

## **ACKNOWLEDGEMENT**

The Customer acknowledges that the Services include the real-time tracking of vehicles and assets, and recording of video footage from cameras installed on vehicles. This may mean that the tracking and video footage also permits the identification of movements of individuals, such as employees, customers, contractors or other third parties, and private property. The Customer agrees and understands that it is their responsibility to ensure that all Data Protection Laws and employment laws are adhered to in their use of the Services.

## **THE SERVICES**

1. SUPPLIER HEREBY COVENANTS, REPRESENTS AND WARRANTS TO CUSTOMER THAT:
  - 1.1. The Supplier will provide the Services with the care and skill that would reasonably be expected in the circumstances.
  - 1.2. The Supplier will provide the Customer with Products as set out in the Sales Order Confirmation.
  - 1.3. The Supplier will make the Data Reports available on the Customer Portal.
  - 1.4. The Supplier will supply the Customer with a unique, personalized username and password to enable the Customer to access the Customer Portal and use the Services.
  - 1.5. Subject to and in accordance with the Terms, the Supplier grants to the Customer for the Initial Term (and any Subsequent Term) a non-exclusive, revocable right to:
    - 1.5.1. access and browse the contents of the Customer Portal; and
    - 1.5.2. download and print Data Reports and video footage from the Customer Portal, provided that:
      - 1.5.2.1. the Customer will not use the Supplier's trademarks or trade names in any way without obtaining the prior express written consent of the Supplier in each instance; and
      - 1.5.2.2. no part of the Customer Portal may be reproduced or stored in any other website.
  - 1.6. Unless proactively saved onto the Customer Portal by the Customer, video footage will only be stored on the Customer Portal for thirty-one (31) days following creation, whereupon all such video footage will be securely and irrevocably deleted.

## 2. CUSTOMER HEREBY COVENANTS, REPRESENTS AND WARRANTS TO SUPPLIER THAT:

### 2.1. The Customer will:

2.1.1. only use the Products for their intended purpose and in a careful and proper manner in compliance with all applicable laws and the Supplier's instructions and specifications;

2.1.2. ensure that all restrictions and obligations imposed on it by the Contract apply equally to its employees, contractors and/or group companies;

2.1.3. ensure that all such employees, contractors and/or group companies fully comply with all such restrictions and obligations (including, without limitation, any laws applicable to the performance of their respective obligations under the Contract);

2.1.4. comply with any reasonable instructions or conditions relating to its use of the Customer Portal as may be posted on the Customer Portal or otherwise communicated to the Customer from time to time by the Supplier;

2.1.5. protect and safeguard any credentials issued by Supplier and prevent any unauthorized access by any third party; and

2.1.6. use the SIM solely:

a) in combination with the Hardware; and

b) for transmitting telemetry, vehicle and video data between the Fleet and the Supplier's systems.

2.2. The Customer hereby further represents and warrants to Supplier that it will use the Products and Services solely for its internal business purposes and not for any personal, domestic or consumer use.

## 3. INSTALLATION

3.1. If the Supplier does the Installation, an Installation date will be agreed upon in writing between Supplier and the Customer. The Installation may be performed by the Supplier or a third party engaged by the Supplier. Where the Customer cancels an arranged Installation with less than one business day's notice or otherwise fails to present the Fleet at the agreed date, time or place of Installation, the Supplier may charge the Customer a late cancellation charge per vehicle or asset as detailed in the Charges Schedule.

3.2. If the Customer does the Installation:

- 3.2.1. all Hardware will be delivered by the Supplier to the Customer's premises or to such other address as may be agreed between the Supplier and the Customer;
- 3.2.2. risk in the Hardware will pass from the Supplier to the Customer when the Hardware is delivered to the Customer;
- 3.2.3. the Customer will check and install the Hardware, and notify Supplier in writing of any defects, within fourteen (14) days of delivery of the Hardware; and
- 3.2.4. subject to clause 14.1 (Limitation of Liability) the Supplier will not be liable for any loss or damage whatsoever, arising directly or indirectly, as a result of any negligence or failure to comply with the Supplier's instructions and specifications regarding how to do the Installation.

4. CUSTOMER ACKNOWLEDGMENTS AND RESPONSIBILITIES

4.1. The Customer acknowledges and agrees that:

- 4.1.1. the accessibility, accuracy and availability of the Customer Portal (or relevant parts thereof), Data Reports, Fleet data, video footage and Location Data is dependent upon systems, technologies and other factors which are beyond the Supplier's control including Mobile Communication Services. Due to the nature of such technologies and systems, problems such as outages, link failures, network overloads, signal degradation, topographic, electromagnetic and other interferences may have an adverse effect on the accessibility and availability of the Customer Portal, Data Reports, Fleet data, video footage and/or Location Data. THE SUPPLIER DOES NOT WARRANT THAT THE DATA REPORTS, LOCATION DATA, FLEET DATA, VIDEO FOOTAGE AND FEATURES MADE AVAILABLE ON THE CUSTOMER PORTAL WILL CONTINUE TO BE SUPPORTED BY MOBILE COMMUNICATION SERVICES OR THAT THE CUSTOMER WILL BE ABLE TO USE THE DATA REPORTS, LOCATION DATA, FLEET DATA, VIDEO FOOTAGE OR FEATURES MADE AVAILABLE ON THE CUSTOMER PORTAL AS PART OF THE SERVICES FOR THE INTENDED USE, DUE TO THE FACT THAT SUCH DEPENDS PARTLY ON CIRCUMSTANCES BEYOND THE SUPPLIER'S REASONABLE CONTROL;
- 4.1.2. the functionality of Bluetooth-enabled tags is dependent on being in range of Bluetooth-enabled Hardware;
- 4.1.3. where Hardware is enabled by Artificial Intelligence (AI) technologies, the associated outputs are limited and may in some situations result in incorrect or inaccurate results or outputs, as AI is an evolving technology and is based on statistical models and may not always reflect real-world complexities; and

