

Last Updated: Aug 14 2024

**PLEASE READ CAREFULLY BEFORE SUBSCRIBING TO THE SERVICES PROVIDED HEREUNDER**

**IMPORTANT NOTICE:** THIS SUBSCRIPTION AGREEMENT (THE “**AGREEMENT**”) FORMS A LEGALLY BINDING AGREEMENT BETWEEN YOU (THE “**CUSTOMER**”) AND **SOCIAL TALENT LIMITED** A COMPANY INCORPORATED AND EXISTING UNDER THE LAWS OF THE REPUBLIC OF IRELAND (REGISTERED WITH COMPANY NUMBER 491073) WHOSE REGISTERED ADDRESS IS AT 42 PEARSE STREET, DUBLIN 2, D02 YX88, IRELAND (THE “**SUPPLIER**”). THIS IS A SUBSCRIPTION AGREEMENT FOR THE USE BY THE CUSTOMER OF THE SERVICES (AS DEFINED BELOW). THE SUPPLIER REMAINS THE OWNER OF THE SERVICES AS WELL AS OF ALL COPIES. IN ORDER TO AVAIL OF THE PROVISIONS OF THIS AGREEMENT AND ACCEPT THE TERMS OF THIS AGREEMENT THE CUSTOMER MUST CLICK “**I ACCEPT**” OR EXECUTE AN ORDER FORM. THE CUSTOMER IS NOT REQUIRED TO ACCEPT THIS AGREEMENT. IF THE CUSTOMER DOES NOT ACCEPT THIS AGREEMENT, THE CUSTOMER MAY NOT INSTALL OR USE THE SERVICES.

**1. DEFINITIONS**

In this Agreement the following words shall have the following meanings:

<b>Agreement:</b>	means the terms and conditions in this subscription agreement and the Order Form and any other documents explicitly incorporated by reference by agreement of the Parties;
<b>Aggregated Data:</b>	means data submitted to, collected by, or generated by Supplier in connection with Customer’s use of the Services, but only in aggregate, de-identified form which is not linked specifically to Customer or any individual Authorised User.
<b>Authorised Users:</b>	means those interviewee candidates, prospective employees, employees, directors, agents and independent contractors of the Customer who are authorised by the Customer to use the Services;
<b>Business Day:</b>	means any day other than a Saturday, Sunday or public holiday in Ireland, when banks in Dublin are generally open for business.
<b>Click to Accept:</b>	means an online mechanism whereupon an Authorised User accepts the terms of the Social Talent End User Licence Agreement in exchange for access to the Services;
<b>Confidential Information:</b>	means information that is proprietary or confidential to the disclosing party to the extent that a reasonable person would consider such information as confidential;
<b>Customer:</b>	means the company referenced on the Order Form. Where relevant references to the Customer shall include the Authorised Users;
<b>Customer Content:</b>	means all data and content input by Customer and/or the Authorised Users into the Supplier Platform to facilitate the Customer’s and it’s Authorised User’s use of the Supplier Platform;
<b>Effective Date:</b>	means the date the date set out in the Order Form and this Agreement is accepted by the Customer;
<b>Fees:</b>	means the fees payable by the Customer to Supplier for use of the Services, as set out in the Order Form;
<b>Initial Term:</b>	means the term set out in the Order Form;

- Intellectual Property Rights** means any and all intellectual property rights of any nature, whether registered, registerable or otherwise, including patents, utility models, trademarks, registered designs and domain names, applications for any of the foregoing, trade or business names, goodwill, copyright and rights in the nature of copyright, design rights, rights in databases, moral rights, know-how and any other intellectual property rights that subsist in computer software, computer programs, websites, documents, information, techniques, business methods, drawings, logos, instruction manuals, lists and procedures and particulars of customers, marketing methods and procedures and advertising literature, including the "look and feel" of any websites, and in each case all rights and forms of protection of a similar nature or having equivalent or similar effect to any of these that may subsist anywhere in the world, in each case for their full term, together with any future rights and renewals or extensions.
- Licence Allocation** has the meaning given at clause 2.1;
- Non-Software Failure:** means any defect, error or fault in the Services which is caused by (i) the Services being used other than in accordance with the description or its proper intended purpose; (ii) any modification, variation or reconfiguration of the Services unless the same is performed by or on behalf of the Supplier or with Supplier's consent; (iii) any defect in the hardware, network or device on which the Service is used; (iv) the combination, operation, use or failure of third party or end user proprietary software or networks with which the Service interfaces or is connected; or (v) any virus or worm infecting the Services save where such virus is introduced by the Supplier;
- Order Form:** means the online form or hardcopy document which sets out the specific details of the Customer's order including the Services or Products ordered, the Fees and the number of Authorised Users;
- Renewal Term:** has the meaning provided at clause 12.1;
- Services or Hosted Services:** means the services provided by Supplier under this Agreement including the provision of access to the Supplier Platform and hosting services and training and support for the Supplier Platform;
- Subscription Term:** means the Initial Term together with any subsequent Renewal Terms;
- Supplier Content:** means all content available as part of Supplier Platform which includes video, audio, text or other materials created by, or for which the commercial rights are owned or licensed by, the Supplier and other documents;
- Supplier IP:** means all Intellectual Property Rights in the Supplier Content, the Supplier Platform and the Services and any updates or modifications thereto;
- Supplier Platform:** means the web based training platform licensed by Supplier to the Customer as part of the Services including the Supplier IP and the Supplier Content;
- User Generated Content:** means comments, feedback, pictures, images, videos, documents, presentations and/or any other content uploaded by the Authorised Users to the Supplier Platform;
- UGC Terms:** means the [Supplier User Generated Content Terms](#), as may be amended and updated from time to time; and

**User Licences:** has the meaning given at clause 2.1.

- 1.1. In this Agreement (except where the context otherwise requires):
  - 1.1.1. use of the singular includes the plural and vice versa;
  - 1.1.2. use of any gender includes the other genders;
  - 1.1.3. any reference to a statute, statutory provision, subordinate legislation, code or guideline is a reference to such legislation as amended and in force from time to time and to any legislation which re-enacts or consolidates (with or without modification) any such legislation; and
  - 1.1.4. any phrase introduced by the terms "including", "include", "in particular" or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.
- 1.2. Each of Supplier and Customer shall be a **"Party"** and together Supplier and Customer are the **"Parties"**.
- 1.3. The terms of this standard Agreement will not apply if the Customer has separately negotiated, agreed, and executed (by an authorised signatory) a separate agreement with Supplier for the provision of the Services.

