

WINDCAVE END USER LICENSE AGREEMENT TERMS

This Windcave End User License Agreement (this "**Agreement**") is made as of the date you begin using Windcave Goods or Software ("**Effective Date**"), and is by and between WINDCAVE PTY. LIMITED, a company incorporated in Australia, in its capacity as general partner of WINDCAVE LIMITED PARTNERSHIP ("**Windcave**") and you, the party using the Goods or Software to process Transactions ("**Customer**").

1. Definitions and Interpretation

1.1 Definitions: In this Agreement, unless the context indicates otherwise:

Acquirer means a bank or any financial institution or a card issuer of financial or non-financial transactions which receives and transmits Transactions via the Windcave Solution;

Agreement or **EULA** means this end user license agreement;

Business Day means any day of the week except Saturday, Sunday or a statutory holiday in Sydney, New South Wales, Australia;

Commencement Date means the commencement date recorded in Part A in one or more Schedules (such Commencement Date may be postponed in writing, at Windcave's sole discretion, until the date Windcave receives a copy of the Agreement countersigned by Customer);

Confidential Information means, in relation to either party, any information:

- relating to the terms of this Agreement;
- relating directly or indirectly to research or development by, accounting for, or the marketing of, the business of that party or its suppliers or customers;
- disclosed by that party to the other party on the express basis that such information is confidential; or
- which might reasonably be expected by the other party to be confidential in nature;

Customer means the customer specified on the first page in this Agreement and where applicable includes its employees, contractors and agents.

Default Interest Rate means interest at the rate of 5% above the base lending rate charged by Windcave's bankers to Windcave from time to time;

Delivery takes place when the Customer receives the Goods from Windcave, or, in the case of returns, when the Goods arrive at Windcave's premises;

Documentation means any user, training or system manuals for the Windcave Solution (whether in printed or electronic form) which describes and provides guidance on the use of the Windcave Solution (or any aspect of the Windcave Solution);

Emergency Support Services means telephone support provided by Windcave for emergency breakdowns resulting in repeated failures in the transmission of Transactions and is available 24 hours a day, seven days a week by calling 1300 73 78 40 outside of Support Hours. Windcave will use reasonable efforts to respond to any emergency phone call within 30 minutes of receiving the support request;

Goods means the Goods and/or Devices (if any) recorded in Part A in one or more Schedules;

GST means GST as defined in the *A New Tax System (Goods and Services Tax) Act 1999* (Cth), or any like tax.

Intellectual Property means registered and unregistered trade marks (including logos and trade files), domain names, copyright, patents, petty patents, utility models, registered and unregistered designs, circuit layouts, rights in computer software, databases and lists, Confidential Information, software (whether in object code or source code), and all other rights anywhere in the world resulting from intellectual activity, whether registerable or not;

Payment Manager means the Windcave Merchant Portal which Customer is able to access by logging onto the Windcave Website with an assigned username and password;

PCI Standards means the Payment Card Industry standards, requirements and guidelines issued by the Payment Card Industry Data Security Council from time to time including the Payment Card Industry Data Security Standard PIN Entry Device requirements and guidelines, and the Payment Application Data Security Standard;

Permitted Use means the transmission to, and receipt from, an Acquirer of data relating to Windcave Supported Transactions and expressly excludes, without limitation, use for the processing of transactions of, or for the benefit of, any person other than Customer;

Personal Information means personal information as defined in the *Privacy Act 1988* (Cth).

PPSA means the *Personal Property Securities Act 2009* (Cth);

Related Company is a related entity that is part of the same ownership structure (either vertically or horizontally) as Customer, including a company incorporated outside Australia;

Security Interest means a right, interest, power or arrangement in relation to any property which provides security for, or protects against default by a person in, the payment or satisfaction of a debt, obligation or liability, including a mortgage, charge, bill of sale, pledge, deposit, lien, encumbrance or hypothecation and a security interest as defined in section 12(1) and (2) of the PPSA.

