



Master Terms

These Master Terms, all terms and conditions referenced herein and the applicable Order Form, Statement of Work, or other ordering document that references these Master Terms (each, hereinafter, a **“Purchase Document”**) constitute altogether, one binding legal agreement (collectively, the **“Agreement”**) between the customer specified on the applicable Purchase Document (**“Customer”**) and the insightsoftware contracting entity specified in the applicable Purchase Document (**“insightsoftware”**) (each a **“Party”** and collectively, the **“Parties”**), as of the **“Effective Date”** (referred to herein as the **“Effective Date”**) stated on the Purchase Document. In the event of a conflict between the terms of these Master Terms, the referenced terms and conditions and the Purchase Document, the Purchase Document, the Master Terms, and the referenced terms and conditions shall control in that order.

insightsoftware offers and the Customer wishes to utilize one or more of the following: (i) insightsoftware’s proprietary software specifically listed on the Purchase Document including any regular releases of updated versions of the software (each, an **“Update”**) that may be provided to Customer pursuant to this Agreement (collectively, the **“Software”**), (ii) any standard installation materials, specifications, and online or hard copy user documentation that insightsoftware makes generally available to its customers in conjunction with licensing of the applicable Software (**“Documentation”**), and/ or (iii) the provision of implementation services, training services, specifically listed recurring or value-added services or any other professional services as set forth in the Purchase Document (each such service in (iii) collectively shall be hereinafter referred to as the **“Professional Services”**). By signing the Purchase Document, Customer accepts the terms and conditions of this Agreement.

1. Software Licenses and Services

1.1. Applicable Terms.

The following terms (the **“Software License Terms”**) apply to the Software purchased by Customer on the Purchase Document based upon the Software’s method of deployment (the **“Deployment Type”**). insightsoftware offers two Deployment Types:

- a) SAAS SOFTWARE: If the Customer’s license is for ‘Software as a Service’ Software (**“SaaS Software”**), the following terms and conditions (which are hereby incorporated by reference) shall apply: <https://legal.insightsoftware.com/contracts/saas-terms-eng-v073121.pdf>
- b) ON-PREMISE SOFTWARE: If the Customer’s license is for On-Premise Software (**“On-Premise Software”**), the following terms and conditions (which are hereby incorporated by reference) shall apply: <https://legal.insightsoftware.com/contracts/on-premise-terms-eng-v073121.pdf>

The following terms (the **“Services Terms”**) apply to any Professional Services or Support Services (defined below) as purchased by Customer on the Purchase Document. The terms Professional Services and Support Services (defined below) shall hereinafter be collectively referred to as the **“Services”**:

- a) PROFESSIONAL SERVICES: If the Purchase Document includes a purchase of Professional Services, the following terms and conditions (which are hereby incorporated by reference) shall apply: <https://legal.insightsoftware.com/contracts/professional-services-terms-eng-v073121.pdf>
- b) MAINTENANCE AND SUPPORT: If the Customer has purchased maintenance or other support services that are applicable to the Customer’s specific licensed Software (the **“Support Services”**) or Customer’s license includes access to Support Services, then insightsoftware shall provide the Support Services as described in the following terms and conditions (which are hereby incorporated by reference): <https://insightsoftware.com/legal/contracts/support-policy/>

1.2. Software License Type and Licensing Model.

The Software is broken out into separately licensed software products (each a **“Software Module”**) each of which is licensed subject to certain additional Use (described below) restrictions (e.g. Named User) (the **“Licensing Model”**). insightsoftware has created a license guide located at <https://legal.insightsoftware.com/contracts/license-guide-eng-v073121.pdf> (**“License Guide”**) that is hereby incorporated by reference and provides definitions of insightsoftware’s general Licensing Models as well as a link to **“Module Licensing Descriptions”** for certain Software Modules. The **“Deployment Type”** (i.e., SaaS Software and On-Premise Software) and **“Licensing Model”** associated with each Software Module may be set forth on the Purchase Document or it may be defined in the Module Licensing Description. If a Licensing Model for a Software Module is not listed on an Purchase Document or in the Module Licensing Description, the Licensing Model shall be deemed to be **“Named User.”** The Purchase Document will also specify the number of Units Licensed, where applicable. **“Units Licensed”** shall mean the quantity of licenses permitted under the Agreement for a particular Licensing Model (e.g. 5 Named Users).

- 1.3. **Limited Use.** Customer may use the Software only for the duration of the Term, and solely through Authorized Users (described below), as specified in the applicable Purchase Document, solely for Customer’s internal business purposes in accordance with the Documentation, License Guide and the Purchase Document, provided that Customer at all times complies with the restrictions set forth in the Agreement (**“Use”**). Unless otherwise set forth in the Purchase Document, **“Authorized Users”** are limited to the employees of Customer and/ or its Affiliates in the manner stated on the License Guide and which Customer/ Affiliate are designated on the Purchase Document. In the event that Customer wishes to allow its outside service provider and/or auditor access to the Software during its license Term, the Customer shall be permitted to do so provided that any such outside service provider and/or auditor: (i) is subject to written obligations of confidentiality that are substantially similar to those set forth herein, (ii) uses the Software solely for the Customer’s internal business purposes pursuant to the terms of



this Agreement, (iii) is not a competitor of insightsoftware, and (iv) that Customer shall be responsible for any breach of the Agreement by any such outside service provider and/or auditors. Unless stated otherwise on the Purchase Document and regardless of the License Type, the Software may only be Used on or accessed from the hardware and software components, including client machines, servers, and networking devices within Customer's internal computer network.