- 4.1.4. CO2 figures are reliant on information provided by Customer and are calculated by reference to miles traveled and the vehicle's CO2 emissions data. CO2 figures are an estimate only and do not take into account variables outside the Supplier's knowledge such as fuel type, tyre pressure and vehicle load.
- 4.2. The Customer acknowledges and agrees that the Products and the Services are designed and intended for use by the Customer for its Fleet management purposes only. As such, the Supplier is not responsible for any data privacy, employee relations, regulatory, compliance, insurance or other purposes for which the Customer may use the Products and Services, and the Customer hereby agrees to indemnify the Supplier and its Affiliates against any claims, demands, actions, proceedings, damages, charges, costs and expenses in any way arising out of or in connection with such usage.
- 4.3. Without prejudice to the generality of clause 4.2, the Supplier makes no representation or warranty that video recording capability will record any particular incident or that the record, if any, of a particular incident, will be effective to support an insurance claim, recovery against a third party, or otherwise.
- 4.4. Without prejudice to the generality of clause 4.2, it is the Customer's responsibility to satisfy itself that its use of the Services will allow it to meet any legal or regulatory obligations applicable to it. To the maximum extent permitted by law, in no event will the Supplier be liable in connection with this Contract, whether in contract, tort (including in either case negligence), misrepresentation (other than fraudulent misrepresentation), breach of statutory duty or otherwise for breach of any applicable law or regulation applicable to the Customer's business activities in connection with its use of the Services.
- 4.5. It is the Customer's responsibility to ensure that the Products comply with any legal or regulatory requirements applicable to the vehicles or assets within its Fleet. The Supplier does not provide any warranty that the Products are appropriate for the vehicles or assets within the Customer's Fleet other than that set out in any Product specification provided by the Supplier to the Customer.
- 4.6. The Customer hereby agrees to indemnify the Supplier and its Affiliates, and to keep the Supplier and its Affiliates indemnified against all claims, demands, actions, proceedings, damages, charges, costs and expenses which may be brought against the Supplier in any way arising out of or in connection with: (i) the Customer's failure to comply with its responsibilities under clause 4.5; and/or (ii) use of the Products not in accordance with or outside of any Product specification provided by the Supplier to the Customer.
- 4.7. The Supplier may at any time, in its sole discretion, temporarily suspend access to the Customer Portal for the purposes of maintaining or repairing the Customer Portal or any part thereof; and to make changes to the functionality, presentation, features, modes of

access and material content in relation to the Customer Portal without notice to the Customer.

4.8. The Customer acknowledges and agrees that the Hardware will utilize the Fleet's battery power and as such:

4.8.1. the Customer is responsible for ensuring the Fleet's battery is in good working order and condition and sufficiently powerful to run both the Fleet and Hardware at all times;

4.8.2. with Hardware fitted the Fleet will always fail a manufacturer's parasitic drain test, accordingly the Hardware should be disconnected from the Fleet (at the Customer's cost) prior to such test; and

4.8.3. the battery will be depleted if the Fleet is not used for long periods of time.

## **THE PRODUCTS – OWNERSHIP, REPAIR AND REPLACEMENT**

### **5. TITLE TO THE HARDWARE**

5.1. The Supplier will provide to the Customer the Products and the Sales Order Confirmation will identify whether either: (i) the Hardware is leased to Customer for the Initial Term plus any Subsequent Term ("**Leased Hardware**"); or (ii) the Hardware is purchased by Customer ("**Purchased Hardware**"). All PAYGO customers will have Purchased Hardware. Legal and equitable title to any SIM, firmware and software included within the Products will always remain with the Supplier or its licensors (as applicable).

#### **Leased Hardware**

5.2. Leased Hardware will remain the sole and exclusive property of Supplier, and the Customer will not hold itself out to be the owner of the Leased Hardware nor deny title to the Supplier, nor will the Customer sell, lend, rent, encumber, dispose or part with possession of the Leased Hardware, except in accordance with the Supplier's express written instructions or prior written consent.

5.3. The Customer will:

5.3.1. not deface, destroy, alter or obscure any identifying mark on the Leased Hardware; and

5.3.2. deliver up the Leased Hardware to the Supplier if required to under the Terms or otherwise required to do so pursuant to Supplier's instructions.

5.4. The Customer's right to use of the Leased Hardware will terminate immediately if:

5.4.1. the Customer has a voluntary or involuntary bankruptcy proceeding commenced by or against it, or Customer's property is assigned for the benefit of creditors or goes into receivership or other state, federal, or foreign insolvency proceeding(s); or

5.4.2. the Customer ceases to trade or operate in its normal course of business; or

5.4.3. the Customer seeks to sell, lend, rent, encumber, dispose or part with possession of the Leased Hardware.