Security Standards means each of:

- any data protection or data security standards issued by an Acquirer which receives and accepts Windcave Supported Transactions from Customer; and
- the PCI Standards;

Special Conditions means the special conditions (if any) recorded in Part A in one or more Schedules;

Software means the software and other related Windcave products which:

- form part of the Windcave Solution; and
- is owned or licensed by or developed by, or on behalf of, Windcave and supplied to Customer, including all upgrades, updates, alterations and modifications and other changes to such software by or on behalf of Windcave from time to time, but excluding any third party software and firmware forming part of, or supplied with, the Windcave Solution;

Support Hours means the period from 6am to 7pm (AEST) on any Business Day and 7am to 3pm on non-Business Days;

Support Services means and includes:

- Online Help: from time to time Windcave may display Frequently Asked Questions and Answers on the Windcave Website;
- General Support: enquiries may be sent to: support@windcave.com or made by telephone to 1800 006 254. Windcave will respond to such enquiries during Support Hours;

Term means the Initial Term defined in clause 2.1;

Tokenized Data means data for which Windcave has substituted a sensitive data element with a non-sensitive equivalent that has no extrinsic or exploitable meaning or value;

Transaction means a message pair consisting of a message relating to a Windcave Supported Transaction transmitted by Customer to an Acquirer through the Windcave Solution and a response to that message from the Acquirer to Customer through the Windcave Solution.

Windcave means Windcave Pty. Limited (ACN: 111 433 339), a company incorporated in Australia, in its capacity as general partner of Windcave Limited Partnership;

Windcave Host means the Windcave host server known as Windcave Host to which Customer may be connected using the Software and which is in turn linked to an Acquirer to enable Windcave Supported Transactions to be processed in real time;

Windcave Logo means the Windcave logo supplied (in electronic format) by Windcave to Customer (as may be updated from time to time by Windcave);

Windcave Solution means the Windcave Solution provided by Windcave for the transmission of data relating to Windcave Supported Transactions between a Customer and an Acquirer, incorporating the Software and including access (via the internet) to the Windcave Host and the Support Services;

Windcave Supported Transactions means transactions from Customers:

- accepting payment for goods and services by means of credit card, debit card, prepaid card, gift card or any other means of payment which Windcave agrees to support through the Windcave Solution from time to time;
- accepting loyalty cards, rewards cards, points cards, discount cards or club cards; or
- providing services in relation to the sale and use of any of the cards referred to in paragraphs (a) and (b) above including the issue of such cards and the crediting or debiting of value to such cards; and

Windcave Website means the website maintained by Windcave and accessible by Customer for viewing transactions, data entry, refunding, report generating and other features related to Transactions;

1.2 Interpretation: In this Agreement, unless the context indicates otherwise:

- expressions defined in Part B, clause 1.1 have the defined meaning throughout this Agreement, including Part A;
- the singular includes the plural and vice versa;
- clause and other headings are for ease of reference only and will not affect this Agreement's interpretation;
- the term **includes** or **including** (or any similar expression) is deemed to be followed by the words without limitation;
- references to a **person** include an individual, company, corporation, partnership, firm, joint venture, association, trust, unincorporated body of persons, governmental or other regulatory body, authority or entity, in each case whether or not having a separate legal identity;
- references to any statutory provision are to statutory provisions in force in Australia and include any statutory provision which amends or replaces it, and any bylaw, regulation, order, statutory instrument, determination or subordinate legislation made under it;
- any obligation not to do anything includes an obligation not to suffer, permit or cause that thing to be done; and
- all monetary amounts are stated exclusive of GST and in Australian dollars
- in the event of any inconsistency between the terms of any of the following, they will have precedence in the descending order of priority set out below:
 - Part A – Specific Terms;
 - Part B – General Terms and Conditions;
 - the Application Form.

2. Term

2.1 Initial Term: This Agreement commences on the Effective Date and will continue until terminated under clause 11 ("the Term").

3. Joint Responsibilities

Each party represents and agrees:

3.1 Power and Authority: that it has full power and authority necessary to validly enter into and perform all its obligations under this Agreement; and

3.2 Requirements: to comply with the other party's reasonable security, confidentiality and operational requirements of which it has been given reasonable notice.

