

Catalyst Cloud Terms and Conditions

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Contents

- The Parties.....3
- The Agreement.....3
 - 1. Cloud Agreement.....3
 - 2. Definitions.....3
 - 3. Interpretation.....6
 - 4. Application to become a Cloud Customer.....7
 - 5. Acceptance of the Application.....8
 - 6. Description of Services.....8
 - 7. Rights and Obligations of Catalyst.....8
 - 8. Rights and Obligations of the Cloud Customer.....8
- Ownership and Intellectual Property.....9
 - 9. Ownership.....9
 - 10. Intellectual Property.....10
- Payment and Default.....11
 - 11. Pricing.....11
 - 12. Charges.....11
 - 13. Invoicing.....11
 - 14. Provision of Services.....11
 - 15. Default and Disputed Accounts.....12
- Term, Termination and Dispute Resolution.....13
 - 16. Term.....13
 - 17. Suspension.....13
 - 18. Termination.....14
- Dispute Resolution.....15
 - 19. Disputes.....15

20. Notices.....	16
Warranties, Liabilities, Indemnities and Insurance.....	16
21. Warranties.....	16
22. Liabilities.....	17
23. Indemnities.....	17
24. Insurance.....	18
25. Agreements with Third Parties.....	18
General Provisions.....	18
26. Non Waiver.....	18
27. Variation.....	18
28. Assignment and Novation.....	18
29. Severability.....	19
30. Force Majeure.....	19
31. Governing Law.....	19
32. Survival.....	19

The Parties

Catalyst Cloud Limited, a duly incorporated company having its registered offices at Level 6, Catalyst House, 150-154 Willis Street, Wellington, New Zealand (“**Catalyst**”) agrees to supply Cloud Services as described in the Cloud Agreement to you as the Cloud Customer, subject to the following terms and conditions.

The Agreement

1. Cloud Agreement

- 1.1. The Cloud Agreement, consisting of these Terms and Conditions (“**Terms and Conditions**”), the information provided by you or any third party authorised by you as part of the application to become a Cloud Customer, including any Application Form, the Service Terms, the Pricing Schedule, the Privacy Statement and the Acceptable Use Policy, are the terms by which Catalyst offers the Cloud Customer to access, use, provision, maintain and otherwise consume Cloud Services.
- 1.2. Unless mutually agreed, the Cloud Customer acknowledges that the Cloud Agreement sets forth the entire agreement and understanding of the parties and supersedes all prior oral or written agreements, memoranda of understanding, understandings or arrangements relating to its subject matter.
- 1.3. The Cloud Agreement may be read in conjunction with any hosting agreement, service level agreement, software as a service agreement, development contract or other contract for services provided by Catalyst.
- 1.4. If there is conflict between these Terms and Conditions and any of the other documents comprising Cloud Agreement, or any other agreement between you and Catalyst, these Terms and Conditions will prevail.

2. Definitions

- 2.1. In the Cloud Agreement, unless the context otherwise requires:

“**Acceptable Use Policy**” means the policy that specifies the terms governing the Cloud Customer’s access, use, provision, maintenance or other consumption of Cloud Services, as set out on Catalyst’s website at <https://catalyst.net.nz/catalyst-cloud/terms-and-conditions>;

“API” means the application programming interface used by Cloud Customers to interact with or consume the Cloud Services;

“Application Form” means the sign-up form which is completed by the Cloud Customer either as an individual or as an authorised representative of a company, business, association or other entity, containing the information requested on Catalyst’s website at <https://www.catalyst.net.nz/catalyst-cloud/sign-up>;

“Assigning Party” means the party assigning or dealing with the Cloud Agreement in accordance with clause 28 (Assignment & Novation) of the Cloud Agreement;

“Business Day” means any day of the week other than Saturday, Sunday, or a public holiday or regional holiday in Wellington, as defined in section 44(1) of the Holidays Act 2003);

“Catalyst Cloud” means the cloud infrastructure including the premises where the cloud is hosted, the hardware, network, and the software to support the provision of Cloud Services;

“Cloud Agreement” means the agreement between Catalyst and the Cloud Customer, which consists of these Terms and Conditions, the Application Form, the applicable Service Terms, the Pricing Schedule, the Privacy Statement and the Acceptable Use Policy;

“Cloud Customer” means the individual or legal entity described in the Application Form to become a cloud customer, who has been accepted as such by Catalyst;