5.5. The Supplier may bring an action for the price of the Leased Hardware and any other amounts due under a Contract, irrespective of whether title to the Leased Hardware has passed to Customer.

### **Purchased Hardware**

5.6. Legal and equitable title to Purchased Hardware will pass from the Supplier to the Customer upon the later of:

5.6.1. delivery of the Hardware; and

5.6.2. receipt by the Supplier of all amounts due from the Customer in relation to the Purchased Hardware.

## **6. REPAIR AND REPLACEMENT OF THE HARDWARE**

6.1. If the Customer gives notice in writing to the Supplier within no later than fourteen (14) days of discovery that some or all of the Hardware is defective, the Supplier will:

6.1.1. test the Hardware; or

6.1.2. require the Customer to promptly return the Hardware to the Supplier's place of business for testing.

6.2. Subject to clause 6.3 and 6.7 and after the Customer has given written notice to Supplier as required under clause 6.1, the Supplier will:

6.2.1. if the notice under clause 6.1 has been received by the Supplier in accordance with these Terms and within the Initial Term, (at its option) repair or replace any Hardware that is deemed defective (in its sole discretion); or

6.2.2. if the notice under clause 6.1 has been received by the Supplier outside of the Initial Term, (at its option) repair or replace any Hardware that is defective and charge the Customer a fee of not more than the Non-Return Fee applicable to the item of Hardware plus the Configuration Fee, plus the De-install/Re-install fee (if applicable), as set out in the Charges Schedule. If the Customer does not want to pay such fees, the Customer may either:

- a) terminate the Contract relating to the affected Hardware by paying the Prices which would ordinarily have become payable during the remainder of the prevailing Subsequent Term; or
- b) enter into a new, fixed-term contract with the Supplier whereupon clause 6.2.1 will apply.

For the purposes of this clause 6 the “**Initial Term**” for a PAYGO Customer is deemed to be twelve (12) months starting on the Commencement Date.

6.3. Clause 6.4 will apply in the following circumstances:

6.3.1. the defect arises because the Customer failed to follow the Supplier’s instructions as to the storage, installation, commissioning, use, maintenance or replacement of the Hardware;

6.3.2. the Customer alters or repairs the Hardware without the written consent of the Supplier;

6.3.3. the defect arises as a result of willful damage, negligence, or abnormal working conditions;

6.3.4. the defect arises as a result of any damage caused by use of the Hardware outside of its specified operating parameters, exposure to lightning or power spikes;

6.3.5. the defect arises as a result of an accident involving the vehicle or asset in which the Hardware is installed; or

6.3.6. in the case of the 'neon' product or other battery powered product or device, if such product or device was despatched to the Customer more than three (3) years ago or its location alert has been activated more than 1,200 times.

6.4. If the Customer has given notice under clause 6.1 and one or more of the circumstances in clause 6.3 apply, the Supplier will repair or replace (at its option) the affected Hardware and may levy the following charges:

6.4.1. no more than the prevailing cost of the equivalent replacement Hardware;

6.4.2. the Configuration Fee; and

6.4.3. the De-install/Re-install fee (if applicable),

as set out in the Charges Schedule.

6.5. The Supplier, on giving reasonable prior notice, may require the Customer to deploy replacement Hardware for operational and/or technical reasons, for example if the existing Hardware is no longer supported by the Supplier. Such replacement Hardware will be supplied at no additional charge.

6.6. Repaired/replaced Hardware provided by the Supplier pursuant to this clause 6 will be provided in accordance with clause 3 (Installation) and clause 5 (Title to the Hardware). Replacement Hardware will comprise the same, similar or enhanced functionality and may include reconditioned units.

6.7. If the Supplier's Hardware testing pursuant to clause 6.1 identifies the problem is user error, the Supplier may charge the 'No Fault Found' fee set out in the Charges Schedule.

6.8. Except as provided in this clause 6, the Customer acknowledges this is its exclusive remedy for any defective Hardware and that Supplier will have no liability to the Customer in respect of defective Hardware.

## **PAYMENTS**

### **7. FEES**

7.1. The Customer will pay the Prices, via ACH or a recurring automated card payment, to the Supplier in accordance with this clause and as specified in an applicable Sales Order Confirmation. Unless otherwise specified in the Sales Order Confirmation or agreed with the Supplier, payment of all amounts due will be made by the Customer within fourteen (14) days of the date of invoice.

7.2. All Prices payable under a Contract are exclusive of all Sales Tax and other taxes and duties applicable to the supply of the Products and Services which will be payable by the Customer.

7.3. The Price can be changed by the Supplier, in its sole discretion, provided that:

7.3.1. the Supplier will give the Customer at least twenty-eight (28) days' advance notice of any change to the Price; and

7.3.2. the Supplier will not impose more than one price increase per year during the Initial Term.

7.4. In addition to the Supplier's right to change the Price under clause 7.3, upon the expiration of the Initial Term or any Subsequent Term, the Price will be the price for the relevant Products and Services included in the List Price.

7.5. The Customer will make all payments properly due under a Contract without any deduction whether by way of set off, counterclaim, discount, abatement or otherwise.