- 1.4. Unauthorized Use.** Except as explicitly permitted in this Agreement or required under applicable law, Customer may not, directly or indirectly:
- 1.4.1. sell, rent, lease, loan, sublicense, transfer, assign, distribute, disclose or provide access to the Software or Documentation or use the Software or Documentation on a "service bureau" basis or for any other time-sharing purposes to any party other than Customer's Affiliate(s), or in any other way allow unauthorized third parties to use or exploit the Software;
 - 1.4.2. modify, adapt, translate or create derivative works based upon the Software or Documentation;
 - 1.4.3. modify, remove or cover proprietary notices in or on the Software or Documentation;
 - 1.4.4. de-compile, disassemble, reverse engineer, or otherwise seek to discover or access or attempt to access the source code of the Software. Decompiling, disassembling, and reverse engineering include, without limitation: (i) converting the Software from a machine-readable form into a human-readable form; (ii) disassembling or decompiling the Software by using any means or methods to translate machine-dependent or machine-independent object code into the original human-readable source code or any approximation thereof; (iii) examining the machine-readable object code that controls the Software's operation and creating the original source code or any approximation thereof by, for example, studying the Software's behaviour in response to a variety of inputs; or (iv) performing any other activity related to the Software that could be construed to be reverse engineering, disassembling, or decompiling;
 - 1.4.5. use license keys, certificates or access codes with the Software other than those authorized by insightsoftware for Customer's use of the Software;
 - 1.4.6. distribute or make available license keys, certificates or access codes for the Software to a third party;
 - 1.4.7. circumvent or attempt to circumvent any anti-copying mechanisms such as technology designed to prevent unauthorized use and copying or to enforce limitations on number of users, that may or may not be included in the Software;
 - 1.4.8. use the Software or Services in a manner not authorized by this Agreement (including exceeding the Units Licensed), or that violates any applicable law, including in violation of the intellectual property or other rights of any third party, including privacy rights, or authorize or permit unauthorized use of or access to the Software or Services;
 - 1.4.9. (i) use or operate the Software other than as instructed in the Documentation, including the combination, use or operation of the Software with an application, hardware, software, or in an environment, other than as set forth in the Documentation or (ii) combine, use or operate the Software with an application, hardware, software, or in an environment not provided by or authorized by insightsoftware;
 - 1.4.10. cause insightsoftware or the Software or Services, to collect, store, transmit, or otherwise process any Health Sensitive Information. "Sensitive Health Information" means any information of an individual's health or mental condition, such as a medical record or history, medical treatment plan, or diagnosis by a health care professional or other protected health information under the Health Insurance Portability and Accountability Act of 1996. Notwithstanding anything to the contrary, Customer agrees that Customer will never use the Software to collect, store, transmit or otherwise process Sensitive Health Information; or
 - 1.4.11. provide to insightsoftware any technical data as that term is defined in the International Traffic in Arms Regulations ("ITAR") at 22 CFR 120.10. Customer shall certify that all information provided to insightsoftware has been reviewed and scrubbed so that all technical data relevant to any Customer ITAR regulated project has been removed.

Any of the activities set forth in this Section 1.4 are strictly prohibited and constitute an unauthorized use of the Software or Services ("Unauthorized Use").

- 1.5. Proprietary Notices.** Customer shall not delete any copyright notices, proprietary legends, any trademark and service mark attributions, any patent markings, and other indicia of ownership and confidential markings on all copies of the Software and any other Materials (defined in Section 2.4 below) provided to Customer, in the content and format contained on the Software and such Materials. Customer shall pay all duplication and distribution costs incurred by Customer in making copies of the Software.
- 1.6. Affiliates.** For purposes of this Agreement, an "Affiliate" means an entity that directly or indirectly controls, is controlled by, or is under common control with, a Party to this Agreement. For purposes of the foregoing, "control" means the ownership of (i) greater than fifty percent (50%) of the voting power to elect directors of the company, or (ii) greater than fifty percent (50%) of the ownership interest in the company. It is agreed that:
- 1.6.1. **Customer's Affiliates.** Customer's Affiliates shall be included in the license granted pursuant to an applicable Purchase Document and the terms of the Agreement if and only if specifically listed in the applicable Purchase Document. Customer agrees that it shall be



responsible for any breach of this Agreement by any of Customer's Affiliates as if such breach was caused by the direct acts of the Customer.

1.6.2. **insightsoftware's Affiliates.** Each Purchase Document is entered into between Customer and the legal entity set forth on the Purchase Document only. In certain situations, insightsoftware's Affiliates may perform certain tasks related to insightsoftware's obligations and rights under the Agreement, including, but not limited to, invoicing, payment, technical support, project management and/or sales support, at the direction and sole discretion of insightsoftware. Customer further agrees and acknowledges that insightsoftware and Customer are the only parties to the Agreement, and that any action taken by insightsoftware Affiliates in connection with the performance of insightsoftware's obligations under the Agreement will not give rise to any cause of action of any kind against the insightsoftware Affiliates, regardless of the theory of recovery. The foregoing notwithstanding, insightsoftware shall at all times retain full responsibility for insightsoftware Affiliates' compliance with the applicable terms and conditions of the Agreement. Customer agrees that: (a) any claim that Customer may have under this Agreement will be only against the insightsoftware entity that entered into the Purchase Document with Customer, (b) other insightsoftware Affiliates shall not have joint and several liability, and (c) Customer will make no claim under this Agreement against any other insightsoftware Affiliate.

