

TERMS AND CONDITIONS

1. DEFINITIONS AND INTERPRETATION

1.1. In the Services Agreement:

"Affiliate" means any entity that directly or indirectly Controls, is Controlled by, or is under common Control with another entity.

"Applicable Law" means all applicable laws and regulations, as amended and in force from time to time.

"Business Day" means a day other than a Saturday, Sunday or public holiday in England, when banks in London are open for business.

"Charges" means the charges set out in the Order Form (the Licence Fee, the Project Fee and any other charges set out in the Order Form) payable by the Customer for the supply of the Services in accordance with clause 7 (Charges and Payment).

"Closed" means in respect of a Customer Commonplace (as described in the Order Form), that it has been closed to members of the public for comment and **"Closing"** shall be interpreted accordingly.

"Commonplace" means **Commonplace Digital Ltd** (company number 08575062) of 4th Floor, Aldgate Tower, 2 Leman Street, London E1 8FA.

"Commonplace Contact" means the person set out in the Order Form (or as updated by Commonplace from time to time).

"Commonplace Platform" means the platform which facilitates local community engagement, as made available by Commonplace from time to time, in accordance with its standard roadmap.

"Commonplace Privacy Policy" means the privacy policy of Commonplace from time to time an available here: <https://www.commonplace.is/privacy-policy>.

"Control" in respect of a company, the power of a person to directly or indirectly secure: (a) by means of the holding of shares or the possession of voting power in or in relation to that company or any other body corporate; or (b) by virtue of any powers conferred by the articles of association or other document regulating that company or any other body corporate, that the affairs of the company are conducted in accordance with the wishes or directions of that other person.

"Customer" means the customer identified in the Order Form.

"Customer Contact - General" means the person identified in the Order Form (or as updated by Customer from time to time).

"Customer Contact – Legal and Data Protection" means the person identified in the Order Form (or as updated by Customer from time to time).

"Customer Deadlines" means the deadlines which Customer must meet as set out in the Order Form.

"Customer Input" means any materials which Customer and/or Partners have provided to Commonplace, including Customer Properties in relation to the Services.

"Customer Output" means any document, report, record, item, information, database and other materials whatsoever developed by Commonplace (or its agents,

contractors and employees as part of or in the course of or in connection with the Services in any form or media) which the Customer (or any person authorised by the Customer) has downloaded from the Commonplace Platform.

"Customer Properties" means the materials listed in the Order Form provided by the Customer to Commonplace in relation to the Services.

"Documentation" means the online user guides and help made available by Commonplace for its customers from time to time.

"Go Live Date" means the date upon which Commonplace notifies Customer [in writing] that Customer Commonplaces are live.

"Harmful Element" means any code which is designed to disrupt, disable, harm or otherwise impede in any manner, including aesthetic disruptions or distortions, the operation of any of any hardware, software, firmware, computer system or network on which it is installed or with which it interacts, or that would permit Customer or any other person to access systems to cause such disablement or impairment, or which contains any other similar harmful, malicious or hidden procedures, routines or mechanisms which would cause such programs to cease functioning or to damage or corrupt data, storage media, programs, equipment or communications, or otherwise interfere with operations including computer programs commonly referred to as worms or Trojan horses (whether or not specifically directed at Commonplace).

"Intellectual Property Rights" means all vested and future rights of copyright and related rights, design rights, database rights, patents, rights to inventions, trade marks and get-up (and goodwill attaching to those trade marks and that get up), domain names, applications for and the right to apply for any of the above, moral rights, goodwill (and the right to sue for passing off and unfair competition), rights in know-how, rights in confidential information, rights in computer software, and any other intellectual or industrial property rights or all similar or equivalent rights or forms of protection, whether or not registered or capable of registration, and all renewals and extensions of such rights, whether now known or in future subsisting in any part of the world.

"Licence Fee" means the licence fee for the Products set out in the Order Form.

"Local Areas" means the local areas in relation to which Customer wishes to gather feedback and opinions as set out in the Order Form.

"Losses" means claims, demands, actions, awards, judgments, settlements, costs, expenses, liabilities, damages and losses (including all interest, fines, penalties, management time and legal and other professional costs and expenses).

"Order Form" means the order form between Commonplace and Customer to which these Terms and Conditions apply.

"Partners" means any third parties to whom Customer has given access to the Commonplace Platform, and shall include the Project Partners.

"Product(s)" means the products identified in the Order Form.

"Project Fee" means the fee for the Project Services set out as such in the Order Form.

"Project Partners" means the partners listed in the Order Form.

"Project Services" means the services described in the Order Form.

"Service Levels" means the service levels set out.

"Services" means the services (including any Customer Output) set out in the Order Form (including the Products and Project Services) to be provided by Commonplace under the Service Agreement.

"Services Agreement" means the contract between the Customer and Commonplace for the supply of the Services in accordance with the Order Form and the Terms and Conditions, as varied, novated, supplemented, amended, or replaced from time to time in accordance with its terms.

"Start Date" means the date the Term commences as set out on the Order Form.

"Target Go Live Dates" means the target dates for Customer Commonplaces to go live as set out on the Order Form.

"Term" means the period as set out on the Order Form.

"Terms and Conditions" means these terms and conditions of Commonplace.

- 1.2. In the Services Agreement the interpretation of general words shall not be restricted by words indicating a particular class or particular examples.

