5.1 **Work with due diligence.** The business will:

5.5.1.1. Have a comprehensive due diligence process to choose reputable agents and business partners, as many businesses in regions such as West Africa and the Middle East are carried out through intermediates and joint-venture partners.

5.5.1.2. Review public source information on the bribery risks in the countries in which we or our suppliers operate such as Transparency International's Corruption Perceptions Index and the UK government's list of countries subject to sanctions or embargoes.

5.5.1.3. Will be part of an auditable review and monitoring procedure quarterly.

5.5.1.4. Will have undertaken additional and periodic background checks on certain employees, agents and suppliers.

5.5.2 **What is not acceptable.** It is not acceptable for you (or someone on your behalf) to:

5.5.2.1. Give, promise to give, or offer, a payment, gift or hospitality with the expectation or hope that a business advantage will be received, or to reward a business advantage already given;

5.5.2.2. Accept payment from a third party that you know or suspect is offered with the expectation that it will obtain a business advantage for them;

5.5.2.3. Accept a gift or hospitality from a third party if you know or suspect that it is offered or provided with an expectation that a business advantage will be provided by CybSafe in return;

5.5.2.4. Threaten or retaliate against another employee or associate who has refused to commit a bribery offence or who has raised concerns under this policy; or

5.5.2.5. Engage in any activity that might lead to a breach of this policy.

6. FACILITATION PAYMENTS

6.1 CybSafe does not make, and will not accept, facilitation payments or 'kickbacks' of any kind. Facilitation payments are typically small, unofficial payments made to secure or expedite a routine action by a regulator or other government official. They are not commonly paid in the UK, but can be common in some other jurisdictions. For example, the Middle East is an area with its own laws, cultures, and business customs. In turn, these laws, as expected of developing legal jurisdictions, are typically prescriptive in nature but lack the precision in wording desired by UK corporate compliance and legal departments. No distinction is ever made between bribery and facilitation or "grease" payments.

6.2 If you are asked to make a payment on CybSafe's behalf, you should always be mindful of what the payment is for and whether the amount requested is proportionate to the goods or services provided. You should always ask for a receipt which details the reason for the payment. If you have any suspicions, concerns or queries regarding a payment, you should raise these with your manager or the Bribery and Corruption Representative.

6.3 Kickbacks or "grease payments" are typically payments made in return for a business favour or advantage. All employees and associates must avoid any activity that might lead to, or suggest, that a facilitation payment or kickback will be made or accepted by us.

7. DONATIONS

7.1 CybSafe does not make contributions to political parties and only makes charitable donations that are legal and ethical under UK laws and practices. No donation must be offered or made in the company's name without the prior approval of your line manager or the Company Anti-Corruption and Bribery Representative.

8. CORRUPTION AND MONEY LAUNDERING

8.1 CybSafe's zero-tolerance approach to bribery and corruption must be communicated to all suppliers, contractors and business partners at the outset of our business relationship with them and as appropriate thereafter.

8.2 CybSafe is strongly committed to preventing the use of its operations for money laundering or any activity, which facilitate money laundering, or the funding of criminal activities. Accordingly, the Company will comply with all applicable laws, and regulations designed to combat money laundering

activity and criminal financing and will cooperate with the appropriate authorities in efforts to prevent any such misuse of the financial channels.

- 8.3** Money laundering is the process that disguises the illegal origin of money. It is the result of a large number of criminal acts to generate a profit for an individual or group that carries out the act. Money laundering is a serious crime and it is the policy of CybSafe to comply fully with applicable provisions of the Proceeds of Crime Act 2002, Terrorism Act 2000 and the Money Laundering Regulations 2007 and all amending legislation.

9. RAISING CONCERNS

- 9.1** You are encouraged to raise concerns about any issue or suspicion of bribery or corruption at the earliest possible stage. If you are unsure whether a particular act constitutes bribery or corruption, or if you have any other queries, these should be raised with your manager or directly with Company Anti-Corruption and Bribery Representative. Confidentiality will be maintained, as far as possible.
- 9.2** It is important that you tell your manager or the Company Anti-Corruption and Bribery Representative as soon as possible if you are offered a bribe by a third party, are asked to make one, suspect that this may happen in the future, or believe that you are a victim of another form of corrupt activity.

10. PROTECTIONS

- 10.1** Employees who refuse to accept or offer a bribe, or those who raise concerns or report another's wrongdoing, are sometimes worried about possible repercussions. CybSafe aims to encourage openness and will support anyone who raises genuine concerns in good faith under this policy, even if they turn out to be mistaken.
- 10.2** CybSafe is committed to ensuring that no one suffers any detrimental treatment as a result of refusing to take part in bribery or corruption, or because of reporting in good faith their suspicion that an actual or potential bribery or other corruption offence has taken place, or may take place in the future. Detrimental treatment includes dismissal, disciplinary action, threats or other unfavourable treatment connected with raising a concern. If you believe that you have suffered any such treatment, you should inform your line manager immediately. If the matter is not remedied, and you are an employee, you should raise it formally using CybSafe's grievance procedure.