1.7. **Subcontractors.** insightsoftware may, in its sole discretion, subcontract its obligations under this Agreement provided that insightsoftware shall remain ultimately liable for the performance of subcontractor in accordance with this Agreement. For purposes of the Agreement, all references to insightsoftware or its employees will be deemed to include such subcontractors. insightsoftware will have the right to disclose Customer Confidential Information to such subcontractors subject to Section 5 below.

1.8. Third Party Terms.

1.8.1. **Open Source and Third-Party Software.** The Software and Documentation may contain information on certain open source and other third-party software that is included with or incorporated into the Software ("**Third-Party Software**"). Certain open source Third-Party Software is listed in the Documentation of applicable Software, is licensed directly by Customer pursuant to the public licenses associated with such software and is not sublicensed by insightsoftware under the terms of this Agreement. Warranties made by the publisher of Third-Party Software are solely those of that publisher and not of insightsoftware. insightsoftware agrees that, to the extent commercially reasonable, it will pass through to Customer any and all warranties made by the publisher in respect of Third-Party Software. INSIGHTSOFTWARE'S PROVISION OF THIRD-PARTY SOFTWARE TO CUSTOMER IS ON AN "AS IS" BASIS WITHOUT WARRANTY FROM INSIGHTSOFTWARE OF ANY KIND. INSIGHTSOFTWARE DISCLAIMS ALL WARRANTIES AND INDEMNITIES WITH RESPECT TO THE THIRD-PARTY SOFTWARE, EXPRESS OR IMPLIED, AND ASSUMES NO LIABILITY WITH RESPECT TO THE THIRD-PARTY SOFTWARE.

1.9. **Equipment and Facilities.** Customer is solely responsible for obtaining, maintaining and making available to insightsoftware, upon reasonable request, any equipment and ancillary services needed to connect to, access or otherwise use the Software or Services, including, without limitation, internet connections, hardware, servers, software, operating systems, networking, web browsers, facilities, web servers, and the like (collectively, "**Equipment**"). Customer shall also be solely responsible for: (i) using types and versions of Equipment that are compatible with the Software or Services, maintaining the security of the Equipment and (ii) securing Customer account passwords (including but not limited to administrative and user passwords) and files, and (iii) all uses of Customer account and Equipment with or without Customer's knowledge or consent. INSIGHTSOFTWARE IS NOT RESPONSIBLE FOR THE PERFORMANCE OF ANY EQUIPMENT. insightsoftware agrees to comply with Customer's rules and regulations regarding safety, security, and conduct, provided that insightsoftware has been made aware of such rules and regulations in writing.

2. Term and Termination

2.1. **Term.** Subject to earlier termination as provided below, the term of the Agreement will continue for as long as any Purchase Documents remain in effect. Each Order Form will continue in effect for the "Initial Term" as specified in the Order Form and shall be automatically renewed for additional period of the same duration as the Initial Term (each a "**Renewal Term**"), unless either Party sends written notice of termination at least sixty (60) days prior to the end of the then-current term. The Initial Term and Renewal Terms for an Order Form together shall constitute the "**Term**" for that Order Form.

2.2. **Termination.** In addition to any other remedies it may have, either Party may also terminate the Agreement and any license granted herein upon thirty (30) days' written notice (or without notice in the case of non-payment if the payment is not subject to a reasonable, good faith dispute), if the other Party materially breaches any of the terms or conditions of the Agreement and such breach is not cured within such period.

2.3. **Consequences of Termination.** Upon any termination of the Agreement due to an uncured material breach by Customer, Customer shall immediately pay all fees due for the remainder of the Term. Upon termination of the Agreement for any other reason, Customer shall immediately pay all fees due through the effective date of termination.

2.4. **Return or Destruction Materials and Confidential Information.** Upon expiration of the Term set forth in the Order Form or upon termination of this Agreement or any license hereunder, Customer's rights to the access or use affected Software, Service, insightsoftware Confidential Information, and other insightsoftware materials (collectively "**Materials**") will cease. Customer shall immediately stop using such Materials and shall return such Materials to insightsoftware or destroy all copies thereof (except for any copies retained by insightsoftware for archival purposes that shall be subject to the confidentiality restrictions in Section 5 herein below). In addition, Customer shall provide insightsoftware with written certification signed by an officer of Customer, that all copies of the Materials have been returned or destroyed and that no copies have been retained by Customer. Following termination, any use of the Materials by Customer will be an infringement and/or



misappropriation of insightsoftware's proprietary rights in the Materials. Notwithstanding anything to the contrary herein, in the event that a Purchase Document expressly provides that an On-Premise Software Module license is for a "Perpetual" term, then Customer's rights to continue using the Software (at all times subject to the restrictions set forth in this Agreement) shall continue beyond expiration of the Term in perpetuity (although rights to any other Software or Services, including Support Services, will expire upon termination or expiration of this Agreement), unless and until such license rights are terminated by insightsoftware due to Customer's uncured material breach of the Agreement.

- 2.5. Survival.** All sections of these Master Terms which by their nature should survive termination will survive termination, including, without limitation, Sections 2.3 (Consequences of Termination), 2.4 (Return or Destruction of Confidential Information), 2.5 (Survival), 2.6 (Other Remedies), 3 (Payment), 4.1 (Proprietary Rights), 4.3 (Reasonable Assistance), 5 (Confidentiality), 6 (Disclaimer), 8 (Limitations of Liability), and 9 (General).
- 2.6. Other Remedies.** Termination of the Agreement or any license created hereunder will not limit either Party from pursuing other remedies available to it, including injunctive relief, nor will such termination relieve Customer's obligation to pay all fees that have accrued or are otherwise owed by Customer under this Agreement including, but not limited to, any Purchase Document.