2. TERM

The Services Agreement begins on the Start Date and shall continue in force for the Term, unless terminated earlier in accordance with clause 15 of the Terms and Conditions. If this Services Agreement is entered into after the Start Date, it will apply retrospectively to work carried out in relation to the Services on or after the Start Date.

3. SERVICES AND SERVICE LEVELS

- 3.1. Subject to payment of the Charges in accordance with clause 7, Commonplace shall provide the Services in accordance with the terms of the Services Agreement. Commonplace shall not be obliged to provide any element of the Services prior to payment of the applicable Charges.
- 3.2. Commonplace shall configure the Products for the Local Areas to make Customer Commonplaces available using the Commonplace Platform.
- 3.3. Commonplace shall provide the Project Services.
- 3.4. Commonplace shall use reasonable endeavours to meet the Target Go Live Date.
- 3.5. In performing its obligations under the Services Agreement, Commonplace shall apply such time, attention and skill as may be reasonable, taking into account the resources available to Commonplace, for the due and proper performance of the Services with the reasonable care and skill to be expected of a similar software as a service provider.
- 3.6. Commonplace shall, on a day to day basis, manage all activities under the Services Agreement via Customer Contact.

- 3.7. Commonplace shall use reasonable endeavours to remedy any failure to meet the Service Levels as soon as reasonably possible by taking all reasonable steps to ensure that such service failure does not recur.

4. CUSTOMER COMMONPLACES

- 4.1. Each Customer Commonplace will be open to accept comments from members of the public for 12 months from Go Live Date or such shorter period as instructed by Customer.
- 4.2. Comments from members of the public will be subject to the Commonplace Privacy Policy.
- 4.3. Once comments have been Closed, Commonplace shall continue to host Customer Commonplace for 12 months ("**Closed Period**").
- 4.4. During the Closed Period the Customer may continue to access data using the Commonplace Platform, but not thereafter.

5. CUSTOMER RESPONSIBILITIES

- 5.1. Customer shall give Commonplace all reasonable and necessary assistance to enable Commonplace to provide the Services, including by: (a) providing Commonplace with Customer Properties; (b) using reasonable endeavours to meet Customer Deadlines and c) promoting the availability of the Customer Commonplaces to the public and stakeholders.
- 5.2. Customer shall ensure that all Customer Properties provided or made available in electronic form do not contain any Harmful Elements.
- 5.3. Customer shall, on a day to day basis, manage all activities under the Services Agreement via the Commonplace Contact.
- 5.4. Customer acknowledges and agrees that Commonplace cannot provide the Services in accordance with the Services Agreement without co-operation from both Customer and Partners. Commonplace shall keep Customer informed of any interference or delay to its ability to deliver the Services. Customer shall use its best endeavours to remove the interference of delay, including any caused by a Partner.
- 5.5. Customer shall, and shall procure that Partners shall, use the Services in accordance with the Service Agreement, including the Documentation.
- 5.6. Customer shall be responsible for all activities of Partners and all activities of persons given login credentials by or on behalf of Customer or a Project Partner.
- 5.7. If Customer believes that any has unauthorised access it shall notify Commonplace immediately so that the login can be revoked.

6. FEATURES, ROADMAP AND COLLABORATION

- 6.1. Commonplace provides services to its customers via the Commonplace Platform on a software as a service basis. Whilst retaining the overall nature of the Commonplace Platform, when taken as a whole, Commonplace reserves the right to change, update, upgrade or discontinue features of the Commonplace Platform in its absolute discretion at any time. Customer can view the current features of the Commonplace.
- 6.2. Commonplace may from time to time share its roadmap for its services, including plans to add/remove features, its functionality priorities and other information. Commonplace welcomes feedback from Customer and its partners on its roadmap.

6.3. Customer shall meet with Commonplace as reasonably requested by Commonplace to provide feedback on the Services for the purpose of planning the future roadmap.

6.4. If Customer provides any technical or other information to Commonplace, Commonplace has an unrestricted right to use such information for its business purposes, including for support and product/service development.

7. CHARGES AND PAYMENT

7.1. Customer shall pay Commonplace the Charges.

7.2. The Charges do not include value added tax or any locally applicable equivalent sales tax, which Customer shall pay, in addition to the Charges, without set-off or withholding (and if withholding is required by Applicable Law, Customer shall gross up its payment accordingly).

7.3. Commonplace shall invoice Customer the Charges as follows: (a) Licence Fee: upon signature of the Services Agreement and at least 14 days in advance of the relevant Renewal Term; and (b) Project Fee: as set out in the Order Form; and (c) any other charges as set out in the Order Form or otherwise agreed in writing between Commonplace and Customer.

7.4. Unless the subject of a genuine dispute, Customer shall pay all invoices within 14 days of the date of the invoice.

7.5. If a party fails to pay in full on the due date any sum payable by it under or in connection with the Services Agreement, interest on the outstanding amount shall accrue on a daily basis from the due date until the date of payment (whether before or after judgment) at the rate of 2% per annum above the base rate of Barclays Bank PLC from time to time.

7.6. If Customer does not pay on time Commonplace may suspend use of the Services (including Closing any live Customer Commonplaces) until payment is made.

7.7. Commonplace reserves the right to make annual inflationary increases to the Charges, in line with the Retail Price Index.

8. INTELLECTUAL PROPERTY RIGHTS

8.1. Subject to clauses 8.2 and 8.4, the Customer may only access and use the Commonplace Platform and Services for its own internal business purposes. Partners may only access and use the Commonplace Platform in support of Customer's use.