4. Customer Responsibilities

Customer:

- 4.1 Suitability:** has made, and will continue to make, its own assessment of the suitability, adequacy, compatibility and appropriateness of the Windcave Solution for its purposes;
- 4.2 Comply with Instructions:** will comply with Windcave's restrictions, instructions and Documentation in relation to the use of the Windcave Solution, including those set out in this Agreement;
- 4.3 Use by Others:** will ensure that only authorised persons use the Windcave Solution and that the Windcave Solution is used only for the Permitted Use and as expressly authorised under this Agreement;
- 4.4 Responsibility for Use:** will accept all responsibility for the reliance on and use of the Windcave Solution by Customer and its employees, contractors and agents;
- 4.5 Obtain Equipment etc.:** will obtain and maintain all equipment, software and services needed to enable it to receive and use the Windcave Solution;
- 4.6 Accurate Customer Information:** warrants that all information provided by Customer to Windcave in the Application Form is accurate and correct, and that Customer will notify Windcave in writing if such information changes or ceases to be accurate in any way;
- 4.7 Provide Sufficient Information:** will ensure that sufficient information is given to Windcave to enable Windcave to comply with its obligations under this Agreement and that such information is timely, complete and accurate;
- 4.8 Personal Information:** acknowledges that any Personal Information concerning Customer or its personnel which is provided to Windcave by or on behalf of Customer may be:
- used by Windcave for the purpose of providing the Windcave Solution, the Support Services and any other services to Customer; and
 - disclosed by Windcave to its Related Companies and other services providers to enable Windcave to provide the Windcave Solution, the Support Services and any other services to Customer.
- A copy of the Personal Information held by Windcave will be provided on written request. Further information is available in our Privacy Policy. Available online at www.windcave.com;
- 4.9 Notify of Third Party Infringement:** will immediately notify Windcave upon becoming aware of any third party infringing Windcave's Intellectual Property rights in any manner;
- 4.10 Responsible for Connecting to Windcave Host:** is responsible for all charges and costs associated with connecting to the Windcave Host to operate the Windcave Solution. Windcave will provide Customer with reasonable technical information and Software necessary to enable Customer to connect to the Windcave Host; and
- 4.11 Comply with Law Generally:** will comply with all relevant laws, including all statutory, regulatory and common laws, in its use of the Windcave Solution and carrying out its obligations under this Agreement.
- 4.12 Improperly Deposited Funds:** If Windcave deposits funds in Customer's bank account(s) that do not rightfully belong to Customer ("Improperly Deposited Funds"), Customer shall return the Improperly Deposited Funds to Windcave without offset within five (5) calendar days of a written request to do so by Windcave. If Customer fails to comply with the terms of this Section, Windcave may immediately suspend services to Customer until Customer returns the Improperly Deposited Funds. Customer will be liable to Windcave for the Improperly Deposited Funds, and all costs (including legal costs on a solicitor-client basis) incurred by Windcave in recovering the Improperly Deposited Funds.
- 4.13 Requisite Review of Payline Portal:** Customer shall be required, on a daily basis, to review with due care Customer's payline portal, established by Windcave, to review for transactions for errors. If an error is discovered by Customer, Customer must notify Windcave in writing within three (3) business days of the date an error occurs; provided, that Windcave will have no liability or obligations of any kind with respect to errors that are not reported to Windcave within such three (3) business day period. In addition, Customer shall be required to, on a daily basis review with due care bank settlement files to ensure deposits occur without error. If an error is discovered by Customer, Customer must notify Windcave in writing within three (3) business days of the date an error occurs; provided, that Windcave will have no liability or obligations of any kind with respect to errors that are not reported to Windcave within such three (3) business day period. Windcave's liability under this Section 5.13 (Requisite Review of Payline Portal) of the Agreement is governed by, and fully subject to, the terms of Section 10 of this Agreement.
- 4.14 Return of Old Goods:** For Goods that Customer ceases using for the Permitted Use ("Unused Goods"), Customer will return such Unused Goods to Windcave within 30 calendar days. Unused Goods include, but are not limited to, Goods Customer has ceased using due to the Goods becoming obsolete, Goods that no longer operate, and Goods that are replaced per a warranty. Customer will pay all shipping fees and costs associated with returning the Unused Goods to Windcave. Alternatively, instead of returning Unused Goods to Windcave, Customer may provide Windcave a secure destruction certificate evidencing that the Unused Goods were destroyed in compliance with the Security Standards within the same 30 calendar day period.