3. Payment

3.1. Fees, Invoicing and Payment.

- 3.1.1. The fees in the applicable Purchase Document(s) represent the fees for the designated term of the license for Software and/ or associated Services purchased by the Customer.
- 3.1.2. insightsoftware will invoice Customer for fees due under an applicable Purchase Document. Unless otherwise set forth in the Purchase Document, Customer shall pay all invoices in full within thirty (30) days of the due date on the invoice.
- 3.1.3. Customer agrees to reimburse insightsoftware for its reasonable travel expenses (airfare, lodging, meals and ground transportation, etc.) actually incurred in connection with providing any Services designated in an applicable Purchase Document and as agreed by Customer in advance in writing.
- 3.1.4. Notwithstanding any provision to the contrary, any and all payments required to be made hereunder shall be timely made, and no payments to insightsoftware will be withheld, delayed, reduced or refunded if insightsoftware's inability to meet any schedule or delivery requirements is caused by Customer's failure to provide certain of its Equipment, facilities, computer resources, software programs, project management activities, personnel, business information, and other support as may be reasonably required to perform any of insightsoftware's obligations hereunder (the "**Customer Delays**"). If additional work is required as a result of Customer Delays, such additional work will be billed at insightsoftware's then-current time and material rates.
- 3.1.5. Unless otherwise set forth in the Order Form, during the Term, insightsoftware reserves the right to modify the fees annually by providing Customer at least sixty (60) days written notice and will provide the then-current pricing for the upcoming annual period, as applicable.

- 3.2. Taxes.** Unless Customer provides insightsoftware a valid tax exemption certificate, Customer agrees to pay any and all applicable taxes resulting from any transaction hereunder, except for any taxes based on insightsoftware's net income. All amounts referenced in any applicable Purchase Document are due to insightsoftware and are exclusive of all taxes including federal, state and local use, sales, property, ad valorem, excise and similar taxes, as well as any customs duties paid or payable, however designated related to this transaction. Customer will make payment to insightsoftware whenever insightsoftware is required to pay or collect such amount from Customer and unless required by law, Customer shall not deduct from payments to insightsoftware any amounts paid or payable to third parties for customs duties or taxes, however designated.

- 3.3. Late Fees and Collection.** For any invoice not paid within thirty (30) days of the invoice due date, insightsoftware may assess and the Customer shall pay any late payment charges at the rate of one and one-half percent (1.5%) per month (prorated for partial periods) or at the maximum rate permitted by law, whichever is less. Subject to a reasonable, good faith dispute, Customer will pay all costs and expenses incurred by insightsoftware in connection with the collection of overdue, unpaid amounts owed to insightsoftware by Customer under the terms of this Agreement. Customer agrees it may be contacted, and its access to the license, or Services may be suspended, denied or delayed by insightsoftware for any non-payment or for any violation of this Agreement.

- 3.4. Verification and Reports.** During the Term, Customer shall maintain written records related to the Use of the Software and Services by Customer, as reasonably necessary to verify compliance with the licensing and usage terms of the Agreement (the "**Reports**"). Such Reports will be kept in accordance with Customer's legally valid documented records retention policy and records retention schedule applicable thereto and will be provided to Service Provider within thirty (30) days of request. Not more than once annually, and with notice of not less than twenty (20) business days, insightsoftware shall have the right to (or may engage a third-party, which will be subject to a confidentiality obligation), audit customer's facilities (including any computers where Software is accessed, stored or used) and Records to verify compliance with this Agreement ("**Verification**"). Verification will take place during normal business hours and in a manner that does not interfere unreasonably with Customer's operations. At insightsoftware's option, insightsoftware may also request, and Customer hereby agrees to complete, a self-audit questionnaire relating to Customer's usage under the rights granted to Customer in the Agreement. If Verification or self-audit reveals unlicensed use of the Services, Customer agrees to compensate insightsoftware as set forth in Section 3.1. All costs of the Verification will be borne by insightsoftware, unless unlicensed usage of five percent (5%) or more is found ("**Material Unlicensed Usage**"). If Material Unlicensed Usage is found during Verification, Customer shall reimburse insightsoftware for the actual costs associated with performance of the



Verification. By invoking the rights and procedures described in this Section 3.4 and demanding payment for unlicensed usage, insightsoftware does not waive the right to enforce other terms of the Agreement, including, but not limited to, any intellectual property rights by other means as permitted by law.