7.6. The Customer will be deemed to have accepted an invoice as correct unless the Customer notifies the Supplier in writing within thirty (30) calendar days of the date of the invoice, specifying in good faith the reasons for the dispute. Undisputed amounts within the invoice remain due and payable in accordance with clause 7.1. Upon the Supplier's receipt of the Customer's written notice of a disputed invoice, the Customer and Supplier will work together in good faith to resolve the dispute. If the Customer and Supplier are unable to resolve the dispute within fourteen (14) days after the Supplier's receipt of such written notice, the Supplier will have the right to seek any remedies it may have under the Contract or applicable law.

## 8. WHAT HAPPENS IF THE CUSTOMER DOES NOT PAY THE SUPPLIER

8.1. If the Customer does not pay any amount properly due to the Supplier under or in connection with a Contract on or before the due date, the Supplier may:

8.1.1. charge the Customer interest on the overdue amount at no more than the highest rate allowed by operation of applicable law; and/or

8.1.2. at any time after the due date, without notice to the Customer, set off any liability of the Customer to the Supplier or its Affiliates against any liability of the Supplier or an Affiliate to the Customer such as a deposit held by the Supplier or an Affiliate, whether either liability is present or future, liquidated or unliquidated, and whether or not either liability arises under these Terms. Any exercise by the Supplier of its rights under this clause will be in addition to and will not limit or affect any other rights or remedies available to it under applicable law, these Terms or otherwise; and/or

8.1.3. refer any overdue amount to a third-party debt collection agency. The Customer acknowledges and agrees that it will be liable for any legal and debt collection costs incurred by the Supplier and its agents.

- 8.2. The Supplier (or its agents or representatives) may perform credit checks on the Customer. The Customer hereby gives its express consent to the Supplier (and its agents or representatives) to carry out any such checks. The Customer hereby acknowledges and agrees that the credit checks may involve giving information about the Customer to licensed credit reference agencies or third parties.

## **PROTECTING INFORMATION**

### 9. INTELLECTUAL PROPERTY RIGHTS

- 9.1. All Intellectual Property Rights in or arising out of or in connection with the Services (including the Data Reports) or the Products remain the sole property of Supplier or its licensors and will be owned exclusively by the Supplier or the Supplier's licensors (as applicable).
- 9.2. The Supplier owns all data generated by or related to the operation or performance of the Services. This operational and performance data does not include any Personal Data which will be dealt with subject to the provisions of clause 11 (Data Protection).
- 9.3. The Customer owns all data provided by or on behalf of the Customer to the Supplier in connection with the Services. The Supplier may use this data as required for the purpose of performing the Services.
- 9.4. The Customer authorizes the Supplier to retain and use a copy of the data referred to clause 9.3 above, in anonymized aggregated form (such that the identity of the Customer and any data subject is not ascertainable) for the purpose of carrying out data analytics in relation to the services provided to its customers and otherwise developing new products and services ("**Statistical Data**").
- 9.5. The Customer hereby grants the Supplier a non-exclusive, royalty free, fully paid, irrevocable worldwide right and license to access, review, analyze, use, manipulate, copy, and modify the Statistical Data for its own purposes, including using the information to produce and distribute reports, analyses and data based upon the Statistical Data.

### 10. CONFIDENTIALITY

- 10.1. The Customer and the Supplier agree that for the duration of this Contract, and for a subsequent period of three (3) years following the termination or expiration of the Contract, each Party will at all times keep any Confidential Information of the other Party as confidential and will not permit the same to be copied, used, disclosed or disposed of except in accordance with this Contract. The provisions of this clause 10 will not apply to Confidential Information which is already in the public domain or becomes so at a future

date other than by breach of this Contract or disclosures of Confidential Information that are:

- 10.1.1. required by law or regulation in response to a request from a law enforcement or regulatory body or authority;
- 10.1.2. made in connection with a court order or other similar demand;
- 10.1.3. made in connection with a contemplated merger, acquisition or similar transaction;
- 10.1.4. made to an Affiliate or company related to the Supplier;
- 10.1.5. made to the Supplier's service providers for delivering the Services, on behalf of the Supplier or to Supplier's employees, agents, consultants customers, and contractors who need to know;
- 10.1.6. made as required for Supplier to perform its obligations under the Contract; or
- 10.1.7. expressly authorized in writing by the duly authorized representative of the Party which is the owner of the Confidential Information.

## 11. DATA PROTECTION

- 11.1. The Customer and the Supplier will each comply with all applicable provisions of the Data Protection Laws. This includes the obligation of the Customer to duly inform involved Data Subjects about the Processing of their Personal Data by the Supplier under the instruction of the Customer to the extent required by Data Protection Laws. The Customer acknowledges that it is their responsibility to conduct all relevant data privacy impact assessments and to assure itself of the basis of its processing of Personal Data and that its data protection policies are adequate.
- 11.2. The Customer and the Supplier acknowledge that, in respect of any Personal Data which the Company Processes on behalf of the Customer in connection with this Contract, the Customer will be the Controller and the Supplier will be the "Service Provider" or "Processor" as those terms may be used in the applicable Data Protection Laws.
- 11.3. The Supplier will only collect, Process, store, and use Personal Data, and the Location Data:
  - 11.3.1. to the extent that such is necessary for the performance of the Contract and the improvement of the Services;