## 2. USER LICENCES

- 2.1. Supplier hereby grants to the Customer a non-exclusive, non-transferable licence to permit the Authorised Users to use the Services during the Subscription Term solely for the Customer's internal business operations and for the number of licences subscribed for in the Order Form (each a **"User Licence"**).
- 2.2. **Authorised Users.** The Customer undertakes:
  - 2.2.1. that the number of Authorised Users shall not exceed the maximum number of User Licences for the Customer, as specified in the Order Form (the **"Maximum User Limit"**);
  - 2.2.2. that each User Licence may only be used by one Authorised User (subject to the Re-assignment Allowance, as defined below). Customer acknowledges that sharing User Licences will be deemed a material breach of this Agreement which is not capable of remedy;
  - 2.2.3. that each Authorised User shall keep a secure password for use of the Supplier Platform and shall keep that password confidential;
  - 2.2.4. to immediately notify the Supplier of any security breach of which the Customer becomes aware. Supplier shall not be responsible for any losses arising out of the unauthorised use of the User Licences; and
  - 2.2.5. to maintain a list of current Authorised Users and provide such list to Supplier upon request.
- 2.3. If an Authorised User ceases to be employed by the Customer during the Subscription Term, the Customer may re-assign the relevant User Licence to a new Authorised User. Such re-assignment of User Licences is limited to a cap of 30% of the Maximum User Limit per contract year (the **"Re-assignment Allowance"**). For example, if the Maximum User Limit is 100, then up to 30 User Licences per contract year could be re-assigned in accordance with this clause 2.3.
- 2.4. **Viruses and Illegal Activity.** The Customer shall not access, store, distribute or transmit any viruses or any material when using the Services that is considered illegal or harmful or facilitates

illegal activity.

2.5. **Supplier IP.** The Customer shall not except to the extent expressly permitted under this Agreement:

2.5.1. attempt to modify, duplicate, create derivative works from, or distribute all or any portion of Supplier Platform (as applicable);

2.5.2. attempt to reverse compile, disassemble, reverse engineer or otherwise reduce to human-perceivable form all or any part of the Supplier Platform;

2.5.3. access all or any part of the Supplier Platform in order to build a product or service which competes with the Supplier Platform;

2.5.4. use the Supplier Platform to provide services to third parties; or

2.5.5. license, sell, rent, lease, transfer, assign, distribute, display, disclose, or otherwise commercially exploit, or otherwise make the Supplier Platform available to any third party except the Authorised Users.

2.6. The Authorised Users may be granted different rights of access to the Supplier Platform as may be further described in the Order Form.

### 3. SERVICES

3.1. Supplier shall provide the Services to the Customer on and subject to the terms of this Agreement during the Subscription Term.

3.2. Supplier will provide the Customer with support services and training on the use of Supplier Platform. Please contact [support@socialtalent.com](mailto:support@socialtalent.com) for further details.

3.3. Supplier shall use all reasonable endeavours to make the Services available 24 hours a day, seven days a week, except for planned maintenance (carried out during such times which are notified to the Customer) and unscheduled maintenance.

3.4. The Customer and/or its licensors own all Intellectual Property Rights in the Customer Content, and the Customer shall have sole responsibility for the legality, reliability, integrity, accuracy and quality of the Customer Content. Customer hereby grants Supplier a limited, irrevocable license to (i) internally use and modify (but not disclose) Customer Content for the purposes of providing the Services and generating Aggregated Data, and (ii) use and make available Aggregated Data for Supplier's business purposes (including without limitation, improving, testing, operating, promoting and marketing Supplier's products and services).

### 4. THIRD PARTY PROVIDERS

4.1. The Customer acknowledges that as part of using the Services, the Customer may be able to access the website content of third parties via third-party websites. The Customer accesses this information at its own risk.

4.2. Supplier makes no representation or commitment and shall have no liability or obligation whatsoever in relation to the content or use of, or correspondence with, any such third party website, or any transactions completed, and any contract entered into by the Customer, with any such third party. Any contract entered into and any transaction completed via any third party website is between the Customer and the relevant third party, and not Supplier. Supplier has no control over third-party websites that interact with the Supplier Platform and has no responsibility or liability in the event that any third-party website withdraws access to it and/or blocks communications with the Supplier Platform.

## 5. SUPPLIER'S OBLIGATIONS

- 5.1. Supplier undertakes that the Services will conform to the description specified in the Order Form and to provide the Services with reasonable skill and care.
- 5.2. If the Services do not conform to the description in the Order Form, the Supplier will, at its expense, use all reasonable endeavours to correct any such non-conformance promptly, or provide the Customer with an alternative means of accomplishing the desired performance. Such correction or substitution constitutes the Customer's sole and exclusive remedy for any non-conformance of the Services with their description.
- 5.3. Notwithstanding the foregoing:
  - 5.3.1. Supplier does not warrant that the Customer's use of the Services will be uninterrupted or error-free; nor that the Supplier Platform, the Services, the Supplier Content, and/or the information obtained by the Customer through the Services will meet the Customer's requirements;
  - 5.3.2. Supplier is not responsible for any delays, delivery failures, or any other loss or damage resulting from a fault in any communications network or facility outside the Supplier's control, including the internet;
  - 5.3.3. Supplier is not responsible for any non-conformance or liable for any claims resulting from any Non-Software Failure; and
  - 5.3.4. use of the Services requires compatible devices, internet access and certain software including periodic updates. Performance may be affected if these are not available. High-speed internet access is strongly recommended for regular use and is required for video. The latest version of required software is recommended to access the Services and may be required to download certain features available on the Supplier Platform.
- 5.4. Supplier reserves the right to modify the Services at any time, including refining functionality, and Supplier will make available to the Customer all improvements from time to time made available by it to other customers, provided that the modifications shall not result in a material reduction or alteration in the functionality of the Services.
- 5.5. The Services are (except as expressly provided in this Agreement) provided "as is" and "as available". All warranties, representations, conditions and all other terms of any kind whatsoever implied by statute or common law are, to the fullest extent permitted by applicable law, excluded from this Agreement.

