

GridMaker Terms and Conditions

Please read these Terms and Conditions carefully. Provision of the Hosted Services and related services shall be governed by these Terms and Conditions, and the Provider will ask for the Customer's express acceptance of these Terms and Conditions when submitting an Order Form or when an authorised representative first accesses the Hosted Services before providing any such services to the Customer.

1. Definitions

1.1 In these Terms and Conditions, except to the extent expressly provided otherwise:

- **"Access Credentials"** means the passwords and other credentials enabling access to the Hosted Services, including both access credentials for the User Interface;
- **"Agreement"** means a contract made under these Terms and Conditions between the Provider and the Customer;
- **"AI Output"** means the text, suggested criteria mapping, or reports generated by the AI Services based on the Submitted AI Content provided by the User;
- **"AI Services"** means the artificial intelligence features powered by the Google Gemini API (Vertex AI) integrated into the Hosted Services;
- **"Business Day"** means any weekday other than a bank or public holiday in England;
- **"Business Hours"** means the hours of 09:00 to 16:30 GMT/BST on a Business Day;
- **"Charges"** means the amounts specified in the Order Form;
- **"Customer"** means the person or entity identified as such in the Order Form;
- **"Customer Data"** means all data, works and materials: uploaded to or stored on the Platform by the Customer; transmitted by the Platform at the instigation of the Customer; supplied by the Customer to the Provider for uploading to, transmission by or storage on the Platform; or generated by the Platform as a result of the use of the Hosted Services by the Customer (but excluding analytics data relating to the use of the Platform and server log files);
- **"Customer Personal Data"** means any Personal Data that is processed by the Provider on behalf of the Customer in relation to the Agreement, but excluding Personal data with respect to which the Provider is a data controller;
- **"Data Protection Laws"** means the EU GDPR and the UK GDPR and all other applicable laws relating to the processing of Personal Data;
- **"Documentation"** means the documentation and digital content for the Hosted Services produced by the Provider and made available by the Provider to the Customer;
- **"Effective Date"** means the date selected by the Customer when completing and submitting the online Order Form published by the Provider on the Provider's website;
- **"EU GDPR"** means the General Data Protection Regulation and all other EU laws regulating the processing of Personal Data, as such laws may be updated, amended and superseded from time to time;
- **"Force Majeure Event"** means an event, or a series of related events, that is outside the reasonable control of the party affected (including failures of the internet or any public telecommunications network, hacker attacks, denial of service attacks, virus or other malicious software attacks or infections, power failures, industrial disputes affecting any third party, changes to the law, disasters, epidemics, pandemics, explosions, fires, floods, riots, terrorist attacks and wars);

- **"Hosted Services"** means Gridmaker, hosted at www.gridmaker.net which is used to capture and store evidence of activities and lessons taking place in schools and create evaluation reports, which will be made available by the Provider to each Customer as a service via the internet in accordance with these Terms and Conditions;
- **"Intellectual Property Rights"** means all intellectual property rights wherever in the world, whether registrable or unregistrable, registered or unregistered, including any application or right of application for such rights (and these "intellectual property rights" include copyright and related rights, database rights, confidential information, trade secrets, know-how, business names, trade names, trade marks, service marks, passing off rights, unfair competition rights, patents, petty patents, utility models, semi-conductor topography rights and rights in designs);
- **"Order Form"** means an order form published by the Provider and completed and submitted by the Customer incorporating these Terms and Conditions by reference;
- **"Personal Data"** means personal data under any of the Data Protection Laws;
- **"Platform"** means the platform managed by the Provider and used by the Provider to provide the Hosted Services, including the application and database software for the Hosted Services, the system and server software used to provide the Hosted Services, and the computer hardware on which that application, database, system and server software is installed;
- **"Provider"** means TDK Business Technologies Ltd, a company incorporated in England and Wales registration number 03165961 having its registered office at 21 Glaisdale Drive East, Bilborough, Nottingham NG8 4JJ;
- **"Services"** means any services that the Provider provides to the Customer, or has an obligation to provide to the Customer, under these Terms and Conditions;
- **"Support Services"** means support in relation to the use of, and the identification and resolution of errors in, the Hosted Services;
- **"Supported Web Browser"** means the current release from time to time of Microsoft Edge, Mozilla Firefox, Google Chrome or Apple Safari, or any other web browser that the Provider agrees in writing shall be supported;
- **"Term"** means the term of the Agreement, commencing in accordance with Clause 2.1 and ending in accordance with Clause 2.2;
- **"Terms and Conditions"** means all the documentation containing the provisions of the Agreement, namely the main body of these Terms and Conditions, Schedule 1 (Acceptable Use Policy) and Schedule 2 (Organisational and Technical Measures to Protect Customer Data), including any amendments to that documentation from time to time;
- **"UK GDPR"** means the EU GDPR as transposed into UK law (including by the Data Protection Act 2018 and the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019) and all other UK laws regulating the processing of Personal Data, as such laws may be updated, amended and superseded from time to time; and
- **"User Interface"** means the interface for the Hosted Services designed to allow individual human users to access and use the Hosted Services.