“Cloud Data” means any information, data, files, documents, objects, software, applications, and any other information that the Cloud Customer uploads into the Catalyst Cloud in accordance with the provision of Cloud Services to that Cloud Customer;

“Cloud Services” means all or part of the Cloud Services that Catalyst has agreed to provide to the Cloud Customer and as set out in the Service Terms;

“Commencement Date” means the date upon which Catalyst accepts your application to become a Cloud Customer;

“Confidential Information” means all information provided to Catalyst by the Cloud Customer or any third party authorised by the Cloud Customer, including any Cloud Data, any information

provided in the Application Form and any and all materials, documentation and records provided to Catalyst or created by Catalyst that directly relate to the Cloud Customer, other than information which:

- (a) is or becomes publicly available through no fault of Catalyst;
or
- (b) is independently acquired or developed by Catalyst without breaching any of its obligations under the Cloud Agreement or at law, and without the benefit or use of any Confidential Information disclosed by the Cloud Customer; or
- (c) is lawfully acquired by Catalyst from a third party, provided such information is not obtained as a result of a breach by that third party of any confidentiality obligations owing to the Cloud Customer;

“Intellectual Property Rights” means all intellectual property rights, title to, and interests (including common law rights and interests) in any jurisdiction including, without limitation:

- (a) patents, trademarks, service marks, copyright, registered designs, trade names, domain names, symbols and logos;
- (b) patent applications and applications to register trademarks, service marks and designs; and
- (c) tools, techniques, computer programme code, specifications, rights in circuit layouts, ideas, concepts, materials, documentation, know-how, data, inventions, discoveries, developments, trade secrets, information and logical sequences (whether or not reduced to writing or other machine or human readable form).

“Non-Assigning Party” means the party not assigning or dealing with the Cloud Agreement in accordance with clause 28 (Assignment & Novation) of the Cloud Agreement;

“Notices” means any notice, document, request, demand or other communication given to the other party in accordance with Clause 20 (Notices) of the Cloud Agreement;

“Open Source Software” means software which is subject to a licence identified as an open source licence, by the open source initiative as meeting its open source definition;

“Pricing Schedule” means the pricing information for the Catalyst Cloud or any and all Cloud Services, as set out on Catalyst’s website at <https://www.catalyst.net.nz/catalyst-cloud/prices>;

“Privacy Statement” means the statement that specifies the privacy policies, practices, rights, duties, obligations, responsibilities and otherwise of personal information in accordance with the Privacy Act 1993, as set out on Catalyst’s website at <https://catalyst.net.nz/catalyst-cloud/terms-and-conditions>;

“Service Terms” means both:

- (a) the standard service terms of use which apply generally to the Catalyst Cloud and are common to all Cloud Customer’s use of Cloud Services; and
- (b) the specific service terms of use which apply to a specific component of Cloud Services and are applicable to those Cloud Customers who have access to, use, provision, maintain or otherwise consume that specific component of Cloud Services,

which set out the service level terms on which Catalyst provides Cloud Services to Cloud Customers and on which Cloud Customers access, use, provision, maintain or otherwise consume Cloud Services, as set out on Catalyst’s website at <https://catalyst.net.nz/catalyst-cloud/terms-and-conditions>; and

3. Interpretation

3.1. In the Cloud Agreement, unless the context otherwise requires:

- 3.1.1. A reference to a person includes any other entity or association recognised by law;
- 3.1.2. Words include singular and plural numbers;
- 3.1.3. Any reference to any of the Parties by their defined terms includes that Party's successors, permitted assigns or duly authorised agents;
- 3.1.4. Every Agreement or undertaking expressed or implied by which more persons than one agree or undertake any obligation and derive any benefit under the Cloud Agreement binds and is for the benefit of such persons

jointly and severally;

- 3.1.5. Clause headings are for reference purposes only;
- 3.1.6. Where any word or phrase is given a defined meaning in the Cloud Agreement, any other part of speech or other grammatical form in respect of such word or phrase has a corresponding meaning;
- 3.1.7. A reference to a statute includes all regulations under and amendments to that statute and any statute passed in substitution for that statute or incorporating any of its provisions to the extent that they are incorporated;
- 3.1.8. No benefits under the Contracts (Privity) Act 1982 are intended by the Parties to be created under the Cloud Agreement;
- 3.1.9. All references to currency are to New Zealand currency and exclude GST unless otherwise specified; and
- 3.1.10. The calculations of all periods of time or Notice excludes the day on which the period or the Notice is given and the day on which the period or Notice expires;
- 3.1.11. The word “including” shall not imply limitation; and
- 3.1.12. No rule of construction applies to the disadvantage of a party, because that party was responsible for the preparation of the Cloud Agreement, or any part of it.

