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## COUNCILNET INTRANET SOLUTION SOFTWARE LICENCE AGREEMENT (B2B)

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**PLEASE READ THIS LICENCE AGREEMENT CAREFULLY BEFORE CONTINUING. IF YOU DO NOT ACCEPT THE TERMS OF THIS LICENCE, YOU MUST NOT ACCESS, DOWNLOAD, INSTALL, OR USE THE SOFTWARE.**

This End User Licence Agreement (“EULA”) is a legal agreement between you, the Licensee and **RLS Computer Services Ltd.** a company registered in England and Wales under number **08541079** whose registered office is at 22-24 MARKET PLACE, SWAFFHAM, NORFOLK. PE37 7QH, the Licensor.

This EULA covers the **CouncilNet™ Intranet Solution** Software and the associated Documentation. This EULA grants a licence to use the Software and the Documentation only. The Licensor does not sell or assign the Software or the Documentation to you.

It is recommended that you print or save a copy of this EULA for future reference.

### 1. Definitions and Interpretation

In this EULA, unless the context otherwise requires, the following expressions have the following meanings:

“Contributor User”	means a council individual (staff member) authorised to use and access the Software
“Authorised User”	means a current council individual (councillor) authorised to access the Software;
“Documentation”	means the <b>guides and instructions</b> documentation which accompanies the Software;
“Licence Fee”	means the licence fee paid by the Licensee to Licensor;
“Software”	means the <b>CouncilNet Intranet Solution</b> software;
“Warranty Period”	means the duration of the limited warranty as defined in Clause 9; and
“you”, “your”	means the Licensee.

### 2. System Requirements

The Software requires the following minimum hardware and software specification to install and operate correctly:

- Microsoft 365 Business Standard Licence (per Contributor User)
- Microsoft 365 Backup Solution
- Web Browser: Google Chrome or Microsoft Edge are highly recommended for the best experience
- Windows 11 or later, macOS 10.15 or later, Linux, ChromeOS, iOS, or Android.
- Internet: A stable broadband connection for syncing data and downloading documents
- Enabled Multi-Factor Authentication (MFA) for platform security compliance.

### 3. **Accepting or Rejecting this EULA**

- 3.1 By accessing and using the Software and Documentation, you are indicating your acceptance of this EULA and the terms and conditions set out herein and your agreement that you will comply with them.
- 3.2 If you do not accept the terms and conditions of this EULA, you must not continue to access or use the Software.

### 4. **Ownership of the Software and Documentation**

- 4.1 The Software and the Documentation and all intellectual property rights therein (including, but not limited to, copyright) belong to the Licensor. This EULA does not grant to you (or sell to you) any rights of ownership in the Software or the Documentation. This EULA grants you a licence to use the Software and the Documentation in accordance with the terms and conditions of this EULA only.
- 4.2 The Licensor also retains ownership of any and all copies of the Software or the Documentation and all intellectual property rights therein, regardless of the form in which the copies may exist.

### 5. **Grant and Scope of Licence**

- 5.1 In consideration of your payment of the Licence Fee and your acceptance of this EULA, the Licensor hereby grants to you a limited, non-exclusive, non-transferable licence to:
  - a) access and use the Software, in accordance with the terms and conditions of this EULA, for business purposes only on one computer or device owned, leased, or otherwise controlled by the **Contributor User** and on a network or multiple individual computers or devices for use by **Authorised Users** simultaneously;
  - b) use the Documentation in accordance with the terms and conditions of this EULA, for business purposes only;
  - c) where the Software is licensed for access and use on one computer or device, you may access the Software on another computer or device provided that the Software is not used on more than one computer or device simultaneously per **Contributor User**;
  - d) subject to Clause 6, the licensor will utilise your backup solution to make **daily copies** of the Software and Documentation for backup, archival, or other security purposes;
- 5.2 The licence granted hereunder also extends to any and all free updates, patches, fixes and similar that the Licensor may provide.

### 6. **Licence Restrictions**

- 6.1 You may not make copies of the Software or Documentation or any part thereof except where such copying is necessary to support the normal use of the Software in accordance with this EULA or is necessary for backup, archival, or other security purposes as set out above in sub-Clauses 5.1(d).
- 6.2 You may not translate, reverse-engineer, decompile, disassemble, modify, or create derivative works based on the Software (or any part thereof) except as

expressly permitted by law or this EULA. Sections 50B and 296A of the Copyright Designs and Patents Act 1988 permit such actions only where they are necessary to obtain information necessary to create an independent software program which can be operated with the Software or with another software program (“the permitted objective”). The information obtained from such actions must not be used for any other purpose.