- 11.3.2. in accordance with the Customer's lawful, documented, and reasonable instructions (which will, unless otherwise agreed, be to process Personal Data to the extent that such is necessary for the performance of the Contract and the improvement of the Services), which, as to "personal information" defined under the California Consumer Privacy Act ("**CCPA**"), includes the "business purposes" as defined in the CCPA; or
- 11.3.3. as required to comply with the Data Protection Laws.
- 11.4. The Customer instructs the Supplier to collect, Process, store and use the Personal Data for the purpose as included under clause 11.3 above.
- 11.5. The Customer hereby consents to the Supplier's appointment of subprocessors who may from time to time be engaged by the Supplier in support of the Supplier's provision of the Services to the Customer involving the Processing of Personal Data, including in relation to the outsourcing by the Supplier of the hosting of its data centres to a third party within the United Kingdom or the European Economic Area. The Supplier warrants that such third parties will be legally bound to their respective obligations under the provisions of the Data Protection Laws as a Processor. The Supplier will notify the Customer annually, upon Customer's reasonable request, of its subprocessors. If the Customer objects to any subprocessors or changes thereto, Supplier may terminate the Contract immediately.
- 11.6. The Customer may revoke its consent for the Processing of Personal Data in relation to this Contract at any time. Such revocation must be presented to the Supplier in writing and will not affect the Contract and will leave the Customer's obligations (including payment obligations) under the Contract intact. The Customer acknowledges that, as a result of such revocation, the Supplier may not be able to provide the Services.
- 11.7. The Supplier will implement appropriate technical and organizational measures to protect any Personal Data collected under the Contract against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access and against all other unlawful forms of Processing. Having regard to the state of the art and the cost of their implementation, such measures will provide a level of security appropriate to the risks represented by the Processing and the nature of the data to be protected.
- 11.8. Upon becoming aware of any unauthorized disclosure of Personal Data, the Supplier will:
- 11.8.1. notify the Customer without undue delay; and
- 11.8.2. co-operate with the Customer and take such reasonable commercial steps as are directed by the Customer to assist in the investigation, mitigation and remediation of that Personal Data breach.

11.9. The Supplier will:

11.9.1. ensure that its employees, other personnel, and subprocessors who may have access to the Personal Data are subject to confidentiality undertakings or professional or statutory obligations of confidentiality;

11.9.2. cease processing the Personal Data within one hundred twenty (120) days upon the termination or expiration of the Contract or, if sooner, the Services to which it relates and as soon as possible thereafter, either return, or securely wipe from its systems, the Personal Data and any copies of it or of the information it contains, unless retention of the Personal Data is required by applicable law. For the avoidance of doubt this will not apply to the Statistical Data which the Supplier will be entitled to retain;

11.9.3. to the extent required by law, make available to the Customer such further information and (as applicable) co-operate in the conduct of any audit or review exercise, as the Customer may reasonably require to provide assurance that Supplier are in compliance with the obligations set out in this clause 11, provided always that this requirement will not oblige the Supplier to provide or permit access to information concerning (i) Supplier internal pricing information; (ii) information relating to Supplier's other customers (including any pricing information); (iii) any of Supplier non-public external reports; (iv) any internal reports prepared by the Supplier; (v) any Intellectual Property Rights of the Supplier; or (vi) any information which would infringe Data Protection Law. Further a maximum of one audit or review may be activated under this clause in any twelve (12) month period and provided always that the Customer and the Supplier will (acting reasonably) agree a mutually convenient date for the audit or review to take place; and

11.9.4. provide reasonable assistance as reasonably requested by the Customer, at the Customer's expense, to enable the Customer to comply with Data Subject requests.

11.10. The following provisions in this clause 11.10 apply to the extent Personal Data constitutes "personal information" as defined in the CCPA:

11.10.1. The Supplier will not: (i) "sell" or "share" Personal Data as those terms are defined in the CCPA; (ii) retain, use, or disclose Personal Data for any purposes other than for the purposes set forth in clause 11.3 or otherwise in this Contract (the "**Permitted Purposes**"); (iii) retain, use, disclose, or otherwise Process Personal Data for a commercial purpose other than the Permitted Purposes or outside the direct business relationship between the Supplier and the Customer; or (iv) combine Personal Data received from or on behalf of the Customer with Personal Data it receives from, or on behalf of, another person, or collects from its own interaction with

a Data Subject, except where expressly required to carry out the Permitted Purposes and to the extent permitted by Data Protection Laws.

11.10.2. The Supplier agrees to provide the same level of privacy protection as to Personal Data as required under the Data Protection Laws and to notify the Customer no later than five (5) business days after it determines it can no longer comply with its obligations hereunder. The Supplier grants the Customer the right to take reasonable and appropriate steps to stop and remediate Supplier's unauthorized use of Personal Data Processed hereunder, provided that the Customer and Supplier agree that the sole manner in which the Customer may invoke the foregoing right is to request that the Customer provide a written attestation that it no longer possesses Personal Data that was subject to a deletion right (subject to applicable exemptions and exceptions).

11.11. The Customer as Controller warrants that:

11.11.1. it has all authority and consents necessary to enable the Supplier to process the Personal Data in accordance with the Data Protection Laws for the purposes of this Contract; and

11.11.2. it has complied with and will, during the Contract, continue to comply with the obligations of a Controller under the Data Protection Laws.

11.12. The Customer hereby agrees to indemnify the Supplier and keep the Supplier indemnified against all claims, demands, actions, proceedings, damages charges, costs and expenses which may be brought against the Supplier in respect of or in connection in any way arising out of or in connection with a breach by the Customer of clause 11.11.