2. Term

2.1 The Agreement shall come into force upon the Effective Date.

2.2 The Agreement shall continue in force indefinitely, subject to termination in accordance with Clause 14 or any other provision of these Terms and Conditions.

2.3 Unless the parties expressly agree otherwise in writing, each Order Form shall create a distinct contract under these Terms and Conditions.

3. Hosted Services

3.1 The Provider hereby grants to the Customer a non-exclusive licence to use the Hosted Services by means of the User Interface during the Term.

3.2 The licence granted by the Provider to the Customer under Clause 3.1 is subject to the following limitations:

(a) the User Interface may only be used through a Supported Web Browser;

(b) the User Interface may only be used by employees or any other individual that works for the Customer, its subsidiaries or any other of its affiliated companies and who have been authorised by the Customer to use the Hosted Services;

(c) the User Interface must not be used at any point in time by more than the number of users specified in the Order Form.

3.3 Except to the extent expressly permitted in these Terms and Conditions or required by law on a non-excludable basis, the licence granted by the Provider to the Customer under Clause 3.1 is subject to the following prohibitions:

(a) the Customer must not sub-license its right to access and use the Hosted Services;

(b) the Customer must not permit any unauthorised person or application to access or use the Hosted Services;

(c) the Customer must not use the Hosted Services to provide services to third parties without the prior written consent of the Provider;

(d) the Customer must not republish or redistribute any content or material from the Hosted Services except reports containing Customer Data;

(e) the Customer must not make any alteration to the Platform; and

(f) the Customer must not conduct or request that any other person conduct any load testing or penetration testing on the Platform or Hosted Services without the prior written consent of the Provider.

3.4 The Customer shall implement and maintain reasonable security measures relating to the Access Credentials to ensure that no unauthorised person or application may gain access to the Hosted Services by means of the Access Credentials.

3.5 The Provider shall use reasonable endeavours to maintain the availability of the Hosted Services to the Customer, but does not guarantee 100% availability.

3.6 The Customer must comply with Schedule 1 (Acceptable Use Policy), and must ensure that all persons using the Hosted Services with the authority of the Customer or by means of the Access Credentials comply with Schedule 1 (Acceptable Use Policy).

3.7 The Customer must not use the Hosted Services in any way that causes, or may cause, damage to the Hosted Services or Platform or impairment of the availability or accessibility of the Hosted Services.

3.8 The Customer must not use the Hosted Services in any way that uses excessive Platform resources and as a

result is liable to cause a material degradation in the services provided by the Provider to its other customers using the Platform; and the Customer acknowledges that the Provider may use reasonable technical measures to limit the use of Platform resources by the Customer for the purpose of assuring services to its customers generally.

3.9 The Customer must not use the Hosted Services:

(a) in any way that is unlawful, illegal, fraudulent or harmful; or

(b) in connection with any unlawful, illegal, fraudulent or harmful purpose or activity.

3.10 For the avoidance of doubt, the Customer has no right to access the software code (including object code, intermediate code and source code) of the Platform, either during or after the Term.

3.11 The Provider may suspend the provision of the Hosted Services if any amount due to be paid by the Customer to the Provider under the Agreement is overdue, and the Provider has given to the Customer at least 30 days' written notice, following the amount becoming overdue, of its intention to suspend the Hosted Services on this basis.