8.2. Customer acknowledges and agrees that Commonplace and/or its licensors own all Intellectual Property Rights in the Commonplace Platform and the Services, except the Customer Outputs. Commonplace grants to (and shall procure that any relevant third-party licensor shall grant) the Customer an irrevocable, perpetual, non-exclusive, royalty free, non-transferable, fully paid up, worldwide license to use (and copy) Commonplace's Intellectual Property Rights for the purpose of receiving and using the Services and the Customer Outputs.

8.3. Unless permitted and necessary under Applicable Law, Customer may not copy, modify, adapt, redistribute, decompile, reverse engineer, disassemble, or create derivative works of any software or content made available by Commonplace or any component of such software or content, except any such software or content in relation to the Customer Outputs pursuant to clauses 8.2 and 8.4. Customer may not use any work around to seek to circumvent any technical limitations.

8.4. Customer hereby grants to Commonplace a non-exclusive, royalty free, non-transferable, worldwide license, to use (copy and modify) its Customer Input for the purposes of providing the Services to the Customer during the Term. The Customer hereby grants to

Commonplace a non-exclusive, royalty free, non-transferable, worldwide license, to use the Customer Outputs to such extent as is necessary to enable Commonplace to supply the Services during the Term. If this Services Agreement is terminated, this license will automatically terminate.

8.5. All Intellectual Property Rights in the Customer Output shall be owned by the Customer.

8.6. All Customer Input is the exclusive property of the Customer.

8.7. Commonplace hereby waives all its moral rights in the Customer Outputs pursuant to this Services Agreement.

8.8. Commonplace agrees to indemnify the Customer against any and all liability, loss, damage, costs, and expenses (including reasonable legal fees) suffered or incurred by the Customer arising out of, or in connection with:

8.8.1. the receipt, use or supply of the Services (and the Customer Outputs), all the Intellectual Property Rights in Commonplace Platform and the Services and the Customer Outputs; and

8.8.2. (in the event that) any of the Intellectual Property assigned to the Customer are found to be invalid or impaired in any way or in the event of any claim by any third party that the exercise of the rights assigned infringes the rights of such third party.

8.9. The indemnity in clause 8.8 shall not cover the Customer to the extent that a claim under it results from the breach of clause 8 of this Services Agreement by the Customer.

9. THIRD PARTY DATA AND SERVICES

9.1. Customer acknowledges that all third-party data and services which it or partners or users may access through use of Customer Commonplaces are the sole responsibility of the person from which they originated.

9.2. Customer acknowledges that use of third party data and services may be subject to separate terms between Customer and the relevant third party. In that case, the Services Agreement does not affect Customer's legal relationship with these third parties.

10. WARRANTIES

10.1. Except as expressly set out in the Services Agreement, neither Commonplace nor any of its suppliers, partners or investors make any specific promises about the Services.

10.2. Except as expressly set out in the Services Agreement, Commonplace does not warrant that any of the Services will be secure, accurate, uninterrupted or error free or that they will meet Customer's or any third party's specific requirements.

10.3. Each party represents and warrants that it has the power and authority to enter into and perform its obligations under the Services Agreement, which constitutes valid and binding obligations on it in accordance with its terms.

10.4. Commonplace represents and warrants that: (a) the provision of the Services by Commonplace to Customer shall not infringe the Intellectual Property Rights of a third party in the United Kingdom; and (b) in performing its obligations under the Services Agreement it shall comply with all Applicable Law.

10.5. Customer represents and warrants that: (a) it has in place all necessary licences and permissions to deliver Customer Input and to receive the Services; (b) in

performing its obligations under the Services Agreement it shall comply with all Applicable Law (including relating to Intellectual Property Rights); and (c) it is not entering into the Services Agreement so as to gain access to confidential information or intellectual property with the intention of developing a service the same as or similar to the Commonplace Platform.

11. DATA PROTECTION

- 11.1. Each party shall comply with the Data Processing Addendum set out in Schedule 1.

12. CONFIDENTIALITY AND ANNOUNCEMENTS

- 12.1. “**Confidential Information**” means all information of a confidential nature in the disclosing party’s possession or control, whether created before or after the date of the Services Agreement, whatever its format, and whether or not marked “confidential”; and terms of the Services Agreement, but not including information which is or comes into the public domain through no fault of the other party, was already lawfully in the other party’s possession or comes into the other party’s possession without breach of any third party’s confidentiality obligation to the disclosing party, or is independently developed by or on behalf of the other party.

- 12.2. Each party shall safeguard the other party’s Confidential Information as it would its own confidential information, and shall use, copy and disclose that Confidential Information only in connection with the proper performance of the Services Agreement.

- 12.3. Nothing in the Services Agreement shall be construed so as to prevent one party from disclosing the other’s Confidential Information where required to do so; (a) by a court or other competent authority, provided that, unless prevented by Applicable Law, the first party promptly notifies the other party in advance and discloses only that part of the other party’s Confidential Information that it is compelled to disclose (b) by any applicable law or by a court, arbitral or administrative tribunal in the course of proceedings before it including without limitation any requirement for disclosure under FOIA, EIR (defined hereunder) or the Code of Practice on Access to Government Information and Commonplace acknowledges that any lists or schedules provided by it outlining Confidential Information are of indicative value only and the Customer may nevertheless be obliged to disclose such confidential information.

