

# END USER LICENSE AGREEMENT

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BY YOUR USE OF THE SOFTWARE, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, UNDERSTAND IT, AND AGREE TO BE BOUND BY ITS CONTENTS. YOU ALSO AGREE THAT THIS AGREEMENT IS THE COMPLETE AND EXCLUSIVE STATEMENT OF AGREEMENT BETWEEN ENFOCUS AND YOU AND SUPERSEDES ALL PRIOR REPRESENTATIONS OR AGREEMENTS, ORAL OR WRITTEN, BETWEEN ENFOCUS AND YOU REGARDING THE SUBJECT MATTER OF THIS AGREEMENT.

This Agreement also covers software owned by third parties ("Third-Party Apps"). If no license or specific terms and conditions are presented for acceptance the first time that Third-Party App is invoked, then the use of that third party software will be governed by this Agreement.

If You are not willing to comply with the terms and conditions of this Agreement, do not use the Software.

## 1. Definitions

"Affiliate" means a company controlled by, controlling or under common control with a party to this Agreement.

"Agreement" means this End User License Agreement.

"Authorized Users", in view of a Named User License, means named individuals or processes assigned by You to use the Software, which may include, as far as individuals are concerned, Your officers, employees and/or consultants and agents performing services for You or on Your behalf, and/or officers or employees of third parties involved in the performance of Your internal business purposes (e.g. approving customer workflows). Authorized Users may be assigned and changed using only the license administration tools provided in combination with or as part of the Software licensed, provided that access credentials are not shared amongst users, and provided further that the total number of Authorized Users active at any point in time does not exceed the total number of licenses procured.

"Client Seat" means any computer system, software application, or service that can access and run a program window. This includes, but is not limited to, PCs, workstations, terminals, Terminal Services Clients, virtual PCs and servers.

"Enfocus" means Enfocus BV, having its registered office at Raymonde de Larochelaan 13, 9051 Ghent, Belgium, or the Affiliate of Enfocus BV that fulfilled Your Software order.

"Object Code" means work in a machine readable form that is not convenient to human understanding of the program logic, and that can be executed by a computer using the appropriate operating system without compilation or interpretation.

"Open Source License Terms" means any terms or conditions which meet the definition of Open Source found at <http://www.opensource.org/docs/osd>.

"Order Document" means a quote, order confirmation and any other document(s) in writing or electronic format, provided to You by Enfocus which sets forth the Software licensed to You under this Agreement and the Usage Restrictions applicable to that Software, if any.

"Software" means the Object Code form of software and related manuals and documentation (in hard copy only), including Enfocus software and other third party software, licensed under this Agreement.

"Technical Support and Maintenance Services" means the technical support and version updates made available for the Software by Enfocus.

"Usage Restrictions" are any restrictions in functionality or use of the Software, as stated in the documentation or Order Document.

"You" means the customer entity identified in the Order document.

"Your Data" means any data, information, files or other materials transmitted to Enfocus, uploaded or stored in Enfocus' datacenters, or otherwise provided by You or by the Authorized Users for use in combination with the Software licensed..

## **2. Grant of License**

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In circumstances where the Software, in view of certain functionality, may use the services of a third party datacenter, the license includes Your right to use said services solely for such purposes, and requires Your compliance with the applicable Acceptable Use Policy that is available at <https://www.enfocus.com/termsandconditions>, incorporated herein by reference.

You grant Enfocus and its Affiliates a worldwide, perpetual, irrevocable, royalty-free license to use and incorporate into its services or products any suggestion, enhancement request, recommendation, correction, or other feedback provided by You or Authorized Users relating to the operation of Enfocus's or its Affiliates' services and/or products.

## **3. Limitations on Use**

The following terms shall apply based on the type of license that you purchase:

The use of the Software is limited to the number of licenses procured.

*Pertaining to Client Seat licenses*, the same is licensed for use in the number of Client Seats set forth by the Order Document. If the Software is licensed for installation on a wide area network serving more than one location of Your business, You are responsible for ensuring that the Software is not used by more than the number of Client Seats licensed, either by means of technical user or administrative credentials even if the license management routines do not prevent that use.

*Pertaining to Concurrent User licenses*, the number of users using the Software simultaneously, may, at no point in time, exceed the number of licenses procured.

*Pertaining to Named User Licenses*, the use of the Software, at any time, is limited solely to use by the Authorized Users appointed and licensed at such time.