## 6. CUSTOMER'S OBLIGATIONS

- 6.1. The Customer warrants and represents that it has all necessary rights and authority to enter into this Agreement and, where relevant, that Customer has the right and authority to legally bind any entity or organization to the terms and obligations of this Agreement.
- 6.2. The Customer warrants that it shall:
  - 6.2.1 Be solely responsible for: (a) the accuracy, quality, integrity, reliability, and legality of Customer Content, the means by which it acquires and uses such Customer Content (including, without limitation, copyright, privacy and data protection), and has obtained all rights in the Customer Content necessary to permit Supplier's compliance with its obligations under this Agreement; (b) complying with all applicable local, state, national and foreign laws, treaties, regulations and conventions in connection with its use of the Service, including without limitation those related to data privacy, international communications, and the exportation of technical or personal data from locations other

- than the location from which Supplier controls and operates the Services; and (c) any acquisition, implementation, support, or maintenance of third-party products or services purchased by Customer that may interoperate with the Services;
- 6.2.2 Be solely responsible for procuring and maintaining its systems, network connections and telecommunications links to access the Supplier Platform, and;
  - 6.2.3 Obtain and maintain any and all necessary consents, permissions and licences necessary for the Supplier, its contractors and agents to perform their obligations under this Agreement, including without limitation the Services including any consent required from Authorised Users.
- 6.3. Customer may create, post, upload, link to, display, communicate or transmit User Generated Content while or through using the Services. Customer shall ensure that the Authorised Users use the Supplier Platform in accordance with the terms and conditions of this Agreement and the UGC Terms, and shall be responsible and liable for any Authorised User's breach of this Agreement or the UGC Terms. Customer: (a) is solely responsible for the content of, and for any harm resulting from, any User Generated Content, regardless of the form of such User Generated Content; (b) will only submit User Generated Content for which it has sufficient rights to post; and (c) will comply fully with any third-party licences relating to User Generated Content. Supplier is not responsible for any public display or misuse of User Generated Content by Customer or Users. Supplier does not pre-screen User Generated Content, but it has the right (though not the obligation) to refuse or remove any User Generated Content that, in its sole discretion, violates any Supplier's terms and policies.

## 7. CHARGES AND PAYMENT

- 7.1. As consideration for receipt of the Services, the Customer shall pay the Fees to Supplier for the Initial Term and any Renewal Term. By signing an Order Form the Customer is accepting an irrevocable purchase commitment for the Initial Term and any Renewal Term. For the avoidance of doubt the Services shall only renew after the initial term through the execution of a new Order Form in accordance with the provisions of clause 12.1.
- 7.2. The Supplier may provide the Services to the Customer on a trial basis. In this case, no Order Form will apply and no Fee will be charged to the Customer. Supplier may terminate a trial at any time and will notify the Customer and/or the Authorised User when the trial is over.
- 7.3. On the expiry of the Initial Term or any Renewal Term, the Supplier shall, at its sole discretion, include a minimum increase in the Fees payable by the Customer in respect of any Renewal Term. The increase shall be chargeable on the 1 January following the most recently expired Initial Term or Renewal Term, at a minimum increase rate in accordance with the MSCI Europe Information Technology Index rate at the then given time. The Supplier shall not increase prices earlier than one year from the anniversary date of the most recent previous price adjustment.
- 7.4. The Fees are payable in advance. The Customer shall provide to Supplier valid, up-to-date and complete bank account information or purchase order information acceptable to Supplier and any other relevant valid, up-to-date and complete contact and billing details.
- 7.5. If the Supplier has not received payment in accordance with this Agreement:
  - 7.5.1. Supplier may, without liability to the Customer, disable the Customer's account and access to all or part of the Supplier Platform. Supplier shall be under no obligation to provide any or all of the Services while invoice(s) remain unpaid; and
  - 7.5.2. Supplier may charge interest at an annual rate equal to three percent (3%) over the then

current base lending rate of the European Central Bank at the date the relevant invoice was issued.

7.6. All Fees stated or referred to in this Agreement:

7.6.1. shall be payable in the currency specified in the Order Form;

7.6.2. are non-cancellable and non-refundable, the Customer shall have no right of refund or pro-rata refund for any Fees paid in advance under this Agreement for the relevant Initial Term or Renewal Term; and

7.6.3. are exclusive of applicable value-added, sales, use, excise, customs duties or other similar taxes (“**Taxes**”), relating to the sale, purchase, transfer of ownership, delivery, installation, license or provision of the Services under the Agreement. The Customer shall be responsible for the Taxes. Taxes do not include any payroll, unemployment, franchise, corporate, partnership, succession, transfer, profits income or income-based taxes imposed on Supplier. If Supplier has a legal obligation to pay or collect Taxes for which Customer is responsible, Customer will notify Supplier of such Taxes and State requirements and exemptions, the appropriate amount shall be invoiced to and paid by Customer, unless Customer provides Supplier with a valid tax exemption certificate authorised by the appropriate taxing authority.

**8. CONFIDENTIALITY**

8.1. Each party may be given access to the Confidential Information of the other party in order to perform its obligations under this Agreement. A party's Confidential Information shall not be deemed to include information that:

8.1.1. is or becomes publicly known other than through any act or omission of the receiving party;

8.1.2. was in the other party's lawful possession before the disclosure;

8.1.3. is lawfully disclosed to the receiving party by a third party without restriction on disclosure; or

8.1.4. is independently developed by the receiving party, which independent development can be shown by written evidence.

8.2. Each party shall hold the other's Confidential Information in confidence and, unless required by law, shall not make the other's Confidential Information available to any third party, or use the other's Confidential Information for any purpose other than the implementation of this Agreement.

8.3. Each party shall take all reasonable steps to ensure that the other's Confidential Information to which it has access is not disclosed or distributed by its employees or agents in violation of the terms of this Agreement.

8.4. The Customer acknowledges that Supplier IP is the Confidential Information of Supplier. The Customer acknowledges and agrees that Supplier and/or its licensors own all Intellectual Property Rights in the Supplier IP. Except as expressly stated herein, this Agreement does not grant the Customer any rights to, or in, patents, copyrights, database rights, trade secrets, trade names, trademarks (whether registered or unregistered), or any other rights or licences in respect of the Supplier IP.

8.5. Customer agrees that Supplier may publicise the existence of this working relationship as a statement of fact. Such publicity may include use of the Customer's logo, posting on the Supplier's website/social media and inclusion in marketing materials.

## 9. PERSONAL DATA

9.1 The Parties shall comply with the provisions of the data processing agreement attached hereto at Schedule 1.

## 10. INDEMNITY

10.1. Subject to clause 11, Supplier shall defend the Customer against any third party claims that the Supplier IP infringes any copyright, trade mark or database right and shall indemnify the Customer for any amounts awarded against the Customer in judgement or settlement of such claims, provided that:

10.1.1. Supplier is given prompt notice of any such claim;

10.1.2. the Customer provides reasonable co-operation to Supplier in the defence and settlement of such claim, at Supplier's expense; and

10.1.3. Supplier is given sole authority to defend or settle the claim.

10.2. In the defence or settlement of any claim, Supplier may procure the right for the Customer to continue using the Supplier IP, replace or modify the Supplier IP so that it becomes non-infringing or, if such remedies are not reasonably available, terminate this Agreement on two (2) days' notice to the Customer without any additional liability to the Customer as a result of such early termination.

10.3. In no event shall Supplier, its employees, agents and subcontractors be liable to the Customer to the extent that the alleged infringement is based on:

10.3.1. a modification of the Supplier IP by anyone other than Supplier;

10.3.2. the Customer's use of the Services in a manner contrary to the instructions given to the Customer by Supplier or in breach of the terms of this Agreement;

10.3.3. the Customer's use of the Services after notice of the alleged or actual infringement from Supplier or any appropriate authority; or

10.3.4. any Non Software Failure.