- 6.3 The actions described in sub-Clause 6.2 will not be permitted if you:
- a) already have readily available to you the information necessary to achieve the permitted objective;
  - b) do not confine the decompiling to such acts as are necessary to achieve the permitted objective;
  - c) supply the information obtained by the decompiling to any person to whom it is not necessary to supply it in order to achieve the permitted objective; or
  - d) use the information to create a software program which is substantially similar in its expression to the Software or to do any other act restricted by copyright.
- 6.4 You may not modify, adapt, alter, translate, or otherwise change the Software or Documentation or any part thereof or combine, incorporate in, or merge the Software with any other software.
- 6.5 You may not alter, delete, or otherwise obscure any notices of proprietary rights (including, but not limited to, copyright) or any product identification or restrictions on or in the Software or the Documentation. Any and all such notices must be included in full on all copies made of the Software or the Documentation, whether full or partial.
- 6.6 You may not make the Software available over a network or by any other method of remote access.
- 6.7 Subject to Clause 7, below, you may not make the Software or Documentation available to a third party other than your **Contributor User** or **Authorised Users** in any form or for any reason without the prior written consent of the Licensor.
- 6.8 Subject to Clause 7, below, you may not rent, lease, sub-licence, sell, assign, pledge, or otherwise dispose of the Software or the Documentation.

## 7. **Transfer**

The Software and Documentation are licensed only to you, the Licensee. You may not rent, lease, sub-licence, sell, assign, pledge, transfer, or otherwise dispose of the Software or Documentation, on a temporary or permanent basis, without the prior written consent of the Licensor.

## 8. **Licensee’s Undertakings**

You hereby undertake and agree that:

- 8.1 you will use and permit the use of the Software only in accordance with the bounds of the terms and conditions of this EULA;
- 8.2 you will supervise and control any use of the Software by your **Contributor User** or **Authorised Users** and ensure that they are notified of the terms and conditions of this EULA, understand them, and comply with them; and

- 8.3 you will comply with all applicable laws, rules, and regulations governing technology control and export.
- 8.4 Access to the Software is strictly limited to active, current Authorised Users and Contributor Users for the sole purpose of executing official Council duties. The sharing or disclosure of account login credentials or authentication factors (MFA) to any unauthorised individual is strictly prohibited.
- 8.5 The Licensee acknowledges that data processed within the Software may include sensitive personal data. The Licensee warrants that all such data will be handled, stored, and managed in strict compliance with the UK GDPR and the Data Protection Act 2018.
- 8.6 All Authorised Users' access to and interaction with the Software and its data shall be subject to the Council's official Member Code of Conduct. Any unauthorised use, breach of confidentiality, or misuse of information within the platform may be referred to the Council for formal investigation.

## 9. **Limited Warranty**

- 9.1 The Licensor warrants that the Software will, when used on a computer or device which meets the system requirements set out above in Clause 2, materially conform with the Documentation and that the Documentation will correctly describe the Software and its functions in all material respects for a period of **90-Days** from date of hand-over (the "Warranty Period").
- 9.2 If you become aware of a defect or fault in the Software which results in the Software failing to perform substantially as described in the Documentation and inform the Licensor in writing within the Warranty Period, the Licensor shall, at its sole option:
  - a) repair the Software;
- 9.3 The remedies available to you under sub-Clause 9.2, above, may be dependent upon your supplying sufficient information to the Licensor that the Licensor may reasonably require in order to diagnose, reproduce, and remedy the defect or fault.
- 9.4 The warranty granted by this Clause 9 shall not apply to the extent that any defect or fault in the Software results from your unauthorised alteration or modification of the Software or from your use of the Software in breach of the terms and conditions of this EULA.

## 10. **Limitation of Liability**

- 10.1 The Software and Documentation are provided for internal business use by you, the Licensee.
- 10.2 The Licensor shall not be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising out of or in connection with this EULA for:
  - a) loss of profits;
  - b) loss of sales or business;
  - c) loss of revenue;
  - d) loss of agreements or contracts;
  - e) loss of anticipated savings;

- f) loss of use or corruption of software or data;
  - g) business interruption;
  - h) loss of business opportunity, reputation, or goodwill; or
  - i) special, indirect, or consequential loss, damage, charges, or expenses.
- 10.3 Subject to sub-Clause 10.2, above (losses for which the Licensor is not liable), and sub-Clause 10.4, below (liability which is not excluded or limited), the Licensor's maximum aggregate liability, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising out of or in connection with this EULA shall be limited to a sum equal to 100% of the Licence Fee.
- 10.4 Nothing in this Clause 10 shall exclude or limit the Licensor's liability for death or personal injury resulting from the Licensor's negligence; for fraud or fraudulent misrepresentation; or for any other form of liability which cannot be limited or excluded under English law.