11. GENERIC EXAMPLES

- 11.1** Please see the following list of possible scenarios that may arise during the course of you working for us and which may raise concerns under various anti-bribery and anti-corruption laws. Please read and familiarise yourself with these. The examples are not meant to be exhaustive but are included to provide assistance with understanding what bribery is and how it may affect you.
- 11.1.1** You become aware that a third party engages in, or has been accused of engaging in, improper business practices.
- 11.1.2** You learn that a third party has a reputation for paying bribes, or requiring that bribes are paid to them, or has a reputation for having a 'special relationship' with regulators or other government officials.
- 11.1.3** A third party insists on receiving a commission or fee payment before committing to sign up to a contract with us, or carrying out a government function or process for us.
- 11.1.4** A third party requests payment in cash and/or refuses to sign a formal commission or fee agreement, or to provide an invoice or receipt for a payment made.
- 11.1.5** A third party requests that payment is made to a country or geographic location different from where the third party resides or conducts business.
- 11.1.6** A third party requests an unexpected additional fee or commission to 'facilitate' a service.

- 11.1.7** A third party demands lavish entertainment or gifts before commencing or continuing contractual negotiations or provision of services.
- 11.1.8** A third party requests that a payment is made to 'overlook' potential legal or regulatory violations.
- 11.1.9** A third party requests that you provide employment or some other advantage to a friend or relative.
- 11.1.10** You receive an invoice from a third party that appears to be non-standard or customised.
- 11.1.11** A third party insists on the use of side letters or refuses to put terms agreed in writing.
- 11.1.12** You notice that we have been invoiced for a commission or fee payment that appears large given the service stated to have been provided.
- 11.1.13** A third party requests or requires the use of an agent, intermediary, consultant, distributor or supplier that is not typically used by or known to us.
- 11.1.14** You are offered an unusually generous gift or offered lavish hospitality by a third party.
- 11.2** **Reporting suspicious activity.** Should you encounter any of these scenarios while working for us, you must report them promptly to your line manager, to the Company Anti-Corruption and Bribery Representative or by using the whistleblowing COP.

12. RESPONSIBILITIES

- 12.1** The Board of Directors and the Company Anti-Corruption and Bribery Representative have overall responsibility for ensuring this policy complies with CybSafe's legal and ethical obligations, and that all those under our control comply with it. Management at all levels have day to day responsibility for implementing this policy and are responsible for ensuring those reporting to them are made aware of and understand this policy and are given training on it, where necessary.

Schedule 2 - PROGRAM REQUIREMENTS

The Reseller must have at least 3 presale and 2 post sale engineer/technicians to be 'CybSafe-certified' and capable of providing Level 1 and Level 2 support. This certification will ensure that the Reseller is capable of selling, marketing and demonstrating the benefits of the CybSafe solution to Customers and prospective Customers effectively. The certification process comprises training and an NFR trial test, during which the post-sale engineer/technicians will need to demonstrate competence in using the features of the Services.

The Reseller must have a 60-day launch plan agreed by CybSafe to include a minimum of the below:

1. Press Release
2. Website content
3. Customer Announcement
4. Webinar
5. Training plan
6. Training plan for employees
7. Training plan for technical staff to facilitate new Customer onboarding and effective Level 1/Level 2 support.

SUPPORT

Reseller Support. The Reseller is responsible for Level 1 and Level 2 support being provided directly to end users via the platform. CybSafe shall provide Level 3 support.

Resources and Documentation

To ensure high-quality support and consistent service delivery, CybSafe shall provide resources and documentation to Reseller including but not limited to the resources outlined below. These materials are designed to empower the Reseller with the knowledge and tools necessary to effectively support the CybSafe platform.

- **Training Program:** CybSafe will offer a training course covering both Level 1 and Level 2 support online within the Partner Portal. This course is mandatory.
- **Certification Process:** Upon completion of the training course, Reseller support staff must pass a certification exam to demonstrate their proficiency.
- **Knowledge Base:** CybSafe public help centre, accessible at <http://help.cybsafe.com/>, serves as a comprehensive repository of information. It includes detailed articles, troubleshooting guides, and frequently asked questions.

Partner Portal: A dedicated partner portal gives Reseller access to exclusive resources, including detailed technical documentation, marketing materials, and sales enablement tools.