- 12.4. Commonplace shall not, without the prior written consent of the Customer, publicly use Customer’s name and logo, and references to Customer Commonplaces, to refer to Customer as a customer of Commonplace. Commonplace will follow any applicable brand usage guidelines provided by Customer.

13. LIMITATIONS ON LIABILITY

- 13.1. Subject to clauses 13.2, 13.3 and 13.4, the total liability of each party to the other in connection with the Services Agreement, whether arising from contract, negligence or otherwise, shall be limited to 125% of the applicable Charges paid by Customer to Commonplace.
- 13.2. Subject to clause 13.4, neither party shall be liable for any indirect or consequential loss.
- 13.3. The limitation of liability for the indemnity in clause 8.8 shall be limited to the amount recoverable under Commonplace’s insurance.
- 13.4. The exclusions and limitation of liability set out in clause 13 do not apply to: (a) liability arising from death or injury to persons caused by negligence; (b) Customer’s obligation to pay the Charges; (c) liability arising as a result of fraud; and (d) anything else which

cannot be excluded or limited by Applicable Law, to which no limit applies.

14. INSURANCE

Commonplace shall maintain in force at its own expense all insurances required by Applicable Law with a reputable insurer.

15. TERMINATION

- 15.1. Either party may terminate the Services Agreement with immediate effect by giving written notice to the other party if: (a) the other party commits a material breach of the Services Agreement which is not capable of remedy (or is capable of remedy, but which the other party fails to remedy within 30 days of receiving notice specifying the breach and requiring the breach to be remedied); or (b) the other party repeatedly breaches any of the terms of the Services Agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of the Services Agreement.

- 15.2. Commonplace may terminate the Services Agreement if Customer commits a breach of clause 7 and Customer does not remedy the relevant breach within 10 Business Days of receipt of written notice of the breach being given by Commonplace.

- 15.3. Either party may terminate the Services Agreement with immediate effect by giving the other party notice if: (a) such other party becomes unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 (as amended); (b) such other party ceases or threatens to cease to carry on the whole or a substantial part of its business; (c) any distress or execution shall be levied upon such other party’s property or assets; (d) such other party shall make or offer to make any voluntary arrangement or composition with its creditors; (e) any resolution to wind up such other party (other than for the purpose of a *bona fide* reconstruction or amalgamation without insolvency) shall be passed, any petition to wind up such other party shall be presented and not withdrawn or dismissed within seven days or an order is made for the winding up of such other party; (f) such other party is the subject of a notice of intention to appoint an administrator, is the subject of a notice of appointment of an administrator, is the subject of an administration application, becomes subject to an administration order, or has an administrator appointed over it; (g) a receiver or administrative receiver is appointed over all or any of such other party’s undertaking property or assets; (h) any bankruptcy petition is presented or a bankruptcy order is made against such other party; (i) an application is made for a debt relief order, or a debt relief order is made in relation to such other party; (j) such other party is dissolved or otherwise ceases to exist; or (k) the equivalent of any of the events described in (a) to (j) occurs in relation to such other party under the laws of any jurisdiction.

- 15.4. For the purposes of clause 15, a breach shall be considered capable of remedy if the party in breach can comply with the provision in question in all respects other than as to the time of performance.

- 15.5. Termination or expiry of the Services Agreement (howsoever occurring) shall not affect either of the parties’ accrued rights or liabilities, or the coming into force or the continuance in force of any provision which is expressly or by implication intended to come into or continue in force on or after termination or expiry.

16. TERMINATION ASSISTANCE

Immediately after receipt (or service) of notice to terminate the Services Agreement under clause 15, each party shall provide all reasonable assistance and

information to the other to ensure an orderly end to the relationship.

17. FORCE MAJEURE

Neither party shall be liable for any breach of the Services Agreement directly or indirectly caused by circumstances beyond the reasonable control of that party and which prevent that party from performing its obligations to the other, provided that a lack of funds shall not be regarded as a circumstance beyond that party's reasonable control.

18. ANTI-CORRUPTION

18.1. Each party warrants that it is not aware of any financial or other advantage being given to any other person working for or engaged by that party in connection with the Services Agreement which is or may be in breach of the Bribery Act 2010 ("BA").

18.2. Each party shall, if requested by the other party, provided reasonable assistance to the other party (at requesting party's expense), to enable that party to perform any activity required by any government or agency to comply with the BA.

19. FREEDOM ON INFORMATION

19.1. If Customer is a public authority for the purposes of the Freedom of Information Act 2000 ("FOIA"), Commonplace shall use reasonable endeavours to assist and co-operate (at Commonplaces' expense) as requested by the Customer to enable Customer to comply with any relevant and lawful request for information under FOIA and EIR within the prescribed periods for compliance.

19.2. Customer shall comply with all of Commonplace's reasonable requests to exempt and/or redact information subject to Applicable Law.

19.3. Commonplace acknowledges and agrees that the Customer is entitled, acting in accordance with the Secretary of State for Constitutional Affairs' Code of Practice on the discharge of public authorities' functions under Part 1 of FOIA (issued under section 45 of the FOIA, November 2004), under (or any part of) the FOIA or the Environmental Information Regulations 2004 (and any subordinate legislation made under this Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner in relation to such legislation) ("EIR") to disclose Information:

(a) without consulting with Commonplace, or

(b) following consultation with Commonplace and having taken (or not taken, as the case may be) its views into account.