11.13. The Customer and the Supplier acknowledge that they have agreed that the Customer will respond to inquiries from Data Subjects, any governmental and/or judicial body concerning the Processing of Personal Data by the Supplier and that the Supplier will, upon request by the Customer, provide reasonable assistance to the Customer for these purposes.

11.14. The Annex to these Terms sets out the subject matter and duration of the processing, the nature and purpose of the processing, the type of Personal Data and categories of data subject as required by Article 28(3) of GDPR or equivalent provisions of any Data Protection Laws. As between the Customer and the Supplier, nothing in the Annex confers any right or imposes any obligation on either the Customer or the Supplier.

## **ENDING THE CONTRACT**

### 12. TERMINATION

12.1. For all Customers other than PAYGO Customers, the Contract will continue in force for the Initial Term and any Subsequent Term unless terminated under clause 6.2.2, clause 12.2, or clause 12.3.

12.2. During the Initial Term or any Subsequent Term, the Customer may give not less than twenty-eight (28) days' advance written notice to terminate the Contract, such notice to expire on the last day of the Initial Term or Subsequent Term (as applicable). Any notice given under this clause must be by email from the Customer to [supportNA@radius.com](mailto:supportNA@radius.com). The Supplier will not accept any other form of notice from the Customer under this clause, and if any other such notice is given, the Customer will continue to pay the Prices.

12.3. The Supplier may, without limiting any of its other rights arising under this Contract, upon giving written notice, terminate the Contract:

12.3.1. on not less than twenty-eight (28) days' written notice, such notice to expire on the last day of any calendar month; or

12.3.2. with immediate effect, if:

- a) the Customer fails to observe or perform any material term or condition hereof, including in any event non-payment, or non-compliance with clause 2.1.1, clause 2.2 or clause 4.5, and such default or breach (if capable of remedy) will not be remedied within twenty (20) days after notice in writing, specifying the breach and requiring the same to be remedied, has been given; or
- b) any of the following events occur: (i) the presentation of a petition for winding up of the Customer; (ii) the Customer is the subject of an order or an effective resolution is passed for winding up the Customer; (iii) the application for an order or application for the appointment of a receiver (including an administrative receiver), administrator, trustee or similar officer in respect of the Customer; (iv) if a receiver, administrative receiver, administrator or similar office is appointed over all or any part of the assets or undertaking of the Customer; (v) the Customer making a composition or arrangement with its creditors generally or an assignment for the benefit of its creditors or other similar arrangement; (vi) the Customer goes into liquidation; (vii) the Customer becoming unable to pay its debts or otherwise becoming insolvent, or (viii) the Customer ceasing, or threatening to cease, to carry on business; or
- c) there has been any delay or failure in performance under the Contract resulting from any event of Force Majeure, which delay or failure will have continued for a period of three (3) months; or

- d) at the sole discretion of the Supplier, the Customer fails a credit check performed on it under clause 8.2.

12.4. If the Customer is a PAYGO Customer, without limiting any of its other rights arising under this Contract, upon giving written notice to [supportNA@radius.com](mailto:supportNA@radius.com) the Customer may terminate the Contract at the end of the calendar month immediately following the month in which such notice is served.

### 13. EFFECT OF TERMINATION

13.1. Upon expiry or earlier termination of the Contract:

13.1.1. the Customer will pay all outstanding amounts it owes to the Supplier within thirty (30) days after the date of termination; and

13.1.2. unless the Customer has purchased the Hardware or the termination is under clause 6.2.2(a), the Customer will return the Hardware to the Supplier within ten (10) days after the date of termination. If the Customer has lost, damaged or otherwise fails to return the Hardware to the Supplier in good marketable condition within sixty (60) days of the termination, the Customer will pay the Supplier a non-return fee set out in the Charges Schedule. For the avoidance of doubt, if, at any time, the Customer does not have in its possession or control the Hardware delivered to it, the Supplier may treat the Hardware as lost unless the Customer can prove otherwise.

13.2. If the Supplier terminates the Contract under clause 12.3.2, it may levy a cancellation fee of not more than the value of the Prices which would have been payable during:

13.2.1. the outstanding period of the prevailing fixed term, or

13.2.2. in the case of PAYGO Customers, the Prices payable during the notice period referred to in clause 12.4.

## **LIABILITY**

### 14. LIMITATION OF LIABILITY

14.1. EXCEPT FOR ANY DAMAGES ARISING OUT OF SUPPLIER'S FRAUD, GROSS NEGLIGENCE, OR WILLFUL MISCONDUCT, IN NO EVENT WILL SUPPLIER BE LIABLE UNDER THE CONTRACT FOR ANY INDIRECT, CONSEQUENTIAL, SPECIAL, INCIDENTAL, OR PUNITIVE DAMAGES, INCLUDING LOST PROFITS, LOSS OF INCOME REVENUE, USE, PRODUCTION OR ANTICIPATED SAVINGS, LOSS OF BUSINESS, CONTRACTS OR COMMERCIAL OPPORTUNITIES, LOSS OF OR DAMAGE TO GOODWILL OR REPUTATION, OR ANY LOSS OR CORRUPTION OF ANY DATA, DATABASE, OR SOFTWARE, WHETHER BASED ON BREACH OF

CONTRACT, WARRANTY, TORT, PRODUCT LIABILITY OR OTHERWISE, AND WHETHER OR NOT SUCH DAMAGES WERE FORESEEABLE.