*Pertaining to a Trial License*, unless the Order Document states differently, Your use of the Software is limited to one Client Seat and for thirty (30) days only, solely for internal testing and evaluation, and excludes any commercial use.

*Pertaining to all licenses*: You will not sell, re-license, sublicense, transfer (to a different company or location), assign, lease or rent the Software. You may not modify or translate the Software. If the Software is provided with or as part of a specific product or device, You may not remove the Software from that product or device, and You may not use any portion of the Software separately from or independent of that product or device. You will not reverse engineer, decompile, or disassemble the Software or otherwise attempt to discover the source code of the Software except to the limited extent expressly allowed by non-waivable provisions of applicable law. You will not tamper with, bypass or alter the license management routines included in the Software or use the Software in violation of any Usage Restrictions and/or the license granted. If You receive an upgrade or update of the Software, You may continue to use the Software, or the upgraded or updated version of the Software, but not both. Unless otherwise expressly permitted in writing, You may not use, or permit others to use, the Software for or on behalf of any third party, to run an outsourcing business, or for any purpose other than Your internal business purposes. Further application specific restrictions may apply per the Software documentation.

#### 4. Technical Support and Maintenance Services

In addition to Enfocus Software, Enfocus will, from time to time, make certain Third-Party Apps available via its Site. Technical Support and Maintenance Services are required in order to (i) download and run any Third-Party Apps made available free of charge, or (ii) to obtain version upgrades of any Third-Party Apps made available free of charge.

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#### 6. Warranties and Limitation of Liability

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In the event of a claim during the Warranty Period, Enfocus's sole obligation will be to cause the Software to substantially conform to its documentation (to the extent technically and reasonably possible and on the condition that the error is reproducible) by amending or updating the Software or supplying an alternative version of the product in which it is embedded. In the event that Enfocus is unable to bring the Software into compliance with the warranty, You may return the Software to Enfocus and You will be entitled to recover, as Your sole and exclusive remedy, the fees paid for that non-complying Software, depreciated in accordance with standard accountancy practices.

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#### 7. CONFIDENTIALITY AND PROTECTION OF YOUR DATA

**7.1 Definition of Confidential Information.** Your Confidential Information includes Your Data, Confidential Information of Enfocus includes the Software and the terms and conditions of this Agreement (including pricing), however, Confidential Information does not include any information that (i) is or becomes generally known to the public without breach of any obligation owed to the party disclosing Confidential Information ("Disclosing Party"), (ii) was known to the party receiving Confidential Information ("Receiving Party") prior to its disclosure by the Disclosing Party without breach of any obligation owed to the Disclosing Party, (iii) is received from a third party without breach of any obligation owed to the Disclosing Party, or (iv) was independently developed by the Receiving Party. For the avoidance of doubt, the non-disclosure obligations set forth herein apply to Confidential Information exchanged between the parties in connection with the evaluation of additional Enfocus services.

**7.2 Confidentiality Obligations.** The Receiving Party will use the same degree of care that it uses to protect the confidentiality of its own Confidential Information of like kind (but not less than reasonable care) to not use any Disclosing Party Confidential Information for any purpose outside the scope of this Agreement and except as otherwise authorized by the Disclosing Party in writing, limit access to Confidential Information of the Disclosing Party to those of its and its Affiliates' employees and contractors who have a need to know and who are under similar confidentiality obligations as those herein. If the Receiving Party is required by law or court order to disclose Confidential Information, then Receiving party shall, to the extent legally permitted, provide the Disclosing Party with advance written notification and cooperate in any effort to obtain confidential treatment of the Confidential Information.

The Receiving Party acknowledges that disclosure of Confidential Information may cause substantial harm for which damages alone would not be a sufficient remedy, and therefore that upon any such disclosure by the Receiving Party, the Disclosing Party will be entitled to seek appropriate equitable relief in addition to whatever other remedies it might have at law. Upon termination of this Agreement, both parties shall either return or destroy any Confidential Information in its possession.

**7.3 Your Data.** You own Your Data, and You warrant that You have sufficient rights, title and interest in the same. You bear responsibility for Your Data, including its accuracy and quality. Supplemental to Enfocus' data retention obligations, if any, You are also responsible for retaining backup copies of Your Data, and for implementing Your own disaster recovery plan.