5. Windcave's General Responsibilities

Windcave will:

- 5.1 Care and skill:** perform its obligations under this Agreement with due care, skill and diligence; and
- 5.2 Good faith:** comply with all relevant laws and reasonably co-operate with Customer (and Customer's service providers) in connection with the Windcave Solution.

- 5.3 No Requirement to Decrypt Tokenized Data:** Unless expressly required to do so by law, Windcave will be under no obligation to decrypt and transmit Tokenized Data for the benefit of Customer or any third party.

6. Windcave Warranties

- 6.1 Security Standards:** Windcave confirms that Windcave will throughout the term of this Agreement use its best endeavours to comply with the requirements of the Security Standards.
- 6.2 Limitations on Warranties:** To the fullest extent permitted by law, except as expressly set out in this Agreement, Windcave excludes all warranties, conditions, terms, representations or undertakings, whether express, implied, statutory or otherwise, including any condition or warranty of merchantability or fitness for a particular purpose. To the fullest extent permitted by law, Windcave does not warrant that:
- the Windcave Solution, the Goods, the Software or the Documentation will meet Customer's requirements; or
 - the Windcave Solution, the Goods, the Software and the Documentation will be uninterrupted or error free, or that all errors will be corrected; or
 - that the Goods will be free of defects in design, materials or workmanship or will comply with any applicable equipment manufacturer's or software developer's specifications.

7. Intellectual Property

All Intellectual Property rights in the Windcave Solution, the Goods, the Software, the Documentation and any work or thing developed or created by or on behalf of Windcave under or in connection with this Agreement (such work or thing being **Developed Works**), are exclusively owned by Windcave (or Windcave's licensors or suppliers). Customer acknowledges that there is no transfer of title, Intellectual Property rights or ownership of:

- the Windcave Solution, the Goods, the Software, the Documentation or any part thereof; or
- any Developed Works;

to Customer under this Agreement and Customer will not dispute Windcave's (or Windcave's licensors or suppliers) ownership of the property referred to in this clause.

8. Indemnity

- 8.1** Customer indemnifies Windcave at all times against any liability, loss (including consequential loss), damage or cost (including legal costs on a solicitor-client basis) suffered or incurred by Windcave, its employees, contractors and agents, and all actions, proceedings, claims or demands made against Windcave as a result of any negligent act or omission or any breach of this Agreement by Customer, its personnel or agents.

9. Liability

To the fullest extent permitted by applicable law:

- 9.1 Remedy:** Subject to Part B, clauses 9.2 and 9.3, Customer's sole and exclusive remedy for breach of any warranty or of any of Windcave's obligations under this Agreement is (at Windcave's option) the supply or re-supply of the Windcave Solution, the Goods, the Software, or the Documentation.
- 9.2 Limitation:** To the fullest extent permitted by law, in no event will Windcave's total liability to Customer in connection with this Agreement and the Windcave Solution exceed one- thousand Australian dollars (\$1,000.00).
- 9.3 Exclusion:** To the fullest extent permitted by law, in no event will Windcave be liable to Customer whether in contract, tort (including negligence) or otherwise in respect of any:
- loss of data, lost profits, loss of revenue, loss of goodwill, loss of business or for any indirect, consequential or special loss, damage, cost or expense suffered or incurred by Customer arising out of, or in connection with, this Agreement;
 - loss, damage, cost or expense suffered or incurred by Customer, to the extent this results from any act or omission by Customer; or
 - any event described in Part B, clause 13.

10. Relevant Law & Resupply

- 10.1** This Agreement must be read and construed subject to any statutory provisions which cannot lawfully be excluded, restricted or modified. If any such statutory provisions apply then, to the extent to which Windcave is entitled to do so and at Windcave's option, Windcave limits its liability pursuant to such provisions for any goods to the replacement or repair of goods, or for services, to the re-supply or the payment of the cost of having the services supplied again.

11. Termination

11.1 Termination Upon Notice:

- Windcave may terminate this Agreement at any time on not less than 3 months' prior written notice to Customer.
- Customer may terminate this Agreement at any time on not less than 3 months' prior written notice to Windcave.