10.4. The foregoing states the Customer's sole and exclusive rights and remedies, and Supplier's (including Supplier's employees', agents' and subcontractors') entire obligations and liability, for infringement of any intellectual property right.

10.5. The Customer shall defend and indemnify Supplier against all claims, actions, proceedings, losses, damages, expenses and costs (including without limitation court costs, reasonable legal fees, and regulatory fines) arising out of or in connection with the Customer's breach of this Agreement, use of the Services other than in accordance with this Agreement, and/or any third party claims that the Customer Content infringes any copyright or trademark right.

## 11. LIMITATION OF LIABILITY

11.1. This clause 11 sets out the entire financial liability of Supplier (including any liability for the acts or omissions of its employees, contributing experts, agents and subcontractors) to the Customer.

11.2. Nothing in this Agreement limits or excludes the liability of Supplier, for death or personal injury caused by Supplier's negligence or for fraud or fraudulent misrepresentation.

11.3. Subject to clause 11.2:

11.3.1. Supplier shall not be liable whether in tort (including for negligence or breach of statutory duty), contract, misrepresentation, restitution or otherwise for any loss of profits,



loss of business, depletion of goodwill and/or similar losses or loss or corruption of data or information, or pure economic loss, or for any special, indirect or consequential loss, costs, damages, charges or expenses however arising under this Agreement (in each case whether reasonably foreseeable or not); and

- 11.3.2. Supplier's total aggregate liability in contract (including indemnity), tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of this Agreement shall be limited to the total Fees paid by the Customer during the twelve (12) months immediately preceding the date on which the claim arose.

## 12. TERM AND TERMINATION

- 12.1. This Agreement shall, unless otherwise terminated as provided in this clause 12, commence on the Effective Date and shall continue for the Initial Term.
- 12.2. Supplier may grant access to the Supplier Platform on a trial basis under this Agreement. Such access may be terminated by Supplier at any time.
- 12.3. Without prejudice to any other rights or remedies to which the parties may be entitled, either party may terminate this Agreement immediately and without liability to the other if:
- 12.3.1. the other party is in material or persistent breach of any of its obligations under this Agreement and either that breach is incapable of remedy (as determined at the sole discretion of the non-breaching party), or the other party has failed to remedy that breach within twenty (20) Business Days after receiving written notice requiring it to remedy that breach. Any breach of the licensing provisions of this Agreement shall be deemed a breach incapable of remedy; or
- 12.3.2. the other party is unable to pay its debts or becomes insolvent or an order is made or a resolution passed for the administration, winding-up or dissolution (otherwise than for the purposes of a solvent amalgamation or reconstruction) or an administrative or other receiver, manager, liquidator, administrator, trustee or similar officer is appointed over all or any substantial part of the assets of the other or the other enters into or proposes any composition or arrangement with its creditors generally or anything analogous to the foregoing occurs in any applicable jurisdiction.
- 12.4. On termination of this Agreement for any reason:
- 12.4.1. the User Licences granted under this Agreement shall immediately terminate;
- 12.4.2. each party shall make no further use of any Confidential Information (and all copies of them) belonging to the other party; and
- 12.4.3. Customers shall have twenty (20) Business Days to export the Customer Content using the Supplier Platform export to Excel function. Following this period Supplier may delete all Customer Content in its possession.
- 12.5. Any expiry or termination of this Agreement will not affect any accrued rights or liabilities of either party up to and including the date of such expiry or termination nor will it affect the coming into force or continuation in force of any other clauses and provisions of this Agreement which are expressly or by implication intended to come into force or continue in force on or after such termination.
- 12.6. Clauses 3.4 (Services), 8 (Confidentiality), 10 (Indemnity), 11 (Limitation of Liability), this clause 12, 13 (Force Majeure) and 14 (General Provisions) shall survive any expiry or termination of this Agreement.

### 13. FORCE MAJEURE

Supplier shall have no liability to the Customer under this Agreement if it is prevented from or delayed in performing its obligations under this Agreement, or from carrying on its business, by acts, events, omissions or accidents beyond its reasonable control, including, without limitation, strikes, lock-outs or other industrial disputes (whether involving the workforce of Supplier or any other party), failure of a utility service or transport or telecommunications network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm, pandemic or default of suppliers or subcontractors, provided that the Customer is notified of such an event and its expected duration.

### 14. GENERAL PROVISIONS

- 14.1. If any provision (or part of a provision) of this Agreement is found by any court or administrative body of competent jurisdiction to be invalid, unenforceable or illegal, the other provisions shall remain in force.
- 14.2. This Agreement, and any documents referred to in it (including any Order Form), constitute the whole agreement between the parties and supersede any previous arrangement, understanding or agreement between them relating to the subject matter they cover. Terms contained in any additional terms, purchase order or acknowledgement originating from the Customer will be of no effect, even if such terms include a condition that such additional terms apply to any payment made by the Customer or otherwise. Any amendments to this Agreement should be in writing and signed by both Parties in order to be effectively incorporated.
- 14.3. Each of the parties acknowledge and agree that in entering into this Agreement it does not rely on any undertaking, promise, assurance, statement, representation, warranty or understanding (whether in writing or not) of any person (whether party to this Agreement or not) relating to the subject matter of this Agreement, other than as expressly set out in this Agreement.
- 14.4. The Customer shall not, without the prior written consent of Supplier, assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under this Agreement.
- 14.5. Supplier may at any time assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under this Agreement.
- 14.6. Any notice to be given under this Agreement will be in writing and addressed to the party at the address stated in the Order Form. Notices will be deemed given and effective:
  - 14.6.1. if personally delivered, upon delivery;
  - 14.6.2. if sent by an overnight service with tracking capabilities, upon receipt;
  - 14.6.3. if sent by fax or electronic mail, at such time as the party which sent the notice receives confirmation of receipt by the applicable method of transmittal; or
  - 14.6.4. if sent by certified or registered mail, within five days of deposit in the mail.
- 14.7. Authorised Users' access to the Supplier Platform may be subject to a Click to Accept, [End User Licence Agreement \("EULA"\)](#). If there is any conflict or inconsistency between the Order Form, this Agreement, the EULA and the UCG Terms, any such conflict or inconsistency will be resolved by giving precedence as follows: (a) first to the Order Form, (b) second to the EULA (if

any), (c) third to the UGC Terms, and (d) fourth to this Agreement.