4. Customer Data

4.1 The Customer hereby grants to the Provider a non-exclusive licence to copy, reproduce, store, distribute, publish, export, adapt, edit and translate the Customer Data to the extent reasonably required for the performance of the Provider's obligations and the exercise of the Provider's rights under the Agreement. The Customer also grants to the Provider the right to sub-license these rights to its hosting service providers, subject to any express restrictions elsewhere in the Agreement.

4.2 The Customer warrants to the Provider that the Customer Data when used by the Provider in accordance with the Agreement will not infringe the Intellectual Property Rights or other legal rights of any person, and will not breach the provisions of any law, statute or regulation, in any jurisdiction and under any applicable law.

5. Support Services

5.1 The Provider shall provide the Support Services to the Customer during the Term; any such Support Services shall be subject to this Clause 5.

5.2 The Provider shall make available to the Customer an email-based helpdesk.

5.3 The Provider shall provide the Support Services with reasonable skill and care.

5.4 The Customer may use the helpdesk for the purposes of requesting and, where applicable, receiving the Support Services; and the Customer must not use the helpdesk for any other purpose.

5.5 The Provider shall respond promptly to all requests for Support Services made by the Customer through the helpdesk.

5.6 The Provider may suspend the provision of the Support Services if any amount due to be paid by the Customer to the Provider under the Agreement is overdue, and the Provider has given to the Customer at least 30 days' written notice, following the amount becoming overdue, of its intention to suspend the Support Services on this basis.

6. No assignment of Intellectual Property Rights

6.1 Nothing in these Terms and Conditions shall operate to assign or transfer any Intellectual Property Rights from the Provider to the Customer, or from the Customer to the Provider.

7. Charges

7.1 The Customer shall pay the Charges to the Provider in accordance with these Terms and Conditions.

7.2 All amounts stated in or in relation to these Terms and Conditions are, unless the context requires otherwise, stated exclusive of any applicable value added taxes, which will be added to those amounts and payable by the Customer to the Provider.

7.3 The Provider may elect to vary any element of the Charges by giving to the Customer not less than 30 days' written notice of the variation.

8. Payments

8.1 The Provider shall issue invoices for the Charges to the Customer as set out in the Order Form.

8.2 The Customer must pay the Charges to the Provider within the period of 30 days following the issue of an invoice.

8.3 The Customer must pay the Charges by debit card, credit card or bank transfer.

8.4 If the Customer does not pay any amount properly due to the Provider under these Terms and Conditions, the Provider may:

(a) charge the Customer interest on the overdue amount at the rate of 8% per annum above the Bank of England base rate from time to time (which interest will accrue daily until the date of actual payment and be compounded at the end of each calendar month); or

(b) claim interest and statutory compensation from the Customer pursuant to the Late Payment of Commercial Debts (Interest) Act 1998.

9. Data protection

9.1 Each party shall comply with the Data Protection Laws with respect to the processing of the Customer Personal Data.

9.2 The Customer warrants to the Provider that it has the legal right to disclose all Personal Data that it does in fact disclose to the Provider under or in connection with the Agreement.

9.3 The Customer shall only supply to the Provider, and the Provider shall only process, in each case under or in relation to the Agreement, Personal Data in relation to the Hosted Services for the purpose of improving the Customer's operational effectiveness or the personal performance of individuals in the Customer's organisation. This could include the Personal Data of employees and the Customer's service recipients of the following types: individual names, information relating to their place within the Customer's organisation (department, region, branch, class) and their participation in school activities and may, at the Customer's discretion, include photographic evidence of said activities; and the Provider shall only process the Customer Personal Data in order to provide the Hosted Service.

9.4 The Provider shall only process the Customer Personal Data during the Term and for not more than 30 days following the end of the Term, subject to the other provisions of this Clause 9.

9.5 The Provider shall only process the Customer Personal Data on the documented instructions of the Customer (including with regard to transfers of the Customer Personal Data to a third country under the Data Protection Laws), as set out in these Terms and Conditions or any other document agreed by the parties in writing.

9.6 The Customer hereby authorises the Provider to make the following transfers of Customer Personal Data:

(a) the Provider may transfer the Customer Personal Data internally to its own offices and facilities, providing that

such transfers must be protected by appropriate safeguards.