- 11.2 Termination for Cause:** Either party (the **First Party**) may terminate this Agreement at any time and with immediate effect by written notice to the other party (**Second Party**) if the Second Party:

- is in material breach of any of its obligations under this Agreement, and has failed to remedy the breach within 10 Business Days of receiving written notice from the First Party to remedy the breach; or
- goes into liquidation or has a receiver appointed; or
- is unable to pay its debts as they fall due; or
- is insolvent or deemed insolvent under the *Corporations Act (2001)* (Cth).

- 11.3 Breach of Licence Terms:** Any use of the Windcave Solution, the Goods, the Software, or the Documentation by Customer for any purpose other than the Permitted Use, or any breach by Customer of the provisions of Part B, clause 15 will be deemed to be a material breach of this Agreement which is not capable of remedy.

12. Confidentiality

12.1 Confidential Information: Each party will maintain as confidential at all times, and will not at any time, directly or indirectly:

- (a) disclose or permit to be disclosed to any person;
 - (b) use for itself or to the detriment of the other party;
- any Confidential Information of the other party except as, and then only to the extent:
- (a) required by law;
 - (b) that the information is already or becomes public knowledge, otherwise than as a result of a breach, by the receiving party, of any provision of this Agreement;
 - (c) that the information is disclosed to the receiving party, without restriction, by a third party and without any breach of confidentiality by the third party;
 - (d) that the information is developed independently by the receiving party without reliance on any of the Confidential Information of the other party;
 - (e) authorised in writing by the other party; or
 - (f) reasonably required by this Agreement (and, without limiting the effect of this clause, a party may disclose Confidential Information of the other party only to those of its officers, employees or professional advisers on a "need to know" basis, as is reasonably required for the implementation of this Agreement).

12.2 Windcave's Intellectual Property: Customer will treat information about Windcave's Intellectual Property as the Confidential Information of Windcave.

13. Force Majeure

Neither party (**Affected Party**) will be liable for any act, omission or failure by it under this Agreement if that act, omission or failure results directly from an event or circumstances beyond the reasonable control of the Affected Party, provided that:

- 13.1 Notice:** whenever the Affected Party becomes aware that such a result has occurred or is likely to occur, the Affected Party will, as soon as practicable, notify the other party by written notice accordingly;
- 13.2 Continued Performance:** each party will continue to use its best endeavours to perform its obligations as required under this Agreement; and
- 13.3 No Deemed Acceptance of Extra Costs:** neither party will be deemed to have accepted any liability to pay or share any extra costs which may be incurred by the other party in complying with this clause or otherwise resulting from such act, omission or failure.

14. Licence

14.1 Grant of Licence: Windcave grants to Customer a non-exclusive, non-transferable licence to use the Windcave Solution, the Goods, the Software and the Documentation for the Term of this Agreement solely for the Permitted Use. Any other use or dealings by Customer with the Windcave Solution, the Goods, the Software or the Documentation without the prior written consent of Windcave will be a material breach of this Agreement. Except to the extent specifically authorised under this Agreement, Customer must not sub-license, transfer, assign, rent or sell any of the Windcave Solution, the Goods, the Software or the Documentation or the right to use the Windcave Solution, the Goods, the Software or the Documentation.

14.2 Windcave Warranty: Windcave warrants that Windcave has the right and authority to grant to Customer the licence set out at clause 14.1, in accordance with the terms of this Agreement.

15. Terms of Use

15.1 Adequacy: Customer must satisfy itself as to the adequacy, appropriateness and compatibility of the Windcave Solution and/or the Goods for its requirements. Apart from statements explicitly contained in this Agreement, Customer acknowledges that it has not relied on any statements or representations on the part of Windcave as to performance or functionality, verbal or otherwise, except as expressly recorded in this Agreement.

15.2 Windcave Logo: If Customer uses a capture method for credit or debit card processing using a system which is not hosted by Windcave, Customer agrees to display the Windcave Logo in a readily visible position on the user interface of Customer's system where the credit or debit card data is captured. The Windcave Logo must not be altered or used for any other purpose without the prior written consent of Windcave. Except as provided for in this Agreement, Customer will have none of the powers conferred on authorised users of trade marks by section 26 of the *Trade Marks Act 1995*(Cth).

15.3 Compliance: If Customer is not compliant with one or more of the Security Standards, Customer must not capture or store any credit or debit card number or expiry date locally on Customer's or a non-compliant third party's system.