- 14.8. Supplier Services and Supplier Content is provided in the English language only by default. Translation services via revoicing and/or subtitles may be agreed in an Order Form at an additional cost.
- 14.9. Each Party is in compliance and will remain in compliance with all applicable local, state and federal laws, statutes, codes, ordinances, orders, rules and regulations related to this Agreement and the Services (including but not limited to all applicable health, safety, and environmental laws) for the duration of this Agreement. Each Party further agrees, represents and warrants as follows:
- 14.9.1 Each Party will comply with all applicable anti-bribery regulations during its performance of and in connection with this Agreement. It is the intent of the Parties that no payments or transfers of value by either Party to this Agreement will have the purpose or effect of public or commercial bribery, or acceptance of or acquiescence in, extortion, kickbacks, or other unlawful or improper means of obtaining business. Each Party hereby represents, warrants, and covenants that it and its owners, officers, directors, employees, agents, representatives, and subcontractors are fully aware of the provisions of the United States Foreign Corrupt Practices Act (“FCPA”), 15 U.S.C. §§78dd-1, et seq., as amended regarding, among other things, payments to government officials, and that they will perform under this Agreement and provide the Services in compliance with the FCPA and all applicable international, federal, state and local laws, including but not limited to all applicable bribery and corruption laws. Supplier reserves the right to terminate any Order Form or this Agreement immediately if Supplier reasonably determines that the Customer, is not in compliance with this clause;
- 14.9.2. Each Party will comply with all applicable wage and hour, anti-slavery and human trafficking laws, statutes, regulations and codes and will not engage in any activity, practice or conduct related to human trafficking or use child or forced labor in providing or receiving the Services. Supplier reserves the right to terminate any Order Form or this Agreement immediately if Supplier reasonably determines that the Customer is not in compliance with this clause or that its suppliers, subcontractors or other participants in its supply chain use slavery or child or forced labor or engage in human trafficking activities.
- 14.10. This Agreement and any disputes or claims 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 the Republic of Ireland.
- 14.11. The parties irrevocably agree that in relation to any dispute or claim that arises out of or in connection with this Agreement or its subject matter or formation (including non-contractual disputes or claims) the courts of the Republic of Ireland shall have exclusive jurisdiction.

## **SocialTalent Data Processing Agreement**

This SocialTalent Data Processing Agreement and its Annexes (“DPA”) reflects the parties’ agreement with respect to the Processing of Personal Data by us on behalf of you the Customer, in connection with a) the SocialTalent Subscription Agreement or b) the Social Talent End User Licence Agreement (either of which is referred to as the “**Agreement**”).

This DPA is supplemental to, and forms an integral part of, the Agreement and is effective upon its incorporation into the Agreement, which may be specified in the Agreement, an Order Form or an executed amendment to the Agreement. In case of any conflict or inconsistency with the terms of this DPA and the Agreement, this DPA will take precedence over the terms of the Agreement to the extent of such conflict or inconsistency.

The term of this DPA will follow the term of the Agreement. Terms not otherwise defined in this DPA will have the meaning as set forth in the Agreement.

### **1. Definitions**

“California Personal Information” means Personal Data that is subject to the protection of the CCPA.

"CCPA" means California Civil Code Sec. 1798.100 et seq. (also known as the California Consumer Privacy Act of 2018, as amended by the California Privacy Rights Act of 2020 or "CPRA").

"Consumer", "Business", "Sell", "Service Provider", and "Share" will have the meanings given to them in the CCPA.

“Controller” means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the Processing of Personal Data.

"Data Privacy Framework" means the EU-U.S. Data Privacy Framework, the Swiss-U.S. Data Privacy Framework and the UK Extension to the EU-U.S. Data Privacy Framework self-certification programs (as applicable) operated by the U.S. Department of Commerce; as may be amended, superseded or replaced.

“Data Privacy Framework Principles” means the Principles and Supplemental Principles contained in the relevant Data Privacy Framework; as may be amended, superseded or replaced.

“Data Protection Laws” means all applicable worldwide legislation relating to data protection and privacy which applies to the respective party in the role of Processing Personal Data in question under the Agreement, including without limitation European Data Protection Laws, the CCPA and other applicable U.S. federal and state privacy laws, and the data protection and privacy laws of Australia, Singapore, and Japan, in each case as amended, repealed, consolidated or replaced from time to time; with regard to SocialTalent, Data Protection Laws exclude laws governing Sensitive Information.

“Data Subject” means the individual to whom Personal Data relates.

"Europe" means the European Union, the European Economic Area and/or their member states, Switzerland and the United Kingdom.

“European Data” means Personal Data that is subject to the protection of European Data Protection Laws.

"European Data Protection Laws" means data protection laws applicable in Europe, including: (i) Regulation 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) ("GDPR"); (ii) Directive 2002/58/EC concerning the processing of personal data and the protection of privacy in the electronic communications sector; and (iii) applicable national implementations of (i) and (ii); or (iii) GDPR as it forms parts of the United Kingdom domestic law by virtue of Section 3 of the European Union (Withdrawal) Act 2018 ("UK GDPR"); and (iv) Swiss Federal Data Protection Act and its Ordinance ("Swiss DPA"); in each case, as may be amended, superseded or replaced.

“Instructions” means the written, documented instructions issued by a Controller to a Processor, and directing the same to perform a specific or general action with regard to Personal Data (including, but not limited to, depersonalizing, blocking, deletion, making available).

"Permitted Affiliates" means any of your Affiliates that (i) are permitted to use the Services pursuant to the Agreement, but have not signed their own separate agreement with us and are not a “Customer” as defined under the Agreement, (ii) qualify as a Controller of Personal Data Processed by us, and (iii) are subject to European Data Protection Laws.

“Personal Data” means any information relating to an identified or identifiable individual where (i) such information is contained within Customer Data; and (ii) is protected similarly as personal data, personal information, or personally identifiable information under applicable Data Protection Laws.

“Personal Data Breach” means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Personal Data transmitted, stored or otherwise Processed by us and/or our Sub-Processors in connection with the provision of the Services. "Personal Data Breach" will not include unsuccessful attempts or activities that do not compromise the security of Personal Data, including unsuccessful log-in attempts, pings, port scans, denial of service attacks, and other network attacks on firewalls or networked systems.

“Processing” means any operation or set of operations which is performed on Personal Data, encompassing the collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction or erasure of Personal Data. The terms “Process”, “Processes” and “Processed” will be construed accordingly.

“Processor” means a natural or legal person, public authority, agency or other body which Processes Personal Data on behalf of the Controller.

“Standard Contractual Clauses” means the standard contractual clauses annexed to the European Commission’s Decision (EU) 2021/914 of 4 June 2021 currently found at [https://eur-lex.europa.eu/eli/dec\\_impl/2021/914](https://eur-lex.europa.eu/eli/dec_impl/2021/914), as may be amended, superseded or replaced.