(b) the Provider may transfer the Customer Personal Data to its third party processors and may permit its third party processors to make such transfers, providing that such transfers must be protected by any appropriate safeguards identified therein;

(c) the Provider may transfer the Customer Personal Data to a country, a territory or sector, and may permit its third party processors to do so, to the extent that the competent data protection authorities have decided that the country, territory or sector ensures an adequate level of protection for Personal Data.

9.7 The Provider shall promptly inform the Customer if, in the opinion of the Provider, an instruction of the Customer relating to the processing of the Customer Personal Data infringes the Data Protection Laws.

9.8 Notwithstanding any other provision of the Agreement, the Provider may process the Customer Personal Data if and to the extent that the Provider is required to do so by applicable law. In such a case, the Provider shall inform the Customer of the legal requirement before processing, unless that law prohibits such information on important grounds of public interest.

9.9 The Provider shall ensure that persons authorised to process the Customer Personal Data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.

9.10 The Provider shall implement appropriate technical and organisational measures to ensure an appropriate level of security for the Customer Personal Data, including the measures specified in Schedule 2.

9.11 The Provider must not engage any third party to process the Customer Personal Data without the prior specific or general written authorisation of the Customer. In the case of a general written authorisation, the Provider shall inform the Customer at least 14 days in advance of any intended changes concerning the addition or replacement of any third party processor, and if the Customer objects to any such changes before their implementation, then the Customer may terminate the Agreement on 7 days' written notice to the Provider, providing that such notice must be given within the period of 7 days following the date that the Provider informed the Customer of the intended changes. The Provider shall ensure that each third party processor is subject to equivalent legal obligations as those imposed on the Provider by this Clause 9.

9.12 The Provider is hereby authorised by the Customer to appoint as sub-processors:

(a) Hyve Ltd trading as Hyve Managed Hosting (hosting services); and

(b) such other third parties as may be reasonably necessary for the provision of the Hosted Services, provided that the Provider shall ensure that any such sub-processor is bound by data protection obligations at least as stringent as those set out in this Clause 9.

9.13 The Provider shall, insofar as possible and taking into account the nature of the processing, take appropriate technical and organisational measures to assist the Customer with the fulfilment of the Customer's obligation to respond to requests exercising a data subject's rights under the Data Protection Laws.

9.14 The Provider shall assist the Customer in ensuring compliance with the obligations relating to the security of processing of personal data, the notification of personal data breaches to the supervisory authority, the communication of personal data breaches to the data subject, data protection impact assessments and prior consultation in relation to high-risk processing under the Data Protection Laws. The Provider may charge the Customer at its standard time-based charging rates for any work performed by the Provider at the request of the Customer pursuant to this Clause 9.14.

9.15 The Provider must notify the Customer of any Personal Data breach affecting the Customer Personal Data without undue delay and, in any case, not later than 72 hours after the Provider becomes aware of the breach.

9.16 The Provider shall make available to the Customer all information necessary to demonstrate the compliance of the Provider with its obligations under this Clause 9 and the Data Protection Laws. The Provider may charge

the Customer at its standard time-based charging rates for any work performed by the Provider at the request of the Customer pursuant to this Clause 9.16.

9.17 The Provider shall, at the request of the Customer, delete or return all of the Customer Personal Data to the Customer after the provision of services relating to the processing, and shall delete existing copies save to the extent that applicable law requires storage of the relevant Personal Data.

9.18 The Provider shall allow for and contribute to audits, including inspections, conducted by the Customer or another auditor mandated by the Customer in respect of the compliance of the Provider's processing of Customer Personal Data with the Data Protection Laws and this Clause 9. The Provider may charge the Customer at its standard time-based charging rates for any work performed by the Provider at the request of the Customer pursuant to this Clause 9.18.

9.19 If any changes or prospective changes to the Data Protection Laws result or will result in one or both parties not complying with the Data Protection Laws in relation to processing of Personal Data carried out under the Agreement, then the parties shall use their best endeavours promptly to agree such variations to the Agreement as may be necessary to remedy such non-compliance.

10. Warranties

10.1 The Customer warrants to the Provider that it has the legal right and authority to enter into the Agreement and to perform its obligations under these Terms and Conditions.

10.2 All of the parties' warranties and representations in respect of the subject matter of the Agreement are expressly set out in these Terms and Conditions. To the maximum extent permitted by applicable law, no other warranties or representations concerning the subject matter of the Agreement will be implied into the Agreement or any related contract.