4. Title

- 4.1. **Proprietary Rights.** Except for the licenses expressly granted in this Agreement, all rights, title and interest in and to: (a) Services, Materials, Software and Documentation, including without limitation all improvements, enhancements, updates, modifications and corrections to and derivatives of the Software and Documentation, (b) any software, applications, inventions or other technology developed in connection with Services, and (c) all intellectual property rights related to any of the foregoing including any intellectual property rights furnished under this Agreement (collectively, the “**insightsoftware IP**”), shall remain with insightsoftware or its licensors and the Agreement does not grant Customer any intellectual property rights in any of the insightsoftware IP. insightsoftware reserves all rights not specifically granted herein.
- 4.2. **Suggestions/Improvements to Software.** Notwithstanding this Section, unless otherwise expressly agreed in writing, all suggestions, questions, comments, solutions, improvements, corrections, and other contributions provided by or on behalf of Customer or any Authorized User regarding the insightsoftware IP (“**Feedback**”) shall be owned by insightsoftware, and Customer hereby assigns any such rights to insightsoftware. In the event Feedback cannot be assigned to insightsoftware, Customer hereby grants to insightsoftware, at no charge, a perpetual, irrevocable, royalty-free, worldwide right and license to use, reproduce, disclose, sublicense, distribute, modify, and otherwise exploit such Feedback without restrictions. Nothing in this Agreement shall be construed as limiting insightsoftware’s right to use Feedback without any attribution or compensation to any party for any purpose whatsoever.
- 4.3. **Marketing Communications.** By signing any applicable Purchase Document, Customer agrees that insightsoftware or its licensors or suppliers may send the Customer information regarding new products and services and other marketing communications unless Customer notifies such party it wishes to opt out of receiving such communications. Customer understands that even if it so opts out, it nevertheless will continue receiving system messages and other communications relating to the operation of the Software it has purchased.
- 4.4. **Use of Trademarks and Logos.** Customer agrees that insightsoftware may utilize Customer’s trademark(s), trade name(s) and logo(s) in insightsoftware’s customer lists and marketing materials during insightsoftware’s sales processes. In accordance with insightsoftware’s reasonable requests, Customer agrees to provide telephone references regarding their usage and experiences of the Software purchased by Customer for up to six (6) potential new customers per year. In accordance with insightsoftware’s reasonable requests, Customer agrees to work with insightsoftware to create a case study about their implementation of their insightsoftware Software solution, within one (1) calendar year following successful implementation of the Software, which would be subject to the right of editorial veto by the Customer.

5. Confidentiality

- 5.1. **Definition. “Confidential Information”** means all information and materials obtained by a Party (the “**Recipient**”) from the other Party (the “**Disclosing Party**”), whether in tangible form, written or oral, that is identified as confidential or would reasonably be understood to be confidential given the nature of the information and circumstances of disclosure. Confidential Information includes, without limitation, all information relating to the Disclosing Party’s business plans, marketing plans, customers, technology, employee and organizational information, product designs, product plans and financial information, and, in the case of the Customer, any Customer Content. “**Customer Content**” means all proprietary information and data, in electronic or in any form or medium, that are owned or generated, uploaded or transmitted by or on behalf of the Customer, or an Authorized User and input into the Software as part of the Use of the Software in accordance with the terms of this Agreement. For clarity, Customer Content does not include insightsoftware IP, Analytical Data (defined below) or Feedback. Confidential Information of insightsoftware also includes the Services, Software, Documentation, insightsoftware IP, the Purchase Document, pricing thereof, and the results of any tests or analyses run by Customer on the Software or Services, including, but not limited to, functionality testing, code review, static code analysis, unit testing, single user performance testing, or vulnerability testing.
- 5.2. **Non-Disclosure.** Confidential Information does not include information that (i) is already known to the Recipient prior to its disclosure by the Disclosing Party; (ii) is or becomes generally known through no wrongful act of the Recipient; (iii) is independently developed by the Recipient without use of or reference to the Disclosing Party’s Confidential Information; or (iv) is received from a third party without restriction and without a breach of an obligation of confidentiality. Either Party may disclose Confidential Information on a need to know basis to its employees, Affiliates, contractors and service providers who have executed binding written agreements requiring confidentiality and non-use obligations at least as restrictive as those in Section 5.1 and 5.2 herein. The Recipient shall not use or disclose any Confidential Information without the Disclosing Party’s prior written permission except as necessary for the provision of the services or Use of the Software, or as otherwise allowed herein. The Recipient shall protect the confidentiality of the Disclosing Party’s Confidential Information in the same manner that it protects the confidentiality of its own confidential information of a similar nature, but using not less than a reasonable degree of care. The Recipient may disclose Confidential Information to the extent that it is required to be disclosed pursuant to a statutory or regulatory provision or court order, provided that the Recipient provides prior notice of such disclosure to the Disclosing Party, unless such notice is prohibited by law.
- 5.3. **Analytical Data.** Notwithstanding anything else in this Agreement or otherwise, insightsoftware may monitor Customer’s access to and use of the Software and Services and collect and use data and information related to such Customer’s use or derived from monitoring (such as user names, configurations, log data, *etc.*), and the Customer Content in an aggregate and anonymous manner, including to compile statistical and performance information related to the provision and operation of the Software/ Services and for the development of new products or services (“**Analytical Data**”). As between insightsoftware and Customer, all right, title and interest in the Analytical Data and all intellectual property rights therein, belong to and are retained solely by insightsoftware. Customer hereby acknowledges that insightsoftware will be compiling Analytical Data based on the Customer Content input into the Software and Services and Customer agrees that insightsoftware may: (i) make



such Analytical Data publicly available, and (ii) use such information to the extent and in the manner required by applicable law or regulation and for purposes of data gathering, analysis, service enhancement and marketing, provided that such data and information does not identify Customer or Customer's Confidential Information. Nothing herein shall be construed as prohibiting insightsoftware from utilizing Analytical Data to optimize and improve the Services or otherwise operate insightsoftware's business; provided that insightsoftware shall not disclose the identity of Customer or any Authorized User to any third party unless such third party is subject to binding obligations of confidentiality.

- 5.4. **Use of General Knowledge.** Subject to the terms and conditions of this Agreement, the Parties agree that insightsoftware may use general ideas, concepts, know-how, methodologies, processes, technologies, algorithms or techniques which were developed or created in the course of performing the Services hereunder and which may be retained in the memory of insightsoftware's personnel.
- 5.5. **Irreparable Harm.** Each Party acknowledges and agrees that violation of Section 5 may cause irreparable harm to the Disclosing Party, and the Recipient agrees that the Disclosing Party will be entitled to seek injunctive relief if the Recipient breaches or threatens to breach this Section, without needing to post any bond, and without limitation of any other rights and remedies available to it.