“Sub-Processor” means any Processor engaged by us or our Affiliates to assist in fulfilling our obligations with respect to the provision of the Services under the Agreement. Sub-Processors may include third parties or our Affiliates but will exclude any SocialTalent employee or consultant.

“UK Addendum” means the International Data Transfer Addendum issued by the UK Information Commissioner under section 119A(1) of the Data Protection Act 2018 currently found at <https://ico.org.uk/media/for-organisations/documents/4019539/international-data-transfer-addendum.pdf>, as may be amended, superseded, or replaced.

**0. Customer Responsibilities**

- a. Compliance with Laws. Within the scope of the Agreement and in your use of the services, you will be responsible for complying with all requirements that apply to you under applicable Data Protection Laws with respect to your Processing of Personal Data and the Instructions you issue to us.

In particular but without prejudice to the generality of the foregoing, you acknowledge and agree that you will be solely responsible for:

- the accuracy, quality, and legality of Customer Data and the means by which you acquired Personal Data;
- complying with all necessary transparency and lawfulness requirements under applicable Data Protection Laws for the collection and use of the Personal Data, including obtaining any necessary consents and authorizations (particularly for use by Customer for marketing purposes);
- ensuring you have the right to transfer, or provide access to, the Personal Data to us for Processing in accordance with the terms of the Agreement (including this DPA);
- ensuring that your Instructions to us regarding the Processing of Personal Data comply with applicable laws, including Data Protection Laws; and
- complying with all laws (including Data Protection Laws) applicable to any emails or other content created, sent or managed through the Services, including those relating to obtaining consents (where required) to send emails, the content of the emails and its email deployment practices.

You will inform us without undue delay if you are not able to comply with your responsibilities under this 'Compliance with Laws' section or applicable Data Protection Laws.

- b. Controller Instructions. The parties agree that the Agreement (including this DPA), together with your use of the Subscription Service in accordance with the Agreement, constitute your complete Instructions to us in relation to the Processing of Personal Data, so long as you may provide additional instructions during the subscription term that are consistent with the Agreement, the nature and lawful use of the Subscription Service.

- c. Security. You are responsible for independently determining whether the data security provided for in the Subscription Service adequately meets your obligations under applicable Data Protection Laws. You are also responsible for your secure use of the Subscription Service, including protecting the security of Personal Data in transit to and from the Service (including to securely backup or encrypt any such Personal Data).
  
0. SocialTalent Obligations
  - a. Compliance with Instructions. We will only Process Personal Data for the purposes described in this DPA or as otherwise agreed within the scope of your lawful Instructions, except where and to the extent otherwise required by applicable law. We are not responsible for compliance with any Data Protection Laws applicable to you or your industry that are not generally applicable to us.
  
  - b. Conflict of Laws. If we become aware that we cannot Process Personal Data in accordance with your Instructions due to a legal requirement under any applicable law, we will:
    - . promptly notify you of that legal requirement to the extent permitted by the applicable law; and
    - . where necessary, cease all Processing (other than merely storing and maintaining the security of the affected Personal Data) until such time as you issue new Instructions with which we are able to comply. If this provision is invoked, we will not be liable to you under the Agreement for any failure to perform the applicable Services until such time as you issue new lawful Instructions with regard to the Processing.
  
  - c. Security. We will implement and maintain appropriate technical and organizational measures to protect Personal Data from Personal Data Breaches, as described under Annex 2 to this DPA ("Security Measures"). Notwithstanding any provision to the contrary, we may modify or update the Security Measures at our discretion provided that such modification or update does not result in a material degradation in the protection offered by the Security Measures.
  
  - d. Confidentiality. We will ensure that any personnel whom we authorize to Process Personal Data on our behalf is subject to appropriate confidentiality obligations (whether a contractual or statutory duty) with respect to that Personal Data.
  
  - e. Personal Data Breaches. We will notify you without undue delay after we become aware of any Personal Data Breach and will provide timely information relating to the Personal Data Breach as it becomes known or reasonably requested by you. At your request, we will promptly provide you with such reasonable assistance as necessary to enable you to notify relevant Personal Data Breaches to competent authorities and/or affected Data Subjects, if you are required to do so under Data Protection Laws.

- f. Deletion or Return of Personal Data. We will delete or return all Customer Data, including Personal Data (including copies thereof) Processed pursuant to this DPA, on termination or expiration of your Subscription Service in accordance with the procedures set out in our product specific terms. This term will apply except where we are required by applicable law to retain some or all of the Customer Data, or where we have archived Customer Data on back-up systems, which data we will securely isolate and protect from any further Processing and delete in accordance with our deletion practices.

**0. Data Subject Requests**

The Subscription Service provides you with a number of controls that you can use to retrieve, correct, or delete Personal Data, which you can use to assist it in connection with its obligations under Data Protection Laws, including your obligations relating to responding to requests from Data Subjects to exercise their rights under applicable Data Protection Laws ("Data Subject Requests").

To the extent that you are unable to independently address a Data Subject Request through the Subscription Service, then upon your written request we will provide reasonable assistance to you to respond to any Data Subject Requests or requests from data protection authorities relating to the Processing of Personal Data under the Agreement. You will reimburse us for the commercially reasonable costs arising from this assistance.

If a Data Subject Request or other communication regarding the Processing of Personal Data under the Agreement is made directly to us, we will promptly inform you and will advise the Data Subject to submit their request to you. You will be solely responsible for responding substantively to any such Data Subject Requests or communications involving Personal Data.

**0. Sub-Processors**

You agree we may engage Sub-Processors to Process Personal Data on your behalf, and we do so in three ways. First, we may engage Sub-Processors to assist us with hosting and infrastructure. Second, we may engage with Sub-Processors to support product features and integrations.

We have currently appointed, as Sub-Processors and the third parties listed in Annex 3 to this DPA.

**0. Data Transfers**

See Section 8.e below.

**0. Demonstration of Compliance**

We will make all information reasonably necessary to demonstrate compliance with this DPA available to you and allow for and contribute to audits, including inspections conducted by you or your auditor in order to assess compliance with this DPA, where required by applicable law. You acknowledge that the Subscription Service is hosted by our hosting Sub-Processors who maintain independently validated security programs (including SOC 2 and ISO 27001) and that our systems are audited annually as part of ISO 27001 compliance. Upon request, we will supply (on a confidential basis) our ISO 27001 report so that you can verify our compliance with this DPA. Further, at your written request, we will provide written responses (on a confidential basis) to all reasonable requests for information made by you necessary to confirm our compliance with this DPA, provided that you will not exercise this right more



than once per calendar year unless you have reasonable grounds to suspect non-compliance with the DPA.