4. Application to become a Cloud Customer

- 4.1. To make an application to become a Cloud Customer, you must complete the Application Form.
- 4.2. Upon making an application to Catalyst to become a Cloud Customer:
 - 4.2.1. You represent to have provided accurate and complete information to Catalyst and you undertake to advise Catalyst as soon as practicable of any changes to the information provided to Catalyst;
 - 4.2.2. If signing up on behalf of a legal entity, you represent that you have legal authority to represent and legally bind that entity to the Cloud Agreement; and

- 4.2.3. You hereby agree to and accept the provisions of the Cloud Agreement in its entirety.

5. Acceptance of the Application

- 5.1. Catalyst, in its sole and unfettered discretion, reserves the right to accept or reject without reason any application to become a Cloud Customer.

6. Description of Services

- 6.1. Subject to the Service Terms, the Acceptable Use Policy and clause 4.1 and 5.1 of these Terms and Conditions, Catalyst agrees to provide the Cloud Customer with the ability to access, use, provision, maintain and otherwise consume Cloud Services in accordance with the Cloud Agreement.

7. Rights and Obligations of Catalyst

- 7.1. Catalyst reserves the right to make available any new software, service, application, features or other programme to the Cloud Customer from time to time as Catalyst in its sole discretion deems fit.
- 7.2. Catalyst reserves the right to change, discontinue or deprecate the Cloud Services, in part or as a whole, including any features or functionality of the Cloud Services, or any APIs, from time to time.
- 7.3. In the event of any material change to the Cloud Services or any features or functionality of the Cloud Services, Catalyst will use reasonable efforts to provide the Cloud Customer with twenty (20) business days notice in accordance with clause 20.
- 7.4. In the event that Catalyst changes, discontinues or deprecates any APIs, Catalyst will use commercially reasonable efforts to continue supporting the previous version of any APIs changed, discontinued or deprecated for a period of six (6) months after the change, discontinuation or deprecation, except if continuing to support the API would pose a security or intellectual property issue, or is proscribed by law.

8. Rights and Obligations of the Cloud Customer

- 8.1. The Cloud Customer agrees to use the Cloud Services only for the purposes for which Cloud Services are provided and in accordance with the Cloud Agreement and Catalyst's reasonable instructions.

- 8.2. The Cloud Customer agrees not to and not to permit any third party to access, use, provision, maintain or otherwise consume Cloud Services in contravention of the Cloud Agreement.
- 8.3. The Cloud Customer accepts that having permission to access, use, provision, maintain or otherwise consume Cloud Services does not give the Cloud Customer any rights to resell any of the Cloud Services in whole or in part.
- 8.4. The Cloud Customer is permitted to sell the Cloud Customer's services hosted on the Cloud Services.

Ownership and Intellectual Property

9. Ownership

- 9.1. Ownership of the Catalyst Cloud infrastructure, including the computers, hardware, equipment, building, facilities, amenities, materials or any other item used by Catalyst in the provision of Cloud Services to any of its Cloud Customers, remains with Catalyst at all times and the Cloud Customer acknowledges that the Cloud Customer has no claim whatsoever in respect of such ownership.
- 9.2. The Parties acknowledge and accept that where Catalyst uses open source software that has been released under an open source licence and to the extent that such software has not been customised by Catalyst, the ownership of that open source software remains with the copyright owner and that, in accordance with the open source licence terms, Catalyst or its duly authorised agent has been granted a suitable licence to use that open source software.
- 9.3. With the exception of open source software to the extent that such software has not been customised by Catalyst, the Cloud Customer acknowledges and accepts that any software licence used by Catalyst or its duly authorised agent in the provision of Cloud Services to any of its Cloud Customers, is licensed to Catalyst by the licensor, and the Cloud Customer acknowledges that the Cloud Customer has no claim whatsoever in respect of such software or its licence.
- 9.4. The Cloud Customer acknowledges and accepts that the ownership and Intellectual Property Rights in any and all software customised by Catalyst in the provision of Cloud Services to any of its Cloud Customers, remains with Catalyst at all times and the Cloud Customer acknowledges that the Cloud Customer has no claim whatsoever in respect of such ownership.