6. Warranties and Disclaimer

- 6.1. **Data Security and Virus Warranty.** insightsoftware will use reasonable efforts, but no less than the efforts that insightsoftware uses to protect its own data of like importance, to protect the security of Customer Content while such Customer Content is held within insightsoftware's systems. insightsoftware regularly tests its Software to help ensure that the Software are free from viruses; insightsoftware warrants that it has no knowledge that any of the Software provided under this Agreement contain any known viruses. In the event that a virus is detected in any Software, insightsoftware's sole obligation under the warranty and Customer's exclusive remedy is for insightsoftware to replace such Software with the same Software not containing any viruses. "**Virus**" is defined as any computer code, whether or not written or conceived by insightsoftware, and any malware, spyware, adware, ransomware, worm, rootkit, or Trojan horse, which disrupts, disables, harms, or otherwise impedes in any manner the operation of the Software, or any other associated software, firmware, hardware, or computer system (such as local area or wide-area networks), including aesthetic disruptions or distortions, but does not include security keys or other such devices installed by insightsoftware or its licensors. insightsoftware has an ongoing obligation to exercise commercially reasonable efforts to notify Customer as soon as reasonably practicable of the discovery of viruses in any Software or third-party software that are provided under this Agreement that create a vulnerability of exposure or results in the disclosure or accessibility of Customer Content to third parties. insightsoftware is not responsible for viruses introduced at Customer's site that did not originate from insightsoftware's Software or Services, as delivered.
- 6.2. **Software and Services Warranties.** insightsoftware warrants that at the time of delivery of the Software to Customer, the Software's functionality operates in material compliance with the Documentation. Additional warranty terms for Software and Services are set forth in the applicable Software License Terms, and the Services Terms.
- 6.3. **General Warranties.** insightsoftware warrants that as of the execution date of this Agreement, there are no legal proceedings against insightsoftware that are likely to threaten performance of this Agreement. In performing this Agreement, both parties shall comply with all applicable laws.
- 6.4. **Disclaimer of Warranty.** EXCEPT AS EXPRESSLY PROVIDED IN THIS SECTION 6 OF THE AGREEMENT (AND IN THE WARRANTY SECTIONS OF THE SOFTWARE LICENSE TERMS AND THE SERVICE TERMS), INSIGHTSOFTWARE AND ITS DIRECT AND INDIRECT SUPPLIERS MAKE NO REPRESENTATIONS OR WARRANTIES OF ANY KIND WITH REGARDS TO THE SOFTWARE, SERVICES, OR ANY OTHER MATERIALS SUPPLIED IN ACCORDANCE WITH THIS AGREEMENT, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS, OR ANY WARRANTY ARISING FROM STATUTE OR OTHERWISE IN LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE. INSIGHTSOFTWARE DOES NOT REPRESENT OR WARRANT THAT CUSTOMER'S USE OF THE SOFTWARE OR SERVICES WILL BE UNINTERRUPTED OR ERROR FREE, NOR DOES INSIGHTSOFTWARE WARRANT THAT THE FUNCTIONS CONTAINED IN THE SOFTWARE WILL MEET CUSTOMER'S REQUIREMENTS. INSIGHTSOFTWARE'S EXPRESS WARRANTIES SHALL NOT BE ENLARGED, DIMINISHED, OR AFFECTED BY AND NO OBLIGATION OR LIABILITY SHALL ARISE OUT OF INSIGHTSOFTWARE'S RENDERING OF TECHNICAL OR OTHER ADVICE OR SERVICE IN CONNECTION WITH THE SOFTWARE OR USE OF THE SOFTWARE IN COMBINATION WITH ANY OPERATING SYSTEM NOT AUTHORIZED IN THE DOCUMENTATION OR WITH HARDWARE OR SOFTWARE SPECIFICALLY FORBIDDEN BY THE DOCUMENTATION. NOTWITHSTANDING ANYTHING TO THE CONTRARY, ANY AND ALL WARRANTIES ANYWHERE IN THE AGREEMENT SHALL BE VOID IF CUSTOMER HAS MADE ANY UNAUTHORIZED USE OF THE SOFTWARE OR SERVICES. For clarity, the disclaimer of non-infringement warranties does not limit Customer's rights for indemnity for infringement as set forth below.

7. Indemnification

- 7.1. **Customer's Indemnification Obligation.** Subject to the terms and conditions set forth in this Section 7.1, Customer shall, at its own expense, defend insightsoftware and its Affiliates, officers, directors, shareholders, and employees (collectively, "**insightsoftware Indemnitees**") from and against any and all allegations, threats, claims, suits, and proceedings brought by third parties (collectively, "**Claims**") arising from liability, damages, and costs finally awarded or entered into in settlement (including, without limitation, reasonable attorneys' fees) (collectively, "**Losses**") arising from an allegation that Customer's Unauthorized Use of the Software or any Customer Content or materials infringe or violate the contractual, privacy or intellectual property rights of a third party; and shall indemnify insightsoftware Indemnitees from and against Losses



to the extent based upon such a Claim. The foregoing indemnification obligations apply only if each of the following conditions are met: insightsoftware (i) gives Customer prompt written notice of such Claim, (ii) grants Customer sole control of the defense or settlement of such Claim, and (iii) reasonably cooperates with Customer, at Customer's expense, in its defense or settlement of the Claim.