0. Additional Provisions for European Data
  - a. Scope. This 'Additional Provisions for European Data' section will apply only with respect to European Data.
  - b. Roles of the Parties. When Processing European Data in accordance with your Instructions, the parties acknowledge and agree that you are acting as the Controller of European Data (either as the Controller, or as a Processor on behalf of another Controller) and we are the Processor under the Agreement.
  - c. Instructions. If we believe that your Instruction infringes European Data Protection Laws (where applicable), we will inform you without delay.
  - d. Data Protection Impact Assessments and Consultation with Supervisory Authorities. To the extent that the required information is reasonably available to us, and you do not otherwise have access to the required information, we will provide reasonable assistance to you with any data protection impact assessments, and prior consultations with supervisory authorities (for example, the Irish Data Protection Commission (DPC) and the UK Information Commissioner's Office (ICO)) or other competent data privacy authorities to the extent required by European Data Protection Laws.
  - e. Transfer Mechanisms for Data Transfers.
- A. SocialTalent will not transfer European Data to any country or recipient not recognized as providing an adequate level of protection for Personal Data (within the meaning of applicable European Data Protection Laws), unless it first takes all such measures as are necessary to ensure the transfer is in compliance with applicable European Data Protection Laws. Such measures may include (without limitation)
  - . transferring such data to a recipient that is covered by a suitable framework or other legally adequate transfer mechanism recognized by the relevant authorities or courts as providing an adequate level of protection for Personal Data, including the Data Privacy Framework;
  - . to a recipient that has achieved binding corporate rules authorization in accordance with European Data Protection Laws; or
  - . to a recipient that has executed the Standard Contractual Clauses in each case as adopted or approved in accordance with applicable European Data Protection Laws.

- B. Alternative Transfer Mechanism. In the event that SocialTalent is required to adopt an alternative transfer mechanism for European Data, in addition to or other than the mechanisms described in sub-section (A) above, such alternative transfer mechanism will apply automatically instead of the mechanisms described in this DPA (but only to the extent such alternative transfer mechanism complies with European Data Protection Laws), and you agree to execute such other documents or take such action as may be reasonably necessary to give legal effect such alternative transfer mechanism.
- O.** Additional Provisions for California Personal Information
- a. Scope. The 'Additional Provisions for California Personal Information' section of the DPA will apply only with respect to California Personal Information.
- b. Roles of the Parties. When processing California Personal Information in accordance with your Instructions, the parties acknowledge and agree that you are a Business and we are a Service Provider for the purposes of the CCPA.
- c. Responsibilities. We certify that we will Process California Personal Information as a Service Provider strictly for the purpose of performing the Services under the Agreement (the "Business Purpose") or as otherwise permitted by the CCPA. Further, we certify we
- . will not Sell or Share California Personal Information;
  - . will not Process California Personal Information outside the direct business relationship between the parties, unless required by applicable law; and
  - . will not combine the California Personal Information included in Customer Data with personal information that we collect or receive from another source (other than information we receive from another source in connection with our obligations as a Service Provider under the Agreement).
- d. Compliance. We will:
- . comply with obligations applicable to us as a Service Provider under the CCPA and
  - . provide California Personal Information with the same level of privacy protection as is required by the CCPA. We will notify you if we make a determination that we can no longer meet our obligations as a Service Provider under the CCPA.
- e. CCPA Audits. You will have the right to take reasonable and appropriate steps to help ensure that we use California Personal Information in a manner consistent with Customer's obligations under the CCPA. Upon notice, you will have the right to take reasonable and appropriate steps in accordance with the Agreement to stop and remediate unauthorized use of California Personal Information.

- f. **Not a Sale.** The parties acknowledge and agree that the disclosure of California Personal Information by the Customer to SocialTalent does not form part of any monetary or other valuable consideration exchanged between the parties.
  
- 0. General Provisions**
  - a. **Amendments.** Notwithstanding anything else to the contrary in the Agreement and without prejudice to the 'Compliance with Instructions' or 'Security' sections of this DPA, we reserve the right to make any updates and changes to this DPA and the terms that apply in the 'Amendment; No Waiver' section of the General Terms will apply.
  
  - b. **Severability.** If any individual provisions of this DPA are determined to be invalid or unenforceable, the validity and enforceability of the other provisions of this DPA will not be affected.
  
  - c. **Limitation of Liability.** Each party's total per claim liability arising in connection with this DPA shall be limited to the total fees payable by the Customer during the twelve (12) months immediately preceding the date on which the claim arose.
  
- 0. Parties in this DPA**
  - a. **Permitted Affiliates and Users.** By signing the Agreement, you enter into this DPA (including, where applicable, the Standard Contractual Clauses) on behalf of yourself and in the name and on behalf of your Permitted Affiliates. For the purposes of this DPA only, and except where indicated otherwise, the terms "Customer", "you" and "your" will include you and such Permitted Affiliates "Users" means individuals who are authorised by you to access the Services on your behalf, or for your benefit, or upon your instruction, users may include but are not limited to Customer employees, consultants, contractors and agents of Customer, or third parties with which Customer transacts business or who Customer may wish to hire.
  
  - b. **Authorization.** The legal entity agreeing to this DPA as Customer or User represents that it is authorized to agree to and enter into this DPA for and on behalf of itself and, as applicable, each of its Permitted Affiliates.
  
  - c. **Remedies.** The parties agree that (i) solely the Customer entity or User that is the contracting party to the Agreement will exercise any right or seek any remedy any Permitted Affiliate may have under this DPA on behalf of its Affiliates, and (ii) the Customer entity that is the contracting party to the Agreement will exercise any such rights under this DPA not separately for each Permitted Affiliate individually but in a combined manner for itself and all of its Permitted Affiliates together. The Customer entity that is the contracting entity is responsible for coordinating all Instructions, authorizations and communications with us under the DPA and will

be entitled to make and receive any communications related to this DPA on behalf of its Permitted Affiliates.

- d. Other rights. The parties agree that you will, when reviewing our compliance with this DPA pursuant to the 'Demonstration of Compliance' section, take all reasonable measures to limit any impact on us and our Affiliates by combining several audit requests carried out on behalf of the Customer entity that is the contracting party to the Agreement and all of its Permitted Affiliates in one single audit.

#### Annex 1 - Details of Processing

##### **A. List of Parties**

###### **Data Exporter**

Name: The Customer, as defined in the Agreement

Address: The Customer's address, as set out in the Order Form

Contact person's name, position, and contact details: The Customer's contact details, as set out in the Services and/or Order Form.

Activities relevant to the data transferred under these Clauses: Processing of Personal Data in connection with the Customer's use of SocialTalent Services under the Agreement.