- 9.5. With the exception of open source software that has been released under an open source licence to the extent that such software has not been customised by Catalyst, the Cloud Customer agrees not to make any attempts to copy, modify or reverse engineer or reverse assemble any of the Cloud Services in whole or in part.

10. Intellectual Property

- 10.1. The Cloud Customer agrees all title to and property (including all Intellectual Property Rights) in any aspect of Cloud Services, including but not limited to:

- 10.1.1. any infrastructure, including the computers, hardware, software, equipment, building, facilities, amenities, materials or any other item used by Catalyst in the provision of Cloud Services to any of its Cloud Customers;

- 10.1.2. any information, including documentation, data, materials, process, procedures, systems, manuals, or any other information produced or derived from or obtained in any manner whatsoever in the provision of Cloud Services; and

shall remain the property of Catalyst.

- 10.2. Catalyst grants to the Cloud Customer a non-transferable, non-exclusive, revocable licence to access and use Cloud Services for the duration of the term of the Cloud Agreement in accordance with clause 16 (Term) of the Cloud Agreement and solely for the purposes and in accordance with the Cloud Agreement and any other terms upon which Catalyst deems appropriate or notifies the Cloud Customer of.

- 10.3. Nothing in the Cloud Agreement shall operate to transfer, assign, novate, or grant a licence, or sub-licence to the Intellectual Property Rights of Catalyst, except as provided for in clause 10.2 of the Cloud Agreement.

- 10.4. The parties agree that:

- 10.4.1. Each party's use of the Intellectual Property Rights pursuant to the Cloud Agreement will not create any independent right of that party to such Intellectual Property Rights; and

- 10.4.2. Neither party will do anything to adversely affect the other party's rights to the Intellectual Property Rights.

Payment and Default

11. Pricing

11.1. The Cloud Customer acknowledges and accepts that:

- 11.1.1. The charges and the basis of those charges are set out in the Pricing Schedule or as is otherwise notified to the Cloud Customer in writing;
- 11.1.2. The Pricing Schedule is in New Zealand dollars; and
- 11.1.3. Goods and Services Tax is charged in addition to all prices contained in the Pricing Schedule.

12. Charges

- 12.1. The Cloud Customer agrees to pay any and all charges for the Cloud Services used in connection with the Cloud Customer's Cloud Services account.
- 12.2. The Cloud Customer accepts that the charges apply from the Commencement Date of the Cloud Agreement.
- 12.3. Catalyst reserves the right to charge a surcharge for any payments made by credit card.

13. Invoicing

- 13.1. Catalyst will invoice the Cloud Customer in arrears on a monthly basis within the first ten working days of each month.
- 13.2. The Cloud Customer agrees to pay in full any and all charges in accordance with each and every invoice issued to the Cloud Customer.
- 13.3. Invoices are due and payable by the 20th calendar day of that month.
- 13.4. Overdue invoices will accrue interest at a rate of 19% per annum calculated from the due date.
- 13.5. The Cloud Customer is liable for all costs of collection of overdue accounts, including legal costs on a solicitor-client basis.

14. Provision of Services

- 14.1. The Cloud Customer acknowledges and accepts that Catalyst is not

obliged to provide the Cloud Customer with Cloud Services and that Cloud Services will not be provided if Catalyst has not satisfied itself that the Cloud Customer will be able to pay any or all of the charges or likely charges.

- 14.2. Catalyst reserves the right to request, access and use information about you from, and reserve the right to disclose information about you to, third party agencies including credit reference agencies and debt collection agencies, prior to Catalyst either accepting or declining your application to become a Cloud Customer or at any time during the Cloud Agreement or thereafter.
- 14.3. The Cloud Customer acknowledges that Catalyst is entitled to make decisions affecting the Cloud Customer based on the information provided to it by third party agencies including credit reference agencies and debt collection agencies.
- 14.4. The Cloud Customer acknowledges that at any time Catalyst is entitled to restrict or place a cap on Cloud Services used by the Cloud Customer or any other restriction that Catalyst considers appropriate.

15. Default and Disputed Accounts

- 15.1. If any charge remains unpaid after the Payment Date, Catalyst reserves the right to charge the Cloud Customer an late payment administration charge of \$300 plus GST, which the parties agree is a genuine pre-estimate of the cost to Catalyst of managing the late payment process.