20. GENERAL

20.1. Commonplace shall not, without the written consent of Customer (which shall not be unreasonably withheld or delayed) assign, transfer, grant any security interest over or hold on trust any of its rights or obligations under the Services Agreement or any interest in them. Nothing in this clause 20.1 shall prevent Commonplace from entering into any agreement or arrangement in relation to any fundraising or public offering.

20.2. Customer shall not, without the written consent of Commonplace (which shall not be unreasonably withheld or delayed) assign or transfer any of its rights or obligations under the Services Agreement to any third party who is not an Affiliate of Customer.

20.3. Nothing in the Services Agreement is intended to or shall operate to create a partnership or joint venture of any kind between the parties. No party shall have the

authority to bind the other party or to contract in the name of, or create a liability against, the other party in any way or for any purpose.

20.4. The parties do not intend any third party to have the right to enforce any provision of the Services Agreement under the Contracts (Rights of Third Parties) Act 1999 or otherwise.

20.5. The Services Agreement is the entire agreement between the parties, and replaces all previous agreements and understandings between them, relating to its subject matter.

20.6. No variation of the Services Agreement shall be effective unless it is in writing and signed by or on behalf of each party.

20.7. The rights and remedies expressly conferred by the Services Agreement are cumulative and additional to any other rights or remedies a party may have.

20.8. Notices under clause 15 shall be in writing and delivered by hand or sent by recorded delivery post to the relevant party at its address as set out in the Services Agreement. Without evidence of earlier receipt, notices are deemed received: (a) if delivered by hand, at the time of delivery; (b) if sent by recorded delivery, at 9.00 am on the second Business Day after posting; and (c) in the case of post it shall be sufficient to prove that the notice was properly addressed and posted or transmitted. Any other notices and communications under the Services Agreement may be delivered in writing and/or electronically.

20.9. The Services Agreement and any non-contractual obligations arising in connection with it are governed by and construed in accordance with English law, and the English courts have exclusive jurisdiction to determine any dispute arising in connection with the Services Agreement, including disputes relating to any non-contractual obligations.

Schedule 1: Data Processing Addendum

The purpose of this Data Processing Addendum (“**DPA**”) is to set out each party’s obligations relating to the personal data processed by the parties pursuant to the **Services Agreement** entered into between them and into which this DPA is incorporated.

1. DEFINITIONS

Defined terms in the Services Agreement have the same meaning where used in this DPA unless otherwise defined below.

Appropriate Safeguards	means such legally enforceable mechanism(s) for transfers of Personal Data as may be permitted under Data Protection Laws from time to time currently (i) A transfer to a third country of an international organization may take place where it is based on adequacy regulations (see section 17A of UK GDPR); (ii) there are appropriate safeguards in place pursuant to Article 46 UK GDPR; (iii) Binding corporate rules are in place; or (iv) one of the derogations for specific situations in Article 49 UK GDPR applies to the transfer;
Applicable Law	means as applicable and binding on Customer, Commonplace and/or the Services: (i) any law, statute, regulation, by-law or subordinate legislation in force from time to time to which a party is subject; (ii) any court order, judgment or decree; or (iii) any direction, policy, rule or order that is made or given by any regulatory body having jurisdiction over a party;
Controller	means the entity which determines the purposes and means of the Processing of Personal Data;
Data Protection Laws	means as applicable and binding on Commonplace and the Customer in relation to the Services all applicable data protection and privacy legislation in force from time to time in the UK including without limitations: (i) in the United Kingdom the UK GDPR and the Data Protection Act 2018; and (ii) in member states of the European Union the EU GDPR and all relevant member state laws or regulations transposing or giving effect to or corresponding with EU GDPR, all as amended and in force from time to time;
Data Protection Losses	means all losses and liabilities, including all: <ul style="list-style-type: none"> (i) costs (including legal costs), claims, demands, actions, settlements, interest, charges, expenses, losses and damages; (ii) administrative fines, penalties, sanctions, liabilities or other remedies imposed by a Supervisory Authority; (iii) compensation which is ordered by a Supervisory Authority to be paid to a Data Subject; (iv) the reasonable costs of compliance with investigations by a Supervisory Authority; (v) costs of investigation including forensic investigation; (vi) cost of breach notification including notifications to the Data Subjects; and (vii) cost of complaints handling including providing Data Subjects with credit reference checks, setting up contact centres (e.g. call centres), producing end customer communication materials, provision of insurance to end customers (e.g. identity theft), and reimbursement of costs incurred by end customers (e.g. changing locks);
Data Subject	means the identified or identifiable person to whom Personal Data relates;
Data Subject Request	means a request made by a Data Subject to exercise any rights of Data Subjects under Data Protection Laws;
EU GDPR GDPR	means the General Data Protection Regulation (EU) 2016/679; means as applicable the UK GDPR or the EU GDPR
International Recipient	has the meaning given to that term in clause 8.1;
Personal Data	means any information relating to (i) an identified or identifiable natural person and, (ii) an identified or identifiable legal entity (where such information is protected similarly as personal data or personally identifiable information under applicable Data Protection Laws);
Personal Data Breach	means any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, any Protected Data;
Processor	means the entity which Processes Personal Data on behalf of the Controller;

processing	means any operation or set of operations which is performed upon Personal Data, whether or not by automatic means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction (and related terms such as process have corresponding meanings);
Processing Instructions	has the meaning given to that term in clause 4.2(b);
Protected Data	means Personal Data provided to Commonplace by the Customer, or otherwise received by Commonplace in connection with the provision of the Services (including responses from and information about community users on the Commonplace Platform), pursuant to the Services Agreement;
Services	means the services provided to Customer by Commonplace pursuant to the Services Agreement;
Shared Personal Data	has the meaning given in clause 2.3.
Sub-Processor	means another Processor engaged by Commonplace for carrying out processing activities in respect of the Protected Data on behalf of Commonplace;
Supervisory Authority	means any local, national or multinational agency, department, official, parliament, public or statutory person or any government or professional body, regulatory or supervisory authority, board or other body responsible for administering Data Protection Laws;
UK GDPR	UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 as amended by the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit)_Regulations 2019 (DPPEC Regulations).
Working Day	means Monday to Friday inclusive excluding bank and public holidays in the UK.