## 11. **No Other Warranties or Liability**

- 11.1 This EULA sets out the full extent of the Licensor's liabilities and obligations with respect to the Software and Documentation. Except as expressly set out in this EULA, the Licensor is bound by no other conditions, warranties, representations, guarantees, or other terms, whether express or implied.
- 11.2 To the fullest extent permitted by law, any warranties, representations, guarantees, or other terms which may be implied or otherwise incorporated into this EULA whether by statute, common law, or otherwise, are hereby excluded.
- 11.3 In particular, the Licensor does not warrant that the Software or the Documentation will meet your particular requirements or that the operation of the Software will be uninterrupted or error-free (subject to the limited warranty in Clause 9). It is your responsibility to ensure that the Software as described in the Documentation (and the Documentation itself, where appropriate) meets your requirements.

## 12. **Changes to this EULA**

- 12.1 The Licensor reserves the right to amend the terms and conditions of this EULA at any time on written notice to you. You will be notified of such changes by email.
- 12.2 By continuing to use the Software and Documentation following receipt and service of notice of such changes as described above, you shall be deemed to have accepted the changes to this EULA.
- 12.3 If you do not accept the changes to this EULA, you must immediately stop all actions permitted under this EULA including, but not limited to, using the Software and Documentation.

## 13. **Term and Termination of this EULA**

- 13.1 This EULA is effective until terminated. You may terminate it at any time by stop using the Software on any and all computers or devices in your possession or control and deleting or destroying all copies of the Software and Documentation in your possession or control and in written or email

instruction.

13.2 The Licensor reserves the right to terminate this EULA immediately on written notice to you in the event that you commit a material or persistent breach of this EULA and (if the breach is capable of remedy) fail to remedy the breach within 14 calendar days after the service of a written notice from the Licensor requiring you to do so.

13.3 In the event that this EULA is terminated for any reason:

- a) All rights granted to you by this EULA shall discontinue;
- b) You must immediately stop all actions permitted under this EULA including, but not limited to, using the Software and Documentation;
- c) You must immediately and fully uninstall, delete, or otherwise remove the Software from any and all computers or devices in your possession; and
- d) You must immediately delete, destroy, or return to the Licensor (at the Licensor's option) all copies of the Software and Documentation in your possession or control and, where the Licensor requires the deletion or destruction of such copies, you must certify to the Licensor that you have done so.

#### 14. **Privacy and Data Protection**

14.1 All personal data that the Licensor may use will be collected, processed, and held in accordance with the provisions of UK data protection legislation and your rights and the rights of Authorised Users thereunder.

14.2 For complete details of the Licensor's collection, processing, storage, and retention of personal data including, but not limited to, the purpose(s) for which personal data is used, the legal basis or bases for using it, personal data sharing (where applicable), details of your rights and the rights of Authorised Users and how to exercise those rights please refer to the Licensor's Privacy Policy available from <https://rlscomputers.co.uk/legal>.

#### 15. **Notices**

15.1 All notices under this EULA shall be in writing and be deemed duly given if signed by, or on behalf of, a duly authorised officer of the party giving the notice.

15.2 All notices sent to you by the Licensor will be sent by email or to the address provided by you when you **signed up for the use**.

15.3 Notices shall be deemed to have been duly given:

- a) when delivered, if delivered by courier or other messenger (including registered mail) during normal business hours of the recipient; or
- b) when sent, if transmitted by email and a successful transmission report or return receipt is generated; or
- c) on the fifth business day following mailing, if mailed by national ordinary mail, postage prepaid; or
- d) on the tenth business day following mailing, if mailed by airmail, postage prepaid.

**16. Assignment**

16.1 The Licensor may transfer its rights and obligations under this EULA to another party at any time. Your rights as the Licensee under this EULA will not be affected by such a transfer.

16.2 This EULA and the licence granted to you under it are personal to you. Except where expressly permitted under this EULA, you may not transfer your rights and obligations under this EULA to another party without the Licensor's prior written consent.

**17. No Waiver**

No failure or delay by either party to this EULA in exercising any of its rights under this EULA shall be deemed to be a waiver of that right, and no waiver by either party to this EULA of a breach of any provision of this EULA shall be deemed to be a waiver of any subsequent breach of the same or any other provision.

**18. Entire Agreement**

18.1 This EULA contains the entire agreement between the Licensor and Licensee with respect to its subject matter.

18.2 This EULA supersedes and extinguishes any and all previous agreements, representations, warranties, promises, assurances, and understandings between the Licensor and Licensee relating to its subject matter.

**19. Severance**

In the event that one or more of the provisions of this EULA is or are found to be unlawful, invalid, or otherwise unenforceable, that or those provision(s) shall be deemed severed from the remainder of this EULA. The remainder of this EULA shall be valid and enforceable.

**20. Law and Jurisdiction**

20.1 This EULA (including any non-contractual matters and obligations arising therefrom or associated therewith) shall be governed by, and construed in accordance with, the laws of England and Wales.

20.2 Any dispute, controversy, proceedings or claim between the Parties relating to this EULA (including any non-contractual matters and obligations arising therefrom or associated therewith) shall fall within the jurisdiction of the courts of England and Wales.