If the Cloud Customer uses a payment method which may dishonour, Catalyst reserves the right to charge a dishonour fee of \$450 plus GST in addition to a late fee if dishonour occurs, which the parties agree is a genuine pre-estimate of the cost to Catalyst of managing the dishonour process.

- 15.2. The Cloud Customer accepts that the Cloud Customer is solely responsible for and liable to make full payment of any and all charges without set-off, counter-claim or deduction.
- 15.3. If, within 90 days from the date of the invoice, the Cloud Customer believes an invoice contains a mistake, the Cloud Customer agrees to contact Catalyst immediately and submit in writing as soon as practicable the nature of the dispute, and Catalyst will investigate the dispute and:

- 15.3.1. Where Catalyst agrees the invoice contains a mistake,

Catalyst or its duly authorised agent will correct the mistake and reissue the invoice as soon as practicable; or

- 15.3.2. Where Catalyst considers that the invoice does not contain a mistake, Catalyst will advise the Cloud Customer as soon as practicable and the Cloud Customer agrees to pay the charge in full immediately upon being notified of Catalyst's decision or before the payment date as set out on the invoice, whichever is later.
- 15.4. If the dispute arises after 90 days from the date of the invoice, the Cloud Customer acknowledges that Catalyst or its duly authorised agent will not accept the dispute and the Cloud Customer agrees to make full payment of the charge regardless of the nature of the dispute.
- 15.5. If the Cloud Customer's provision of Cloud Services has been suspended, and Catalyst determines it appropriate to recommence provision of services, then Catalyst may charge and the Cloud Customer agrees to pay a reconnection fee of \$250 excluding GST, payable prior to Cloud Services being reconnected.

Term, Termination and Dispute Resolution

16. Term

- 16.1. The Cloud Agreement commences on the Commencement Date and will continue in full force and effect until such time as it is terminated in accordance with any of the provisions of clause 18 (Termination) in the Cloud Agreement.
- 16.2. Unless as is otherwise agreed in writing, the Cloud Agreement will automatically continue on a calendar month by calendar month basis on each subsequent first of each month until such time as the Cloud Agreement is terminated in accordance with Clause 18.

17. Suspension

- 17.1. Catalyst or its duly authorised agent reserve the right to suspend any and all provision of Cloud Services to the Cloud Customer at any time if Catalyst, at Catalyst's sole discretion, has reason to believe or suspect the Cloud Customer is in material breach of the Cloud Agreement.
- 17.2. Where Catalyst has reason to believe or suspect the Cloud Customer of committing a material breach of the Cloud Agreement which is capable of being rectified, Catalyst will give the Cloud Customer

twenty-four (24) hours' notice to provide the Cloud Customer with an opportunity to remedy the breach.

- 17.3. Upon suspension of Cloud Services, where the Cloud Customer has paid any and all fees and charges owing, Catalyst will preserve the Cloud Customer's right to retrieve its data for five (5) Business Days following suspension.

18. Termination

- 18.1. The Cloud Agreement continues until termination by mutual agreement between the parties or unless earlier terminated by operation of any of the provisions of clauses 18.2, 18.3 or 18.4.
- 18.2. The Cloud Customer may terminate the Cloud Agreement for any reason by giving Catalyst three (3) Business Days' prior written notice.
- 18.3. Catalyst may terminate the Cloud Agreement for any reason by giving the Cloud Customer twenty (20) Business Days prior written notice.
- 18.4. Catalyst may terminate the Cloud Agreement immediately without notice:
 - 18.4.1. Where Catalyst believes or suspects the Cloud Customer of committing a material breach of the Cloud Agreement which is incapable of being rectified;
 - 18.4.2. Where Catalyst believes or suspects the Cloud Customer of committing a material breach of the Cloud Agreement which is capable of being rectified, and which is not rectified within twenty (20) Business Days of written notice of that breach;
 - 18.4.3. Where Catalyst believes or suspects the Cloud Customer of committing three or more material breaches of the Cloud Agreement occurring within a twelve (12) month period, regardless of whether any of the breaches are capable of being rectified;
 - 18.4.4. Where the Cloud Customer, its directors or principals go into liquidation, bankruptcy or receivership or where Catalyst believes or suspects the Cloud Customer, its directors or principals are likely to go into liquidation, bankruptcy or receivership;