2. ROLES AND OBLIGATIONS

- 2.1 The parties agree that, for the Protected Data, Customer shall be the Controller and Commonplace shall be the Processor.
- 2.2 Commonplace shall process the Protected Data in compliance with:
- (a) the obligations of Processors under Data Protection Laws and so as not to place Customer in breach of Customer's obligations as a Controller of that Protected Data in the country where the processing takes place; and
 - (b) the terms of this DPA.
- 2.3 The parties acknowledge that Commonplace also uses some of the Protected Data collected via the Commonplace Platform for its own purposes, as set out in the Commonplace Privacy Policy. This is considered to be "Shared Personal Data" in respect of which the parties are independent Controllers. Further provisions relating to how the parties process such Shared Personal Data are set out in Appendix 2.

3. CUSTOMER OBLIGATIONS

- 3.1 Customer shall, in its use of the Services, Process Protected Data in accordance with the requirements of Data Protection Laws. Customer shall ensure all Protected Data it provides to Commonplace for use in connection with the Services, or that it requests Commonplace to collect via the Services, shall be collected and/or transferred to Commonplace in accordance with Data Protection Laws.
- 3.2 It shall be Customer's responsibility to: (i) ensure the terms of use it supplies to the Data Subjects of the Protected Data comply with Data Protection Laws including in particular any fair processing information requirements relating to the processing of the Protected Data by Commonplace and (ii) ensure it has a legal basis for the processing of the Protected Data by Commonplace. To that end Customer shall ensure that it provides copies of its privacy policy and other fair processing notices for Commonplace to post on the Customer-initiated Commonplace Platform and Customer shall ensure that where it requires Special Category Data to be collected that it has: (i) identified the purpose for which such processing is necessary; (ii) checked that the processing of the special category data is necessary for that purpose and that it has identified and is satisfied there is no other reasonable and less intrusive way to achieve that purpose; and (iii) identified an Article 6 GDPR lawful basis and an appropriate Article 9 GDPR condition, for processing the special category data.

4. INSTRUCTIONS

- 4.1 Customer's instructions for the Processing of Protected Data shall comply with Data Protection Laws.
- 4.2 Commonplace:
- (a) shall (and shall ensure each person acting under its authority shall) process the Protected Data only on and in accordance with Customer's documented lawful instructions from time to time and as permitted within the parameters of the Services; and
 - (b) in accordance with Appendix 1 (Data Processing Particulars), as updated from time to time by written agreement of the parties or as otherwise detailed in the Agreement ("**Processing Instructions**"); and

- (c) shall inform Customer if Commonplace is aware of a Processing Instruction that, in its opinion, infringes Data Protection Laws.

5. TECHNICAL AND ORGANISATIONAL MEASURES

5.1 Commonplace shall implement and maintain:

- (a) the technical and organisational measures prescribed by Data Protection Laws; and
- (b) taking into account the nature of the processing, the technical and organisational measures necessary to assist Customer insofar as is reasonably possible in the fulfilment of Customer's obligations to respond to Data Subject Requests relating to Protected Data.

6. SUB PROCESSORS AND STAFF

- 6.1 Commonplace has appointed those Sub-Processor(s) listed in Appendix 1 to this DPA under a written contract containing materially equivalent obligations to those in this DPA. Commonplace shall provide Customer with a copy of the agreements with Sub-Processors if requested to do so by Customer. Commonplace may redact commercial terms from such agreements before disclosing them to Customer.
- 6.2 Commonplace shall ensure that all of its personnel and contractors processing Protected Data are subject to a binding written contractual obligation with Commonplace or under professional obligation to keep the Protected Data confidential (except where disclosure is required in accordance with Applicable Law, in which case Commonplace shall, where practicable and not prohibited by Applicable Law, notify Customer of any such requirement before such disclosure).
- 6.3 Commonplace will maintain a list of Sub-Processors and will notify Customer by email (to Customer Contact – Legal and Data Protection) of any new Sub-Processors. If Customer has a reasonable objection to any new Sub-Processor, it will notify Commonplace of such objection in writing within ten days of receiving the email notification and the parties will seek to resolve the matter in good faith.
- 6.4 If Commonplace can provide the Services to Customer in accordance with the Services Agreement without using the Sub-Processor and decides in its discretion to do so, then Customer will have no further rights in respect of the proposed Sub-Processor. If Commonplace requires the Sub-Processor and is unable to satisfy Customer as to the suitability of the Sub-Processor or the documentation in place between Commonplace and the Sub-Processor within 30 days from Customer's notification of objections, Customer may within 20 days of the end of the 30-day period referred to above terminate the Services Agreement [only in relation to the Services to which the proposed new Sub-Processor's processing of Protected Data would relate] by providing written notice to Commonplace.