Role (controller/processor): Controller

###### **Data Importer**

Name: Social Talent Limited

Address: The Academy, 42 Pearse St, Dublin, D02 HV59, Ireland

Contact person's name, position, and contact details: Geraint Jenkins, Head of Information Governance, Insight & Security. [security@socialtalent.com](mailto:security@socialtalent.com)

Activities relevant to the data transferred under these Clauses: Activities relevant to the data transferred under these Clauses:

Role (controller/processor): Processor

##### **B. Description of Transfer**

###### **Categories of Data Subjects whose Personal Data is Transferred**

You may submit Personal Data in the course of using the Subscription Service, the extent of which is determined and controlled by you in your sole discretion, and which may include, but is not limited to Personal Data relating to the following categories of Data Subjects:

- Your employees, contractors and collaborators
- Individuals applying for positions within Your organisation.

**Categories of Personal Data Transferred**

You may submit Personal Data to the Services, the extent of which is determined and controlled by you in your sole discretion, and which may include but is not limited to the following categories of Personal Data:

- Name
- Email Address
- Job Title
- Department
- IP Address

**Frequency of the transfer**

Continuous

**Nature of the Processing**

Personal Data will be Processed in accordance with the Agreement (including this DPA) and may be subject to the following Processing activities:

1. Storage and other Processing necessary to provide, maintain and improve the Services provided to you; and/or
2. Disclosure in accordance with the Agreement (including this DPA) and/or as compelled by applicable laws.

**Purpose of the transfer and further processing**

We will Process Personal Data as necessary to provide the Services pursuant to the Agreement, as further specified in the Order Form, and as further instructed by you in your use of the Services.

**Period for which Personal Data will be retained**

Subject to the 'Deletion or Return of Personal Data' section of this DPA, we will Process Personal Data for the duration of the Agreement, unless otherwise agreed in writing.

**Annex 2 - Security Measures**

We currently observe the Security Measures described in this Annex 2.

**a. Access Control**

- Preventing Unauthorized Product Access

**Outsourced processing:** We host our Service with outsourced cloud infrastructure providers. Additionally, we maintain contractual relationships with vendors in order to provide the Service in accordance with our DPA. We rely on contractual agreements, privacy policies, and vendor compliance programs in order to protect data processed or stored by these vendors.

**Physical and environmental security:** We host our product infrastructure with multi-tenant, outsourced infrastructure providers. We do not own or maintain hardware located at the outsourced infrastructure providers' data centers. Production servers and client-facing applications are logically and physically secured from our internal corporate information systems. The physical and environmental security controls are audited for ISO 27001 compliance, among other certifications.

**Authentication:** We implement a uniform password policy for our customer products. Customers who interact with the products via the user interface must authenticate before accessing non-public customer data.

**Authorization:** Customer Data is stored in multi-tenant storage systems accessible to Customers via only application user interfaces and application programming interfaces. Customers are not allowed direct access to the underlying application infrastructure. The authorization model in each of our products is designed to ensure that only the appropriately assigned individuals can access relevant features, views, and customization options. Authorization to data sets is performed through validating the user's permissions against the attributes associated with each data set.

## ii. Preventing Unauthorized Product Use

We implement industry standard access controls and detection capabilities for the internal networks that support its products.

**Access controls:** Network access control mechanisms are designed to prevent network traffic using unauthorized protocols from reaching the product infrastructure. The technical measures implemented differ between infrastructure providers and include Virtual Private Cloud (VPC) implementations, security group assignment, and traditional firewall rules.

**Static code analysis:** Code stored in our source code repositories is checked for best practices and identifiable software flaws using automated tooling.

**Penetration testing:** We maintain relationships with industry-recognized penetration testing service providers for penetration testing of both the SocialTalent web application and internal corporate network infrastructure at least annually. The intent of these penetration tests is to identify security vulnerabilities and mitigate the risk and business impact they pose to the in-scope systems.

## iii. Limitations of Privilege & Authorization Requirements

**Product access:** A subset of our employees have access to the products and to customer data via controlled interfaces. The intent of providing access to a subset of employees is to provide effective customer support, product development and research, to troubleshoot potential problems, to detect and respond to security incidents and implement data security. Access is enabled through "just in time" (JITA) requests for access; all such requests are logged. Employees are granted access by role, and reviews of high-risk privilege grants are initiated daily. Administrative or high-risk access permissions are reviewed at least once every six months.

## b. Transmission Control

In-transit: We require HTTPS encryption (also referred to as SSL or TLS) on all login interfaces and for free on every customer site hosted on the SocialTalent products. Our HTTPS implementation uses industry standard algorithms and certificates.

At-rest: We store user passwords following policies that follow industry standard practices for security. We have implemented technologies to ensure that stored data is encrypted at rest.

c. Input Control

Detection: We designed our infrastructure to log extensive information about the system behavior, traffic received, system authentication, and other application requests. Internal systems aggregate log data and alert appropriate employees of malicious, unintended, or anomalous activities. Our personnel, including security, operations, and support personnel, are responsive to known incidents.

Response and tracking: We maintain a record of known security incidents that includes description, dates and times of relevant activities, and incident disposition. Suspected and confirmed security incidents are investigated by security, operations, or support personnel; and appropriate resolution steps are identified and documented. For any confirmed incidents, we will take appropriate steps to minimize product and Customer damage or unauthorized disclosure. Notification to you will be in accordance with the terms of the Agreement.

d. Availability Control

Infrastructure availability: The infrastructure providers use commercially reasonable efforts to ensure a minimum of 99.95% uptime. The providers maintain a minimum of N+1 redundancy to power, network, and heating, ventilation and air conditioning (HVAC) services.

Fault tolerance: Backup and replication strategies are designed to ensure redundancy and fail-over protections during a significant processing failure. Customer data is backed up to geographically disparate data stores.

Online replicas and backups: Where feasible, production databases are designed to replicate data between no less than 1 primary and 1 secondary database. All databases are backed up and maintained using at least industry standard methods.

Disaster Recovery Plans: We maintain and regularly test disaster recovery plans to help ensure availability of information following interruption to, or failure of, critical business processes.

Our products are designed to ensure redundancy and seamless failover. The server instances that support the products are also architected with a goal to prevent single points of failure. This design assists our operations in maintaining and updating the product applications and backend while limiting downtime.

Annex 3 - Sub-Processors

To assist SocialTalent deliver the Services, we engage Sub-Processors to assist with our data processing activities. A list of our Sub-Processors and our purpose for engaging them is provided below.

Third Party Sub-Processor	Purpose	Processing Location
Amazon Data Services Ireland	Hosting & infrastructure	Dublin, Ireland

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		Frankfurt, Germany
Codelabs	Product development & 3 <sup>rd</sup> level support	Opole, Poland
SendInBlue	Email delivery service	Paris, France
Salesforce	Reporting & analytics	Dublin, Ireland
Google Ireland	Email and cloud storage	Dublin, Ireland