**7.4 Collection and use of data by Enfocus.** Enfocus collects data on the performance of its products and on features used by customers, and/or combines such data with aggregated anonymized customer data in accordance with applicable laws and the Enfocus Privacy Policy which may be found at <https://enfocus.com/en/privacy> ("Privacy Policy"). You hereby grant Enfocus a worldwide, irrevocable, non-transferable, non-assignable (except as permitted under this Agreement), sub-licensable, non-exclusive license to access, and use Your Data (a) in connection with the performance of its obligations under this Agreement; (b) to create aggregated, anonymized data to monitor, analyze, develop, support, or improve Enfocus' products and services and otherwise for Enfocus' business purposes, all as further described in the Privacy Policy.

## **8. Export & Tax**

You may not export or re-export the Software in violation of any applicable laws or regulations including but not limited to those of the United States of America, the European Union and the United Kingdom. In addition, if the Software is identified as export controlled items under the export laws of the United States of America, the European Union or the United Kingdom, You represent and warrant that You are not a citizen, or otherwise located within, an embargoed nation and that You are not otherwise prohibited under applicable export laws from receiving or using the Software. All rights to use the Software are granted on the condition that those rights are forfeited if You fail to comply with the terms of this Agreement. In case of a transfer of licenses You agree to be responsible for the payment of all taxes and duties (including but not limited to VAT, sales taxes, import taxes, etc.) applicable or levied as a result of the import of the Software or of the transferred licenses into the country or geographical area where the transferred licenses will be used, and agree to indemnify and hold harmless Enfocus, its officers, agents and employees (the "Indemnitees") from and for any claims, suits and proceedings and any costs, fines and expenses awarded against or incurred by the Indemnitees as a result of Your failure to pay such taxes or duties.

## **9. Term and Termination**

*License commencement date.* A license granted hereunder is effective from the earlier of the date provided in the corresponding Order Document or date of activation of the Software.

*Perpetual licenses.* Unless otherwise defined by the Order Document, the Software is licensed on a perpetual basis.

*Subscription based licenses* are granted for the initial period defined by the Order Document (the "Initial Term"). Following the Initial Term, if so indicated by the Order Document, Your license shall automatically renew for consecutive one year periods, subject to You having paid all fees due ("Renewal Terms").

*Cancellation, termination and suspension of the license.* For perpetual licenses, You may terminate such license at any time upon written notice to Enfocus. For Subscription based licenses, either party must give notice of non-renewal at least thirty (30) days prior to the expiration of the then current Term.

Without prejudice to any other remedy available to Enfocus (including but not limited to remedies, suspension and termination rights set forth in the General Terms and Conditions of Sale):

- In case You fail to make a payment when due, Enfocus may, through technological means or by providing You with a corresponding notification, forthwith suspend Your license and prevent further use of the Software;

- This Agreement may be terminated “for Cause” as follows: This Agreement will terminate automatically if a party fails to cure a breach of any of its obligations within thirty (30) days from receipt of a written notice from the other party stating such breach. If the breach is not capable of being remedied, termination will be effective upon receipt of the notification; Enfocus further reserves the right to terminate this agreement upon written notice if You fail to make any payment when due.

Upon the termination of this license, You will cease all use of the Software and return or destroy all copies, full or partial, of the Software, as will be instructed to You, on a case-by-case basis, by Enfocus. Enfocus may, in its sole discretion, provide replacement Software if the original Software is lost, stolen, or corrupted. You agree to only use the replacement Software or, if found or rendered usable, the original Software. You will not otherwise dispose of the replacement or original Software.

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#### **11. Applicable law and competent jurisdiction**

This Agreement shall be governed by and construed in accordance with the laws of the country, state or other geographic designation where Enfocus is located, without reference to its conflicts of laws principles. The United Nations Convention on the International Sale of Goods will not apply. Each party hereby consents that any litigation between the parties relating to this Agreement, breach, termination, or invalidity thereof, shall be conducted in the courts of the country, state or other geographic designation where Enfocus is located, and the parties irrevocably accept and submit to the exclusive jurisdiction of such courts. Notwithstanding the previous, Enfocus shall also be entitled to bring any actions against You in the courts of the jurisdiction or place where You are established, domiciled or operating, if the action concerns (1) the collection of a debt, money owed or nonpayment of invoices, or the return of property, or (2) the enforcement of Enfocus’s intellectual property rights.