- 18.4.5. Where the Cloud Customer is removed from the Companies Register;
 - 18.4.6. If Catalyst believes providing Cloud Services could create a substantial economic or technical burden or material security risk for Catalyst;
 - 18.4.7. In order to comply with the law or requests of government entities; or
 - 18.4.8. If Catalyst determines the use or provision of Cloud Services by the Cloud Customer or any other third party has become impractical or infeasible for any legal, regulatory or other reason.
- 18.5. Upon termination of the Cloud Agreement:
- 18.5.1. If terminated by the Cloud Customer, Catalyst will delete the Customer's Cloud Data immediately.
 - 18.5.2. If terminated by Catalyst, Catalyst will preserve the Cloud Customer's right to retrieve its Cloud Data for a period of five (5) Business Days following termination.
 - 18.5.3. The Cloud Customer is solely responsible for any and all extraction of the Cloud Data; and
 - 18.5.4. The Cloud Customer's access to use Cloud Services will be removed and the Cloud Customer's account closed; and
 - 18.5.5. Catalyst will destroy or erase any and all copies of the Cloud Data uploaded by the Cloud Customer to the Cloud Services during the term of the Cloud Agreement.
- 18.6. If the Cloud Agreement is terminated under clause 18.4 prior to the expiry of the term, Catalyst is entitled to charge the Cloud Customer and the Cloud Customer agrees to pay the monthly charges, as specified in the Pricing Schedule for the period from the date of termination to the date of expiry.

Dispute Resolution

19. Disputes

- 19.1. The parties undertake to use good faith when endeavouring to resolve any dispute relating to this Cloud Agreement.
- 19.2. If such dispute cannot be resolved within ten (10) Business Days, it is

to be referred to the Chief Executives, Directors or equivalent of the respective parties who must endeavour to resolve such dispute in the spirit of achieving broad equity in respect of the Cloud Agreement and its purposes.

- 19.3. Failing agreement between them, but only as a last resort if such agreement is not possible, the matter in dispute is to be referred to an accredited Mediator of the Arbitrators and Mediators Institute of New Zealand Inc (AMINZ) as an independent referee, who must promptly resolve such dispute and whose decision on the matter is final and binding on the parties.
- 19.4. In resolving such dispute, the referee is not acting as an arbitrator and, accordingly, the provisions of the Arbitration Act 1996 do not apply.

20. Notices

- 20.1. Notices from the Cloud Customer are to be in writing and sent to Catalyst's address and delivered by hand, by prepaid registered post or sent by email to the address listed as Catalyst's address on its website (www.catalyst.net.nz).
- 20.2. Notices from Catalyst are to be in writing and sent to the Cloud Customer's physical or email address as set out in the information provided to Catalyst as part of the application to become a Cloud Customer or to any updated address as advised in writing to Catalyst by the Cloud Customer or any third party authorised by the Cloud Customer.

Warranties, Liabilities, Indemnities and Insurance

21. Warranties

- 21.1. To the maximum extent permitted by law, Catalyst neither warrants nor represents that:
 - 21.1.1. The Cloud Services will be uninterrupted, error-free, or free of any harmful components; or
 - 21.1.2. Cloud Data will be secure or not otherwise lost or damaged. You acknowledge that there are risks inherent in Internet connectivity that could result in the loss of your privacy and Cloud Data.
- 21.2. Catalyst disclaims any and all warranties not expressly stated in this Cloud Agreement, including the implied warranties of

merchantability, fitness for a particular purpose, satisfactory quality, and non-infringement of intellectual property rights, to the fullest extent permitted by law.

- 21.3. To the maximum extent permitted by law, Catalyst accepts no responsibility and will not be held liable for any loss, damages, costs, or other liability as a direct or indirect consequence of any unavailability of Cloud Services.