11. Acknowledgements and warranty limitations

11.1 The Customer acknowledges that complex software is never wholly free from defects, errors and bugs; and subject to the other provisions of these Terms and Conditions, the Provider gives no warranty or representation that the Hosted Services will be wholly free from defects, errors and bugs.

11.2 The Customer acknowledges that complex software is never entirely free from security vulnerabilities; and subject to the other provisions of these Terms and Conditions, the Provider gives no warranty or representation that the Hosted Services will be entirely secure.

11.3 The Customer acknowledges that the Hosted Services are designed to be compatible only with the Supported Web Browsers; and the Provider does not warrant or represent that the Hosted Services will be compatible with any other software or systems.

11.4 The Customer acknowledges that the Provider will not provide any legal, financial, accountancy or taxation advice under these Terms and Conditions or in relation to the Hosted Services; and, except to the extent expressly provided otherwise in these Terms and Conditions, the Provider does not warrant or represent that the Hosted Services or the use of the Hosted Services by the Customer will not give rise to any legal liability on the part of the Customer or any other person.

12. Limitations and exclusions of liability

12.1 Nothing in these Terms and Conditions will:

- (a) limit or exclude any liability for death or personal injury resulting from negligence;
- (b) limit or exclude any liability for fraud or fraudulent misrepresentation;

(c) limit any liabilities in any way that is not permitted under applicable law; or

(d) exclude any liabilities that may not be excluded under applicable law.

12.2 The limitations and exclusions of liability set out in this Clause 12 and elsewhere in these Terms and Conditions:

(a) are subject to Clause 12.1; and

(b) govern all liabilities arising under these Terms and Conditions or relating to the subject matter of these Terms and Conditions, including liabilities arising in contract, in tort (including negligence) and for breach of statutory duty, except to the extent expressly provided otherwise in these Terms and Conditions.

12.3 The Provider shall not be liable to the Customer in respect of any losses arising out of a Force Majeure Event.

12.4 The Provider will not be liable to the Customer in respect of any loss of profits or anticipated savings.

12.5 The Provider will not be liable to the Customer in respect of any loss of revenue or income.

12.6 The Provider will not be liable to the Customer in respect of any loss of use or production.

12.7 The Provider will not be liable to the Customer in respect of any loss of business, contracts or opportunities.

12.8 The Provider will not be liable to the Customer in respect of any loss or corruption of any data, database or software.

12.9 The Provider will not be liable to the Customer in respect of any special, indirect or consequential loss or damage.

12.10 The liability of the Provider to the Customer under the Agreement in respect of any event or series of related events shall not exceed the total amount paid and payable by the Customer to the Provider under the Agreement in the 12 month period preceding the commencement of the event or events.

12.11 The aggregate liability of the Provider to the Customer under the Agreement shall not exceed the total amount paid and payable by the Customer to the Provider under the Agreement.

13. Force Majeure Event

13.1 If a Force Majeure Event gives rise to a failure or delay in either party performing any obligation under the Agreement (other than any obligation to make a payment), that obligation will be suspended for the duration of the Force Majeure Event.

14. Termination

14.1 Either party may terminate the Agreement by giving to the other party at least 30 days' written notice of termination.

14.2 Either party may terminate the Agreement immediately by giving written notice of termination to the other party if the other party commits a material breach of these Terms and Conditions.

14.3 Subject to applicable law, either party may terminate the Agreement immediately by giving written notice of termination to the other party if:

(a) the other party:

- (i) is dissolved;
 - (ii) ceases to conduct all (or substantially all) of its business;
 - (iii) is or becomes unable to pay its debts as they fall due;
 - (iv) is or becomes insolvent or is declared insolvent; or
 - (v) convenes a meeting or makes or proposes to make any arrangement or composition with its creditors;
- (b) an administrator, administrative receiver, liquidator, receiver, trustee, manager or similar is appointed over any of the assets of the other party;
- (c) an order is made for the winding up of the other party, or the other party passes a resolution for its winding up (other than for the purpose of a solvent company reorganisation where the resulting entity will assume all the obligations of the other party under the Agreement); or
- (d) if that other party is an individual:
- (i) that other party dies;
 - (ii) as a result of illness or incapacity, that other party becomes incapable of managing his or her own affairs; or
 - (iii) that other party is the subject of a bankruptcy petition or order.