14.2. Subject to clause 14.1, the Supplier's maximum aggregate liability under the Contract for all claims or otherwise will be limited to the greater of: (i) the Prices paid by the Customer in the twelve (12) months prior to the date on which the Customer's first claim arose; and (ii) \$10,000.

## 15. FORCE MAJEURE EVENTS

If a Party is prevented or delayed in the performance of any of its obligations under the Contract by a Force Majeure Event, then except with respect to any payment obligations of either Party, that Party will be excused from the performance or punctual performance, as the case may be, of its obligation, to the extent that such Force Majeure Event continues and agrees to use reasonable endeavors to overcome or work around the Force Majeure Event so as to be able to perform its obligations under the Contract.

## **EVERYTHING ELSE**

## 16. ASSIGNMENT

The Supplier may freely assign its rights and obligations, in whole or in part, under the Contract without the Customer's consent. The Customer may not, without the prior written consent of the Supplier, assign, transfer, charge, license or otherwise dispose of or deal in a Contract or any of its rights or obligations under these Terms. Any assignment in contravention of this clause 16 will be deemed null and void.

## 17. THIRD PARTIES' RIGHTS

Each Contract is made for the benefit of the Customer and the Supplier and is not intended to benefit any third party or be enforceable by any third party save for any third-party software sub-licensing provisions. The right of the Customer or the Supplier to terminate, rescind, or agree to any amendment, waiver, variation or settlement under or relating to the Terms is not subject to the consent of any third party.

## 18. NO PARTNERSHIP OR AGENCY ARRANGEMENT

18.1. The Contract does not:

18.1.1. set up any partnership, exclusive arrangement or joint venture between the Customer and Supplier (or their respective Affiliates);

18.1.2. make one Party the agent of the other Party; or

18.1.3. authorize either Party us to enter any commitments for, or on the behalf of, the other Party.

## 19. NO WAIVER

19.1. No breach of any provision of the Terms will be waived except with the express written consent of the Party not in breach.

19.2. Failure or delay by either the Customer or the Supplier in enforcing or partially enforcing any provision of these Terms will not be construed as a waiver of any of its rights under these Terms. Any waiver by one Party of any breach of, or any default under, any provision of the Terms by the other Party will not be deemed a waiver of any subsequent breach or default and will in no way affect the other Terms.

## 20. WHAT HAPPENS IF PART OF THE CONTRACT IS ILLEGAL, INVALID OR UNENFORCEABLE

If any provision of the Terms is determined by any court or other competent authority to be unlawful or unenforceable, the other provisions of the Terms will continue in effect. If any unlawful and/or unenforceable provision would be lawful or enforceable if part of it were deleted, that part will be deemed to be deleted, and the rest of the provision will continue in effect (unless that would contradict the clear intention of the Customer and the Supplier, in which case the entirety of the relevant provision will be deemed to be deleted).

## 21. MAKING CHANGES TO THE CONTRACT

The Supplier will be entitled to amend the Terms without notifying Customer by publishing changes to the Terms on its public-facing website, which amendments will come into force on the date that the Customer is notified thereof and apply to all Contracts whether entered into before or after that date.

## 22. ENTIRE AGREEMENT

The Contract constitutes the entire agreement between the Customer and the Supplier with respect to the subject matter hereof and supersedes all previous agreements, arrangements and understandings between the Customer and the Supplier, provided always that the usage of the Customer Portal and the Supplier's public-facing website by the Customer will be governed by the usage terms and conditions displayed on such sites.

## 23. MISCELLANEOUS

23.1. Some of the words and phrases in these terms and conditions mean specific things. They are capitalized all the way through and explained in the Defined Terms section at the end of these Terms.

23.2. The singular will include the plural and vice versa and words denoting persons will include individuals, sole traders, partnerships, bodies corporate and unincorporated associations of persons.

23.3. The words 'include' or 'including' do not limit something to just the examples that follow.

23.4. Any reference to a specific law or regulation in the Terms includes that law or regulation as amended, replaced or extended.

23.5. If there is a conflict between any of the documents forming the Contract, the order of priority, highest first, is:

23.5.1. the Sales Order Confirmation;

23.5.2. the Charges Schedule; and

23.5.3. these Terms.

23.6. The Contract is formed and comes into force on the Commencement Date.

## 24. CHOICE OF LAW

The formation, existence, construction, performance, validity and all aspects of the Contract will be governed by the federal and state courts for the State of Georgia, USA, and the Customer and the Supplier submit to the exclusive jurisdiction of such courts.

## **DEFINED TERMS**

**Affiliate** means any entity that directly or indirectly controls or is controlled by the Supplier, or is jointly controlled with the Supplier;

**Charges Schedule** means the charges set out at [www.radius.com/en-us/telematics-charges/](http://www.radius.com/en-us/telematics-charges/) ;

**Commencement Date** means the earlier of: (i) the date on which the Customer signs the Sales Order Confirmation; (ii) the date on which the Customer makes their first payment; or (iii) the date on which the Customer starts using the Services;

**Confidential Information** means information of commercial, proprietary or other value disclosed by one Party to the other Party which is identified as confidential or might reasonably be considered to be confidential and that has not lawfully come into the public domain or been independently developed;

**Contract** means the agreement between the Customer and the Supplier which comprises the Sales Order Confirmation, the Charges Schedule and these Terms;

**Customer** means the entity detailed on the Sales Order Confirmation that is purchasing the Services or Product from the Supplier, or if there is no such Sales Order Confirmation, the entity using the Services;

**Data Protection Laws** means:

- a) To the extent U.S. law applies, any and all applicable federal or state laws which relate to the protection of Personal Data.
- b) To the extent the UK GDPR applies, the law of the United Kingdom or of a part of the United Kingdom which relates to the protection of Personal Data.
- c) To the extent the EU GDPR applies, the law of the European Union or any member state of the European Union to which the Party is subject, which relates to the protection of Personal Data.