22. Liabilities

- 22.1. Catalyst will not be held liable under or in connection with the Cloud Agreement for any loss of profits, revenue, reputation, business opportunity, anticipated savings or anticipated gains, any business interruption, any unavailability of Cloud Services, any loss or corruption of Cloud Data or Confidential Information, any additional expenses or costs to recover Cloud Data or Confidential Information, any breaches of security, privacy or confidentiality or any additional expenses or costs related to responding to any breaches of security, privacy or confidentiality, any cyber-extortion, any cyber-terrorism, any special or punitive damages, or any direct, indirect or consequential loss.
- 22.2. In the event that any limitation or provision contained in the Cloud Agreement is invalid for any reason and Catalyst becomes liable for loss or damage that would otherwise have been excluded, such liability is limited to an amount equal to the lesser of the Cloud Customer's total payment to Catalyst for the Cloud Services over the immediately preceding 12-month period and \$50,000.
- 22.3. The Cloud Customer acknowledges that Catalyst may have particular obligations towards third parties, including software suppliers. Those third parties will not be held liable to you or any other third party for any loss of profits, revenue, reputation, business opportunity, anticipated savings or anticipated gains, any business interruption, loss or corruption of data, any special or punitive damages, any indirect or consequential loss, or any other loss or liability of any kind arising from the provision of Cloud Services.

23. Indemnities

- 23.1. The Cloud Customer will indemnify Catalyst, and its duly authorised agent against any losses, costs, claims, expenses, liabilities, legal action, proceedings or demands, settlement costs, reasonable defence costs, fines and penalties, damages or other compensation awarded or reasonable settlement payments which Catalyst or its

duly authorised agent may incur or suffer as a result of a breach of the Cloud Agreement or other unlawful act or omission by the Cloud Customer or its representatives.

24. Insurance

24.1. The Cloud Customer acknowledges and accepts sole responsibility for obtaining any and all insurances and that Catalyst does not and will not insure the Cloud Customer for any harm, damage, loss or otherwise that arises from the access or use of Cloud Services.

25. Agreements with Third Parties

25.1. Catalyst accepts that the Cloud Customer may enter into an agreement with a third party to provide services relating to software, applications systems or other programmes that operate within the Catalyst Cloud;

25.2. For the avoidance of doubt, the Cloud Customer is solely responsible for and Catalyst will not be held responsible or liable for any responsibilities, duties or liabilities under any agreement the Cloud Customer has entered into with any third party.

General Provisions

26. Non Waiver

26.1. No failure or delay by a party to exercise a right, power or privilege under the Cloud Agreement will operate as a waiver of that right, power or privilege, nor will any single or partial exercise preclude any other or further exercise of any right, power or privilege under the Cloud Agreement.

27. Variation

27.1. You acknowledge that these Terms and Conditions may be amended from time to time by the Catalyst. When this occurs, an email notification will be sent to you.

27.2. By using or accessing the cloud services after these Terms and Conditions have been amended you are deemed to have accepted and agreed to that amendment as legally binding on you and any third party authorised by you.

28. Assignment and Novation

28.1. The Cloud Customer acknowledges and agrees that it must not

assign or transfer the Cloud Agreement or any rights or obligations contained within them, without the prior written consent of Catalyst.

29. Severability

29.1. If any part of the Cloud Agreement is held by any court or administrative body of competent jurisdiction to be illegal, void or unenforceable, such determination will not impair the validity and enforceability of the remaining parts of the Cloud Agreement.

30. Force Majeure

30.1. Neither party is in breach of this Cloud Agreement if its breach is caused by an act of God, fire, act of government or state, war, civil commotion, insurrection, embargo, prevention from or hindrance in obtaining any raw materials, energy or other supplies, labour disputes of whatever nature and any other reason beyond the control of either Party.

30.2. If either party is unable to perform its duties and obligations under this Cloud Agreement as a direct result of any such reasons that party must give immediate written notice to the other of such inability stating the reason.

30.3. The operation of this Cloud Agreement will be suspended during the period (and only during the period) in which the reason continues. Immediately upon the reason ceasing to exist the Party relying upon it must give written advice to the other of this fact. If the suspension continues for more than ten (10) Business Days, either party may terminate this Cloud Agreement immediately by giving written notice to the other party.

31. Governing Law

31.1. The Cloud Agreement is governed by and construed in accordance with the laws of New Zealand for the time being in force, and the parties agree to submit to the non-exclusive jurisdiction of the courts of that jurisdiction.

32. Survival

32.1. Any provision of the Cloud Agreement that contemplates performance or observance subsequent to termination or expiration of the Cloud Agreement shall survive termination or expiration of the Cloud Agreement and continue in full force and effect, including clauses 9 (Ownership), 10 (Intellectual Property), 15 (Default and

Disputed Accounts), 18 (Termination), 19 (Disputes), 21 (Warranties), 22 (Liabilities), and 23 (Indemnities) of these Terms and Conditions, clause 7 (Confidentiality) of the Service Terms, and clauses 1 to 8 of the Privacy Statement.