15.4 No Right to Copy, Alter or Modify: Subject to Part B, clause 15.8, Customer must not, and must not permit any other person to, copy, reproduce, translate, adapt, vary, repair or modify all or any part of the Windcave Solution, the Goods, the Software or the Documentation by any means or in any form without Windcave's prior written consent.

15.5 Permitted Use: Customer may not:

- (a) use the Windcave Solution, the Goods, the Software or the Documentation for any purpose other than the Permitted Use; or
- (b) use the Software independently of the other components of the Windcave Solution unless Windcave has given prior written consent to do so.

If this Agreement is terminated, Customer's right to use the Windcave Solution, the Software and the Documentation will automatically terminate and Customer must immediately remove all copies of the Software from its system(s) and return the Windcave Solution, the Goods, the Software and the Documentation to Windcave

15.6 Reverse Engineering: Except as expressly permitted by this Agreement, and

except to the extent that applicable laws (including the *Copyright Act 1968* (Cth)) prevent Windcave restraining the Customer from doing so, the Customer must not adapt, modify, reverse engineer, decompile or disassemble the Software.

15.7 No Third Party Use: Except as expressly provided for in this Agreement, the Customer must not provide, or otherwise make available, the Windcave Solution, the Goods, the Software or the Documentation or any component thereof in any form to any person (**Third Party**) without the prior written consent of Windcave. If Windcave grants such consent, Customer must ensure that the Third Party complies with the provisions of this Agreement (so far as those provisions relate to Customer) as if the Third Party were a party to this Agreement. Customer will be liable to Windcave for all acts or omissions of any Third Party in contravention of the provisions of this Agreement.

15.8 Backup Copies: Customer may make a reasonable number of copies of the Software for backup and disaster recovery purposes only.

15.9 Installation: Customer will be responsible for, and all bear all costs associated with, the installation, operation, maintenance and support of the Goods.

15.10 Labels: Customer will not remove or deface any labels affixed by Windcave to the Goods. Customer will not affix any label to the Goods.

15.11 Windcave Testing Prior to Launch: Prior to any permitted use of Windcave products and/or Software by Customer or any third party, Windcave shall be entitled at its sole discretion to test all Windcave products and Software that Customer purchases, rents, or intends to use for up to seven (7) business days ("Pre-launch Testing"). Such Pre-launch Testing shall also entitle Windcave to three (3) business days to test transaction processing and settlement.

16. Rental/Loan of Goods

When this Agreement ends (either by completion of the Term or by way of termination), Customer will, at Customer's expense, return the Goods, in good working order and undamaged condition (fair wear and tear excepted) to Windcave's place of business. If the Customer fails to return the Goods within 14 Business Days of the end of the Agreement, Customer will pay Windcave the fair value of the Goods as at the completion of the Term;

17. Windcave Support Services

17.1 Support: Windcave will provide the Support Services to Customer.

17.2 Emergency Support Services and Other Services: Windcave may make available the Emergency Support Services. If Customer requires Emergency Support Services and/or services additional to the Support Services Windcave may, if it agrees to provide those services to Customer, charge Customer for those services on a time and materials basis and on such other terms and conditions as may be agreed between the parties.

17.3 Alterations to Software: Windcave may, at its sole discretion, alter, upgrade, update or change the Windcave Solution at any time during the Term of this Agreement. Where Windcave believes that such alteration, upgrade, update or change will, or is likely to, materially affect Customer's use of the Windcave Solution, Windcave will endeavour to notify Customer of this in advance. Customer acknowledges and agrees that, if Customer fails to promptly install all updates to any software forming part of the Windcave Solution supplied by Windcave in connection with this Agreement, Customer may be unable to process Transactions and that:

- (a) Windcave will not be liable to Customer under this Agreement in respect of such inability; and
- (b) Windcave will be released from any obligation to supply the Support Services during any period which Customer has failed to install any such update.