The terms "Personal Data", "Process/Processing", "Controller", "Processor" and "Data Subject" have the same meaning as in the Data Protection Laws. Where applicable: reference to "Personal Data" will be considered to include similar terms such as "personal information," "personally identifiable information," and the like; reference to "Controller" will be considered to include similar terms such as "business"; reference to "Processor" will be considered to include similar terms such as "service provider"; reference to "Data Subject" will be considered to include similar terms such as "consumer."

**Data Reports** means visual and other representations of telematic data produced by the Customer's use of the Services accessible through the Customer Portal;

**EU GDPR** means the General Data Protection Regulation ((EU) 2016/679);

**Fleet** means the vehicles or assets for which the Services are delivered;

**Force Majeure Event** means an event, or a series of related events, that is outside the reasonable control of the Party affected (including power failures, industrial disputes, changes to the law, pandemics, disasters, explosions, fires, floods, riots, terrorist attacks and wars);

**Hardware** means vehicle or asset telematics or tracking units and/or cameras and/or Bluetooth enabled tags, as provided by the Supplier and itemised on the Sales Order Confirmation, and associated peripherals which may or may not include a battery;

**Initial Term** the contract period set out in the Sales Order Confirmation;

**Installation** means fitting the Hardware into the Fleet;

**Intellectual Property Rights** means any patent, registered or unregistered design right, trade mark or other proprietary rights inherent in the Products or the Services, any copyrights and database rights, all other similar or equivalent intellectual or commercial rights or property subsisting under the laws of each and every jurisdiction throughout the world whether registered or not, and whether vested, contingent or future and all reversions, renewals, revivals and extensions of any of the foregoing, and all rights under licenses, consents, orders, statutes or otherwise in relation to any of the foregoing;

**Leased Hardware** has the meaning given in clause 5.1;

**List Price** means the Supplier's recommended retail price for the Products and Services which is set out at [www.radius.com/en-us/telematics/terms-conditions/list-price/](http://www.radius.com/en-us/telematics/terms-conditions/list-price/) ;

**Location Data** means data on the geographical position of the Fleet and other messages sent to or by the Fleet;

**Mobile Communication Services** means the mobile electronic communication services used for transmitting Location Data and video footage;

**Party** means the Supplier or the Customer, as applicable;

**PAYGO Customer** means a Customer who is supplied the Product and the Services on a rolling monthly basis as detailed in the Sales Order Confirmation;

**Prices** means:

- a) whichever is most recent of the price for the Products and the Services:
  - i. set out in the Sales Order Confirmation;
  - ii. as agreed in writing between the Customer and the Supplier;
  - iii. as notified by the Supplier to the Customer under clause 7.3; or
  - iv. as per clause 7.4; and
- b) the charges set out in the Charges Schedule from time to time;

**Products** means the Hardware and any associated software, SIM and firmware;

**Purchased Hardware** has the meaning given in clause 5.1;

**Sales Order Confirmation** means the confirmation sent by the Supplier to the Customer;

**Services** means the Fleet tracking services and/or access to video footage provided through the Supplier's proprietary web-based software and/or the Vehicle Check Service;

**SIM** means Subscriber Identity Module card providing network airtime;

**Statistical Data** has the meaning in clause 9.4;

**Subsequent Term** means, for all Customers other than PAYGO Customers, the period of one year after the Initial Term and each subsequent period of one year;

**Supplier** means the company in the Radius group of companies that is detailed in the Sales Order Confirmation;

**Terms** means these terms and conditions, the Sales Order Confirmation and any relevant invoices;

**UK GDPR** has the meaning given to it in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018;

**Vehicle Check Service** means the application provided by the Supplier that assists with documenting regular vehicle checks;

**Customer Portal** means [www.kinesisapp.com](http://www.kinesisapp.com), [www.fleet.radius-us.com/](http://www.fleet.radius-us.com/) and <https://fleet.cyntrx.com> and any successor website and the content therein (including all and any displayed materials and graphics such as databases, maps, photographs, and other images) which will include the Data Reports.

## **Annex: Personal Data**

This Annex includes certain details of the processing of the Personal Data as required by Article 28(3) GDPR or equivalent provisions of any Data Protection Laws.

### **Subject matter and duration of the processing of the Personal Data**

The subject matter and duration of the processing of the Personal Data are set out in the Terms.

### **The nature and purpose of the processing of the Personal Data**

The nature and purpose of the processing of the Personal Data are set out in the Terms.

### **The types of the Personal Data to be Processed**

The personal data comprised in the Data Reports and the Location Data.

### **The categories of Data Subject to whom the Personal Data relates**

The individuals engaged as drivers in the Fleet.

### **The obligations and rights of the data controller**

The obligations and rights of the data controller and data controller are set out in the Terms.