7. DATA SUBJECT REQUEST ASSISTANCE

- 7.1 Commonplace shall promptly refer all Data Subject Requests it receives to Customer (wherever practicable within two Working Days of receipt of the request).
- 7.2 Commonplace shall provide such assistance to Customer as Customer reasonably requires (taking into account the nature of processing and the information available to Commonplace) to ensure compliance with each party's obligations under Data Protection Laws with respect to:
 - (a) Data Subject Requests;
 - (b) security of processing;
 - (c) data protection impact assessments (as such term is defined in Data Protection Laws);
 - (d) prior consultation with a Supervisory Authority regarding high risk processing; and
 - (e) notifications to the Supervisory Authority and/or communications to Data Subjects by Customer in response to any Personal Data Breach and for the avoidance of doubt Commonplace must promptly notify Customer in writing of any communications received by it from Data Subjects or Supervisory Authorities relating to the Protected Data without responding to either of the same unless it has been expressly authorised to do so by Customer.

8. OVERSEAS TRANSFERS

- 8.1 The parties agree that Commonplace may only transfer Protected Data to any overseas recipients (an "**International Recipient**") provided all transfers by Commonplace of Protected Data to an International Recipient (and any onward transfer) shall (to the extent required under Data Protection Laws) be effected by way of Appropriate Safeguards and in accordance with Data Protection Laws. Commonplace will provide to the Customer a list of all International Recipients which shall include detail of their identity, locations and of their processing activities.

9. RECORDS AND AUDITS

- 9.1 Commonplace shall maintain written records of all categories of processing activities carried out on behalf of Customer.
- 9.2 Commonplace shall make available to Customer such information as is reasonably necessary to demonstrate its compliance with the obligations of Processors under Data Protection Laws, and shall allow for and contribute to audits, including inspections, by Customer (or another auditor mandated by Customer) for this purpose, subject to Customer:
 - (a) not requesting an audit or inspection more than once in each twelve-month period (unless there has been an actual or suspected Personal Data Breach);
 - (b) giving Commonplace at least 30 days' advance notice of such information request, audit and/or inspection being required; and
 - (c) Customer and Commonplace mutually agreeing the scope, timing, and duration of the audit and any reimbursement of Commonplace's costs in facilitating audits and inspections; and
 - (d) ensuring that all information obtained or generated by Customer or its auditor(s) in connection with such information requests, inspections and audits is kept strictly confidential (save for disclosure to the Supervisory Authority or as

otherwise required by Applicable Law). Customer shall provide a copy of such information and audit reports to Commonplace following an inspection or audit pursuant to this clause 9.

10. BREACH NOTIFICATION

10.1 In respect of any Personal Data Breach involving Protected Data, Commonplace shall without undue delay of becoming aware of the Personal Data Breach:

- (a) notify Customer of the Personal Data Breach; and
- (b) so far as possible without prejudicing the continued security of the Protected Data or any investigation into the Personal Data Breach, provide Customer with details of the Personal Data Breach.

11. DELETION OR RETURN OF DATA

11.1 Without prejudice to clauses 11.2 and subject to the provisions of Appendix 2 in relation to Shared Personal Data and any storage requirements under Applicable Law, Commonplace shall either delete, return all the Protected Data to Customer or put the Protected Data beyond use as soon as reasonably practicable following the end of:

- (a) the provision of the relevant Services related to processing of that data; or
- (b) the Archive Period as set out on the Order Form.

11.2 Customer agrees that Commonplace may anonymise a copy of Protected Data (to the extent it has not already been anonymised prior to termination) and Commonplace may use such anonymised Protected Data for its own business purposes including making improvements to its Services generally and for improving engagement with communities and other customers.

12. INDEMNITY AND LIABILITY

12.1 Commonplace shall indemnify and keep indemnified the Customer in respect of all Data Protection Losses suffered or incurred by (awarded against or agreed to be paid by) the Customer (or for which the Customer may become liable due to any failure by Commonplace or its employees, subcontractors or agents) arising from or in connection with any:

- (a) non-compliance by Commonplace with the Data Protection Laws; and
- (b) breach by Commonplace (or its employees, subcontractors or agents) of any of its obligations under this DPA.

12.2 Commonplace's liability under the indemnity at clause 12.1 of this Services Agreement, shall not exceed £10,000,000 (ten million pounds).

13. CHANGE IN LAW

Notwithstanding anything to the contrary in this DPA, in the event: (i) of a change in any law or regulation or (ii) a regulator issues a binding instruction, order or requirement which changes the basis on which the Protected Data can be processed, transferred or stored pursuant to this DPA, the parties agree to negotiate in good faith to agree an amendment to this DPA and the Services Agreement (to the extent necessary) to address such change in law or regulation or to comply with a binding instruction, order or requirement as applicable.

SCHEDULE 1: APPENDIX 1 DATA PROCESSING PARTICULARS

Subject-matter of processing:

Collecting and analysing public feedback using the Commonplace Platforms for the purposes of the Project Services .

1. Duration of the processing:

Subject to Clause 11 of this DPA, Commonplace will Process Protected Data for the duration of the provision of the Services, unless otherwise agreed upon in writing.

2. Nature and purpose of the processing:

To use the Protected Data for the purpose of providing the Services and as otherwise detailed in the Services Agreement, and as further instructed by Customer in its use of the Services.