15. Effects of termination

15.1 Upon the termination of the Agreement, all of the provisions of these Terms and Conditions shall cease to have effect, save that the following provisions of these Terms and Conditions shall survive and continue to have effect (in accordance with their express terms or otherwise indefinitely): Clauses 1, 3.10, 8, 9, 12, 15, 18 and 19.

15.2 Except to the extent expressly provided otherwise in these Terms and Conditions, the termination of the Agreement shall not affect the accrued rights of either party.

15.3 Within 30 days following the termination of the Agreement for any reason, the Customer must pay to the Provider all Charges detailed in the Order Form in accordance with Clause 8.

15.4 Upon the termination of the Agreement, payments already received in respect of the Charges will not be refunded.

16. Notices

16.1 Any notice from one party to the other party under these Terms and Conditions must be given by one of the following methods:

- (a) sent by email to the relevant email address specified through the Hosted Services, in which case the notice shall be deemed to be received upon receipt of the email by the recipient's email server; or
- (b) sent by email to the relevant email address specified on the Order Form, in which case the notice shall be deemed to be received upon receipt of the email by the recipient's email server;

providing that, if the stated time of deemed receipt is not within Business Hours, then the time of deemed receipt shall be when Business Hours next begin after the stated time.

17. Subcontracting

17.1 Subject to any express restrictions elsewhere in these Terms and Conditions, the Provider may subcontract

any of its obligations under the Agreement.

18. General

18.1 No breach of any provision of the Agreement shall be waived except with the express written consent of the party not in breach.

18.2 If any provision of the Agreement is determined by any court or other competent authority to be unlawful and/or unenforceable, the other provisions of the Agreement 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 parties, in which case the entirety of the relevant provision will be deemed to be deleted).

18.3 The Provider may vary the Agreement by giving to the Customer at least 30 days' written notice of the variation. Subject to this, the Agreement may only be varied by a written document signed by or on behalf of each of the parties.

18.4 The Customer hereby agrees that the Provider may assign the Provider's contractual rights and obligations under the Agreement to any successor to all or a substantial part of the business of the Provider from time to time. Save to the extent expressly permitted by applicable law, the Customer must not without the prior written consent of the Provider assign, transfer or otherwise deal with any of the Customer's contractual rights or obligations under the Agreement.

18.5 The Agreement is made for the benefit of the parties, and is not intended to benefit any third party or be enforceable by any third party. The rights of the parties to terminate, rescind, or agree any amendment, waiver, variation or settlement under or relating to the Agreement are not subject to the consent of any third party.

18.6 Subject to Clause 12.1, an Order Form, together with these Terms and Conditions and any Schedules, shall constitute the entire agreement between the parties in relation to the subject matter of that Order Form, and shall supersede all previous agreements, arrangements and understandings between the parties in respect of that subject matter.

18.7 The Agreement shall be governed by and construed in accordance with English law.

18.8 The courts of England shall have exclusive jurisdiction to adjudicate any dispute arising under or in connection with the Agreement.

19. Interpretation

19.1 In these Terms and Conditions, a reference to a statute or statutory provision includes a reference to:

- (a) that statute or statutory provision as modified, consolidated and/or re-enacted from time to time; and
- (b) any subordinate legislation made under that statute or statutory provision.

19.2 The Clause headings do not affect the interpretation of these Terms and Conditions.

19.3 References in these Terms and Conditions to "calendar months" are to the 12 named periods (January, February and so on) into which a year is divided.

19.4 In these Terms and Conditions, general words shall not be given a restrictive interpretation by reason of being preceded or followed by words indicating a particular class of acts, matters or things.

20. AI Services

20.1 AI Processing: The Provider utilises enterprise-grade AI Services to enhance data entry and mapping. The

Customer acknowledges that these services involve the transient processing of Customer Data.

20.2 No Training Guarantee: The Provider warrants that neither the Provider nor its sub-processors shall use Submitted AI Content or AI Output to train, improve, or develop machine learning models or artificial intelligence technologies.

20.3 Zero Retention: All Submitted AI Content and AI Output are processed transiently. They are not written to persistent storage by the AI sub-processor and are purged immediately following the completion of the requested task.