7.2. Insightsoftware's Indemnification Obligation. Subject to the terms and conditions set forth in this Section 7.2, insightsoftware shall, at its own expense, defend Customer and its Affiliates, officers, directors, shareholders, and employees (collectively, "**Customer Indemnitees**") from and against any and all Claims arising from an allegation that any Software or Services provided to Customer hereunder ("**Subject IP**") as used in accordance with the Documentation and in compliance with this Agreement, infringes such third party's United States patents, copyrights or trademarks, or misappropriates such third party's trade secrets; and shall indemnify Customer Indemnitees from and against any Losses to the extent such Claim is based upon the Use of the Subject IP. The foregoing indemnification obligations apply only if each of the following conditions are met: Customer (i) gives insightsoftware prompt written notice of such Claim, (ii) grants insightsoftware sole control of the defense or settlement of such Claim and (iii) reasonably cooperates with insightsoftware, at insightsoftware's expense, in its defense or settlement of the Claim. insightsoftware may, at its option and expense, (A) replace the Subject IP with compatible non-infringing functionality, (B) modify the Subject IP so that it is non-infringing, (C) procure the right for Customer to continue using the Subject IP, or (D) if the foregoing options are not reasonably available, terminate the license to use the Subject IP and refund Customer all prepaid license fees paid by Customer that is applicable to the Subject IP being terminated. insightsoftware shall have no obligation to Customer with respect to any Claim if such Claim is based upon an Unauthorized Use. This section sets forth insightsoftware's entire obligation to Customer with respect to any claim of infringement.

8. Limitation of Liability

8.1. NOTWITHSTANDING ANYTHING TO THE CONTRARY, EXCEPT FOR INSIGHTSOFTWARE'S FRAUD OR INTENTIONAL MISCONDUCT, OR ITS OBLIGATIONS FOR INDEMNITY AS SET FORTH IN SECTION 7.2, INSIGHTSOFTWARE AND ITS SUPPLIERS (INCLUDING BUT NOT LIMITED TO ALL EQUIPMENT AND TECHNOLOGY DISTRIBUTORS, RESELLERS, INTEGRATORS AND SUPPLIERS), OFFICERS, AFFILIATES, REPRESENTATIVES, CONTRACTORS AND EMPLOYEES SHALL NOT BE RESPONSIBLE OR LIABLE WITH RESPECT TO ANY SUBJECT MATTER OF THIS AGREEMENT OR TERMS AND CONDITIONS RELATED THERETO UNDER ANY CONTRACT, INDEMNITY, TORT, STRICT LIABILITY, ATTORNEY'S FEES, OR OTHER THEORY: (A) FOR ERROR OR INTERRUPTION OF USE OR FOR LOSS OR INACCURACY OR CORRUPTION OF DATA OR COST OF PROCUREMENT OF SUBSTITUTE GOODS, SERVICES OR TECHNOLOGY OR LOSS OF BUSINESS; (B) FOR ANY INDIRECT, EXEMPLARY, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES; (C) FOR ANY MATTER BEYOND INSIGHTSOFTWARE'S REASONABLE CONTROL; OR (D) FOR ANY AMOUNTS THAT, TOGETHER WITH AMOUNTS ASSOCIATED WITH ALL OTHER CLAIMS, EXCEED THE FEES PAID BY CUSTOMER TO INSIGHTSOFTWARE FOR THE SOFTWARE OR SERVICES UNDER THIS AGREEMENT IN THE TWELVE (12) MONTHS PRIOR TO THE ACT THAT GAVE RISE TO THE LIABILITY, IN EACH CASE, WHETHER OR NOT INSIGHTSOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IF APPLICABLE LAW LIMITS THE APPLICATION OF THIS SECTION 8, INSIGHTSOFTWARE'S LIABILITY WILL BE LIMITED TO THE GREATEST EXTENT PERMISSIBLE.

9. General

9.1. Export Compliance. Customer shall comply with all then current export and import laws and regulations in the United States and such other governments as are applicable when distributing or granting access to the Software. Customer hereby certifies that it will not directly or indirectly, export, re-export, or trans-ship the Software or related information, media, or products in violation of United States laws and regulations, nor shall permit any third party to access or use the Software in violation of any law or regulation or export the Software or otherwise remove it from the United States except in compliance with all applicable U.S. laws and regulations.

9.2. Export Control. Customer warrants and certifies that: (i) Customer is not a citizen, national, permanent resident of, or incorporated or organized to do business in, and is not under the control of the governments of Cuba, Iran, North Korea, Syria and the Crimea region of Ukraine, or any country to which the United States embargoes goods; (ii) Customer is eligible under U.S. law to receive exports of the Software, and that it is not included on any list of sanctioned or ineligible parties maintained by the U.S. government, including, but not limited to, OFAC's lists of Specially Designated Nationals and Blocked Persons ("**SDN List**"), U.S. Department of Commerce's Table of Denial Orders, the Entity List, or the Unverified List; (iii) Customer will not sell, export, re-export, transfer, use, or enable the use of the Software, its related technology and Services, or any other items that may be provided by insightsoftware, directly or indirectly: (a) to or for end-use in or by the countries listed (i) above or any citizens, nationals or permanent residents of such countries; (b) to or for end-use by any person or entity determined by any U.S. government agency to be ineligible to receive exports, including but not limited to persons and entities designated on the lists described in (ii) above; and (c) to or for end-uses prohibited by U.S. export or sanctions laws and regulations, including, but not limited to, activities involving the proliferation of chemical, biological or nuclear weapons, weapons of mass destruction or the missiles capable of delivering such weapons and their related technology.