3. Type of Personal Data:

Using the configuration options on the Commonplace Platform the Customer determines and controls the type of Protected Data to be collected via the Commonplace Platform for its (and its Project Partners') purposes which may include, but is not limited to the following categories of Personal Data:

- First and last name
- Contact information (email, physical address)
- Professional life data
- Personal life data
- Connection data (e.g. IP address)
- Localisation data
- Demographic data (e.g. post code)
- Free text comments (retained for the Customer separately from but linkable with, Data Subject identifiers).

Special Category Data (which might include):

- race;
- ethnic origin;
- politics;
- religion;
- health;

4. Categories of Data Subjects:

Using the configuration options on the Commonplace Platform the Customer determines and controls the categories of Data Subjects from which Protected Data is collected via the Commonplace Platform for its (and its Project Partners') purposes:

Individuals in a community that engage in the Commonplace Platform.

5. Processing Instructions

Using the configuration and set up options on the Commonplace Platform, the Customer determines and controls how the Protected Data is collected and processed via the Commonplace Platform.

Commonplace is generally instructed to use the Protected Data for the purpose of providing the Services as configured by the Customer and as otherwise detailed in the Services Agreement.

6. Sub-Processors

Commonplace uses the following providers to support its platform, as sub-processors.

Name	Location	Processing Activity	Does the sub-processor process respondent personal data and why?
Amazon Web Services (AWS)	UK	Hosting of Commonplace Platforms	Yes. We need this data in order to deliver our service including providing profile pages for each user, and being able to communicate with them if consented. Data is not pseudonymised.
Appcues		Analytics and guidelines	No. The sub-processor only tracks consultation organiser events happening in the application to provide them with curated guidelines and

			tips on how to use and improve their Commonplaces.
BlockSurvey	India	Custom questionnaires	Yes. The sub-processor only allows to gather custom questionnaire answers which are then included and processed in our product
MongoDB Atlas	UK	Database provider (also hosted on AWS)	Yes. We need this data in order to deliver our service including providing profile pages for each user, and being able to communicate with them if consented. Data is not pseudonymised.
Gleap	Germany / Netherlands	User feedback	Does not process any respondent personal data. The sub-processor processes feedback provided by engagement partner users about their Commonplaces. Neither the tool, nor the data, is accessible to respondent users.
Google	US	Gmail and Google Drive for Commonplace operational purposes	Does not process any respondent personal data.
Mixpanel	US	Site analytics	Processes pseudonymised respondent data: the data can be used to differentiate individuals but not to identify them.
Logrocket	US	Site Analytics	Processes pseudonymised respondent data: the data can be used to differentiate individuals but not to identify them.
Helpscout	US	Respondent technical support	Yes. Does process personal respondent data. Personal data from respondents who write to support@commonplace.is is processed. We need to know their email address in order to reply.
Hubspot	US	Marketing website and associated tools	No. Does not process any respondent personal data.
Zoom	US	Video / Voice conferencing software	Yes. Does process personal respondent data. This is an optional service that customers can choose to offer to respondents for hosting meetings or webinars. If used, respondent email addresses are processed to send invitations and manage the webinar access.
Sendgrid	US	Email management and address verification	Yes. Does process personal respondent data. Sends emails to respondents from the Commonplace platform. To do this it needs to capture and process personal data in the form of email addresses. Data is pseudonymised after 30 days.
Cloudinary	US	Image storage	No. Does not process any respondent personal data.
Churn Zero	US	Customer usage data	No. Does not process any respondent personal data.
Delighted	US	Customer and end user feedback	Yes. Does process personal respondent data. This is our Net Promoter Score service, which gives us feedback from respondents. It requires the respondent email address to send them a survey email.

SCHEDULE 1: APPENDIX 2**Controller Terms****1. Parties' obligations relating to Shared Personal Data.****1.1 In respect of the Shared Personal Data:**

1.1.1 the parties acknowledge and agree that each party shall be Controller in its own right. Each party will comply with the Data Protection Laws and will not do any act or make any omission which puts the other party in breach of its obligations under the Data Protection Laws; and

1.1.2 the parties agree to provide reasonable assistance as is necessary to each other to comply with its obligations under the Data Protection Laws, including:

:

(a) consulting with the other party about any notices given to, and/or consents received from, Data Subjects in relation to the Shared Personal Data;

(b) promptly informing the other party about the receipt of any Data Subject Requests;

(c) providing the other party with reasonable assistance in complying with any Data Subject Requests;

(d) facilitating the handling of any Personal Data Breach for which the other party is responsible as soon as reasonably practicable upon becoming aware, which shall include the party responsible for the breach notifying the relevant Supervisory Authority, promptly and in any event no later than 72 hours after becoming aware of it, as well as the relevant Data Subjects without undue delay, where required by the Data Protection Laws;

request without first consulting the

(e) responding within a reasonable time to any enquiries from a Supervisory Authority; and

(f) notifying the other party without undue delay on becoming aware of any breach of the Data Protection Laws.

2. Indemnity.

Each party shall indemnify the other against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other reasonable professional costs and expenses) suffered or incurred by the indemnified party arising out of or in connection with the breach of this Appendix 2 affecting Shared Personal Data, provided that the indemnified party gives to the indemnifier prompt notice of such claim, full information about the circumstances giving rise to it, reasonable assistance in dealing with the claim and sole authority to manage, defend and/or settle it. The liability of the indemnifying party under this clause shall be subject to the limits of liability set out in the Services Agreement.