20.4 User Verification: While the AI Services are designed for high accuracy, the Customer acknowledges that AI Output is provided as a suggestion. Users are responsible for reviewing and approving all AI-generated content and criteria mapping before saving it to the Platform.

Schedule 1 (Acceptable Use Policy)

1. Introduction

1.1 This acceptable use policy (the "Policy") sets out the rules governing:

(a) the use of the Hosted Services, www.gridmaker.net, any successor website, and the services available on that website or any successor website (the "Services");

(b) the transmission, storage and processing of content by you, or by any person on your behalf, using the Services ("Content").

1.2 References in this Policy to "you" are to any customer for the Services and any individual user of the Services (and "your" should be construed accordingly); and references in this Policy to "us" are to TDK Business Technologies Ltd, a company incorporated in England and Wales registration number 03165961 having its registered office at 21 Glaisdale Drive East, Bilborough, Nottingham NG8 4JJ; (and "we" and "our" should be construed accordingly).

1.3 By using the Services, you agree to the rules set out in this Policy.

1.4 We will ask for your express agreement to the terms of this Policy before you upload or submit any Content or otherwise use the Services.

1.5 You must be at least 18 years of age to use the Services; and by using the Services, you warrant and represent to us that you are at least 18 years of age.

2. General usage rules

2.1 You must not use the Services in any way that causes, or may cause, damage to the Services or impairment of the availability or accessibility of the Services.

2.2 You must not use the Services:

(a) in any way that is unlawful, illegal, fraudulent, deceptive or harmful; or

(b) in connection with any unlawful, illegal, fraudulent, deceptive or harmful purpose or activity.

2.3 You must ensure that all Content complies with the provisions of this Policy.

3. Unlawful Content

3.1 Content must not be illegal or unlawful, must not infringe any person's legal rights, and must not be capable of giving rise to legal action against any person (in each case in any jurisdiction and under any applicable law).

3.2 Content, and the use of Content by us in any manner licensed or otherwise authorised by you, must not:

- (a) be libellous or maliciously false;
- (b) be obscene or indecent;
- (c) infringe any copyright, moral right, database right, trade mark right, design right, right in passing off, or other intellectual property right;
- (d) infringe any right of confidence, right of privacy or right under data protection legislation;
- (e) constitute negligent advice or contain any negligent statement;
- (f) constitute an incitement to commit a crime, instructions for the commission of a crime or the promotion of criminal activity;
- (g) be in contempt of any court, or in breach of any court order;
- (h) constitute a breach of racial or religious hatred or discrimination legislation;
- (i) be blasphemous;
- (j) constitute a breach of official secrets legislation; or
- (k) constitute a breach of any contractual obligation owed to any person.

3.3 You must ensure that Content is not and has never been the subject of any threatened or actual legal proceedings or other similar complaint.

4. Graphic material

4.1 Content must be appropriate for all persons who have access to or are likely to access the Content in question.

4.2 Content must not depict violence in an explicit, graphic or gratuitous manner.

4.3 Content must not be pornographic or sexually explicit.

5. Factual accuracy

5.1 Content must not be untrue, false, inaccurate or misleading.

5.2 Statements of fact contained in Content and relating to persons (legal or natural) must be true; and statements of opinion contained in Content and relating to persons (legal or natural) must be reasonable, be honestly held and indicate the basis of the opinion.

6. Negligent advice

6.1 Content must not consist of or contain any legal, financial, investment, taxation, accountancy, medical or other professional advice, and you must not use the Services to provide any legal, financial, investment, taxation, accountancy, medical or other professional advisory services.

6.2 Content must not consist of or contain any advice, instructions or other information that may be acted upon and could, if acted upon, cause death, illness or personal injury, damage to property, or any other loss or damage.

7. Etiquette

7.1 Content must be appropriate, civil and tasteful, and accord with generally accepted standards of etiquette

and behaviour on the internet.

7.2 Content must not be offensive, deceptive, threatening, abusive, harassing, menacing, hateful, discriminatory or inflammatory.

7.3 Content must not be liable to cause annoyance, inconvenience or needless anxiety.

7.4 You must not use the Services to send any hostile communication or any communication intended to insult, including such communications directed at a particular person or group of people.