17.4 Windcave Website: Customer acknowledges and agrees that Windcave may, at its sole discretion, determine what information, data, features and functionality is made available to Customer via the Windcave Website. Customer agrees to comply with any terms that Windcave may specify in relation to Customer's use of the Windcave Website. In the event of any inconsistency between the terms and conditions of this Agreement and those on the Windcave Website, the terms and conditions of this Agreement will apply to the extent of that inconsistency. Windcave will supply user names and passwords to enable authorised users of Customer to access the Windcave Website. Customer must keep such user names and passwords secure and made known only to authorised users and will be responsible for all use of the Windcave Website through use of Customer's user names and passwords. If Customer breaches any term of this Agreement or the terms of use of the Windcave Website, Windcave may disable Customer's user names and passwords.

18. General

18.1 Entire Agreement: This Agreement records the entire arrangement between the parties relating to all matters dealt with in this Agreement and supersedes all previous arrangements, whether written, oral or both, relating to such matters.

18.2 Disputes: If the parties fail to negotiate a resolution to a dispute within a reasonable time (not exceeding 20 Business Days from formal notice of the dispute being given by one party to the other), either party may require that the dispute be submitted to mediation, such mediation to take place in Sydney, New South Wales, Australia. If the parties fail to agree on a mediator within 5 Business Days after the submission to mediation, one will be appointed by the President for the time being of the Law Society of New South Wales or its successor. In the event of any submission to mediation:

- (a) the mediator will not be acting as an expert or as an arbitrator;
- (b) the mediator will determine the procedure and timetable for the mediation; and
- (c) the parties will share equally the cost of the mediation.

All discussions in mediation will be confidential and without prejudice.

Neither party may issue any legal proceedings (other than for urgent interlocutory relief) relating to any dispute, unless that party has first taken all reasonable steps

to comply with the dispute resolution process above

- 18.3 Waiver:** No waiver of any breach, or failure to enforce any provision, of this Agreement at any time by either party shall in any way limit or waive the right of such party to subsequently enforce and compel strict compliance with the provisions of this Agreement.
- 18.4 Severance:** Any provision in this Agreement which is or becomes unenforceable, illegal or invalid for any reason shall be severed or read down and shall not affect the enforceability, legality, validity or application of any other provision which shall remain in full force and effect.
- 18.5 Assignment:** Windcave may assign all or any of its rights and obligations under this Agreement to any person or entity without Customer's consent. Customer may not transfer or assign any of its liabilities or rights under this Agreement to any other person or entity without Windcave's prior written consent (such consent not to be unreasonably withheld, provided Windcave is satisfied as to the suitability of the assignee and Customer meets Windcave's reasonable costs in relation to the assignment).
- 18.6 Amendment:** Except as expressly provided for in this Agreement, no amendment to this Agreement will be valid unless recorded in writing and signed by a duly authorised senior representative of each party.
- 18.7 Governing Law and Jurisdiction:** This Agreement is governed by the laws of New South Wales and the parties submit to the jurisdiction of the New South Wales courts in respect of all matters relating to this Agreement.
- 18.8 Remedies:** The rights, powers and remedies provided in this Agreement are not exclusive of any rights, powers or remedies provided by law.
- 18.9 Subcontracting:** Windcave may appoint subcontractors to perform any of its obligations under this Agreement.
- 18.10 Counterparts and copies:** This Agreement may be signed in any number of counterpart copies which, read together, will constitute one and the same document. Any facsimile copy of this agreement or copy of this agreement sent via email in PDF format (including any facsimile copy or copy sent via email in PDF format, of any document evidencing either party's signature of this agreement) may be relied upon by the other party as if it were an original copy. This Agreement may be entered into on the basis of an exchange of such facsimile or PDF copies.
- 18.11 Conflicts:** In the event of any conflict or inconsistency between this Agreement and the terms of a purchase order provided by Customer to Windcave, this Agreement shall govern and control.
- 18.12 Notices:** Any notice or other communication to be given under this Agreement must be in writing and must be served by one of the following means and in respect of each is deemed to have been served as described:
- (a) By personal delivery – when received by the party.
 - (b) By post by registered or ordinary mail – on the second working day following the date of posting to the addressee's registered office.
 - (c) By email – when acknowledged by the party orally or by return email or otherwise in writing.
 - (d) By facsimile – when sent to the correct facsimile number (with written transmission confirmation).
- The addresses for the parties for Notices shall be as set out on Page 1 of this Agreement or such other address as either party specifies by notice in writing to the other.