9.3. United States Government Contracting. If the Software or Services are being acquired by or on behalf of the U.S. Government or by a U.S. Government prime contractor or subcontractor (at any tier), then, as a commercial item, the Government's rights in the Software, Services, Content and Documentation will be only as set forth (i) in this Agreement or (ii) as provided in FAR 12.212 (Computer Software) and (for Department of Defense use or disclosure) DFAR 227.7202-3 (Rights in Commercial Computer Software or Computer Software Documentation), whichever set of rights provided in (i) or (ii) are the more restrictive. Customer shall be responsible for ensuring that this provision is included in all agreements with the United States Government and that the Software, when delivered to the United States



Government, is correctly marked as required by applicable United States Government regulations governing such restricted rights as of such delivery.

- 9.4. Force Majeure.** Neither Party will be liable for any delay or failure of its performance under this Agreement if it results from causes beyond its control, such causes will include, but are not limited to, acts of God, floods, fires, a persisting situation of a pandemic or epidemic, loss of electricity or other utilities, or delays by Customer in providing required resources or support or performing any other requirements hereunder (“**Force Majeure Event**”) provided that the Party claiming a Force Majeure Event (a) provides the other Party with notice of a Force Majeure Event as soon as practicable following the occurrence of the same; and (b) performs fully and completely all its other obligations in accordance herewith during the existence of such Force Majeure Event; and (c) uses its commercially reasonable efforts to recommence full and complete performance of its obligations as soon as possible after the occurrence of such Force Majeure Event.
- 9.5. Opportunity to Cure.** Notwithstanding anything contained hereunder, each party agrees and acknowledges that, with the exception of any intellectual property violations or breaches of confidentiality, no dispute resolution or litigation shall be pursued by a party for any breach of this Agreement until and unless the breaching party has had an opportunity to cure any alleged breach. The party claiming a breach agrees to provide the breaching party with a detailed description of any alleged failure and a description of the steps that party claiming a breach understands must be taken by breaching party to resolve the failure. insightsoftware shall have thirty (30) days from receipt of Customer’s notice to complete the cure.
- 9.6. Notices.** All notices required to be given under this Agreement shall be given in writing and shall be deemed to have been given when: (i) delivered by hand, (ii) mailed by prepaid registered or certified mail, return receipt requested, (iii) sent by commercial courier with written verification of the receipt, or (iv) sent by email, with a copy sent at the same time by either registered or certified mail to each Party at its addresses set forth herein or at such other address as either Party may designate to the other by notice as required hereby. Such notice shall be deemed given on the date of the receipt (or refusal) of delivery. All notices to Customer shall be sent to the address provided on the applicable Purchase Document, unless and until written notice is given of any other address. Unless and until written notice is given by insightsoftware of any other address, all notices to insightsoftware shall be sent to:

Attention: Legal
8529 Six Forks Road, Suite 400,
Raleigh NC 27615, United States

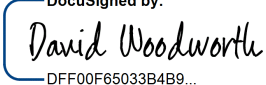
- 9.7. Governing Law and Venue.** This Agreement shall be governed by the laws of the State of Florida without regard to the conflicts of laws principles. Each Party hereby consents to the personal and exclusive jurisdiction and venue of the state and federal courts located in Broward County, Florida, United States, with regard to any suit or claim arising under or by reason of this Agreement. Neither Party will commence or prosecute any suit or claim to enforce this Agreement, or otherwise arising under or by reason of this Agreement, other than in such courts. This Agreement shall not be governed by the United Nations Convention on Contracts for the International Sale of Goods, which is expressly excluded. In any action or proceeding to enforce rights under the Agreement, the prevailing Party will be entitled to recover costs and attorneys’ fees.
- 9.8. Miscellaneous.** If any provision of the Agreement is found to be unenforceable or invalid, that provision will be limited or eliminated to the minimum extent necessary so that the Agreement will otherwise remain in full force and effect and enforceable. The Agreement is not assignable, transferable or sublicensable by Customer except with insightsoftware’s prior written consent and any purported assignment, transfer or sublicense by Customer in violation of this provision shall be deemed null and void. insightsoftware may transfer and assign any of its rights and obligations under the Agreement without consent. The Agreement is the complete and exclusive statement of the mutual understanding of the Parties and supersedes and cancels all previous written and oral agreements, communications and other understandings relating to the subject matter of the Agreement, and all waivers and modifications must be in a writing signed by both Parties. Customer acknowledges and agrees that it is not relying on any agreement, representation, statement, or warranty (whether or not in writing) made or given prior to the Effective Date or that is not otherwise expressly set forth in this Agreement. No agency, partnership, joint venture, or employment is created as a result of the Agreement and Customer does not have any authority of any kind to bind insightsoftware in any respect whatsoever. The Parties agree to comply with all applicable laws, regulations and ordinances relating to its use of the Services, Software or this Agreement. There shall be no force or effect to any terms of any purchase order or similar Customer generated form even if signed by the Parties after the date of the Purchase Document. Any such terms or purchase orders shall be deemed to be for Customer’s convenience only and shall in no way modify, add to or delete from the terms and conditions of the Agreement or any Purchase Document.

[Signature page to follow]

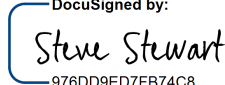


IN WITNESS WHEREOF, the Parties have caused these Master Terms to be executed by their undersigned duly authorized representatives on the dates set forth below.

insightsoftware, LLC

Signature: 
DFF00F65033B4B9...
Name: David woodworth
Position: CFO
Date: December 15, 2021

City of Hollywood

Signature: 
976DD9ED7FB74C8...
Name: Steve Stewart
Position:
Date: December 15, 2021