7.5 You must not use the Services for the purpose of deliberately upsetting or offending others.

7.6 You must not unnecessarily flood the Services with material relating to a particular subject or subject area, whether alone or in conjunction with others.

7.7 You must ensure that Content does not duplicate other content available through the Services.

7.8 You must ensure that Content is appropriately categorised.

7.9 You should use appropriate and informative titles for all Content.

7.10 You must at all times be courteous and polite to other users of the Services.

8. Marketing and spam

8.1 You must not without our written permission use the Services for any purpose relating to the marketing, advertising, promotion, sale or supply of any product, service or commercial offering.

8.2 Content must not constitute or contain spam, and you must not use the Services to store or transmit spam - which for these purposes shall include all unlawful marketing communications and unsolicited commercial communications.

8.3 You must not send any spam or other marketing communications to any person using any email address or other contact details made available through the Services or that you find using the Services.

8.4 You must not use the Services to promote, host or operate any chain letters, Ponzi schemes, pyramid schemes, matrix programs, multi-level marketing schemes, "get rich quick" schemes or similar letters, schemes or programs.

8.5 You must not use the Services in any way which is liable to result in the blacklisting of any of our IP addresses.

9. Regulated businesses

9.1 You must not use the Services for any purpose relating to gambling, gaming, betting, lotteries, sweepstakes, prize competitions or any gambling-related activity.

9.2 You must not use the Services for any purpose relating to the offering for sale, sale or distribution of drugs or pharmaceuticals.

9.3 You must not use the Services for any purpose relating to the offering for sale, sale or distribution of knives, guns or other weapons.

10. Monitoring

10.1 You acknowledge that we may actively monitor the Content and the use of the Services.

11. Data mining

11.1 You must not conduct any systematic or automated data scraping, data mining, data extraction or data harvesting, or other systematic or automated data collection activity, by means of or in relation to the Services.

12. Hyperlinks

12.1 You must not link to any material using or by means of the Services that would, if it were made available through the Services, breach the provisions of this Policy.

13. Harmful software

13.1 The Content must not contain or consist of, and you must not promote, distribute or execute by means of the Services, any viruses, worms, spyware, adware or other harmful or malicious software, programs, routines, applications or technologies.

13.2 The Content must not contain or consist of, and you must not promote, distribute or execute by means of the Services, any software, programs, routines, applications or technologies that will or may have a material negative effect upon the performance of a computer or introduce material security risks to a computer.

Schedule 2 (Organisational and Technical Measures to Protect Customer Data)

Technical Measures

Hosting

The Hosted Services are served from dedicated virtual servers within Hyve Managed Hosting's Enterprise Cloud platform, located in an ISO 27001 certified, ultra-secure UK data centre (Telehouse North Two, London).

Certification

Our hosting provider, Hyve Managed Hosting, holds multiple internationally recognised certifications, including: ISO 27001 (Information Security Management), ISO 27017 (Cloud Security), ISO 9001 (Quality Management), PCI DSS (Payment Card Industry Data Security Standard), Cyber Essentials Plus, and SOC 2.

100% UK Data Sovereignty

As an exclusively UK-based company, our hosting provider offers guaranteed data sovereignty, giving you peace of mind that your data will never be transferred outside of EEA borders.

Encryption

Connections to and from the Hosted Services are encrypted with a SHA-256 with RSA Encryption algorithm.

Firewall

Our virtual servers are protected by a High Availability (HA) VMware NSX Firewall pair provided and managed by Hyve.

Antivirus

Each of our virtual servers is protected by ImunifyAV+, a security solution specifically designed for web servers. This provides real-time scanning and protection against malware, viruses, and other online threats.

Organisational Measures

- **Risk assessments and reviews:** We carry out risk assessments to make sure we have adequate safeguards and security measures to protect data. We review the effectiveness of our role and correct what is not working and improve whatever could have been done better.
- **Policies and procedures:** We have easy to follow procedures which help employees know what their obligations are and what to do if certain situations occur.
- **Awareness and training:** We develop a culture of security and data protection awareness ensuring that our employees know the legal requirements and what is expected of them.
- **Due diligence:** Where we work with other organisations, we establish due diligence checks and regularly check in with them to make sure they comply with their obligations.
- **Access rights:** We make sure that access to data is granted on a need-to-know basis and that there is no blanket access to all employees.