

Please read these Web Hosting Terms carefully, as they set out our and your legal rights and obligations in relation to our web hosting services.

You should print a copy of these Web Hosting Terms for future reference. We will not file a copy specifically in relation to you, and they may not be accessible on our Website in future.

These Web Hosting Terms are available in the English language only.

If you have any questions or complaints about these Web Hosting Terms or our Services, please contact us by writing to Katalysis Net Ltd at Tollgate House, 69-71 High Street, Harpenden, Herts AL5 2SL or by email to [mail@katalysis.net](mailto:mail@katalysis.net).

#### AGREEMENT:

### 1. Definitions and interpretation

#### 1.1 In the Agreement:

“Agreement” means the agreement between the Host and the Customer incorporating these Web Hosting Terms and the Registration Form, and any amendments to it from time to time;

“Business Day” means any week day, other than a bank or public holiday in England;

“Business Hours” means between 09:00 and 17:30 on a Business Day;

“Charges” means the amounts payable by the Customer to the Host under or in relation to the Agreement;

“Confidential Information” means the Customer Confidential Information and the Host Confidential Information;

“Control” means the legal power to control (directly or indirectly) the management of an entity (and “Controlled” will be construed accordingly);

“Customer” means the customer for Services under the Agreement specified in the Registration Form;

“Customer Confidential Information” means: any information disclosed by the Customer to the Host during the Term (whether disclosed in writing, orally or otherwise) that at the time of disclosure: (i) was marked as “confidential”, or (ii) should have been reasonably understood by the Host to be confidential;

“Effective Date” means the date when the Agreement comes into force in accordance with Clause 2.3;

“Force Majeure Event” means an event, or a series of related events, that is outside the reasonable control of the party affected (including failures of or problems with the internet or a part of the internet, hacker attacks, denial of

service attacks, virus or other malicious software attacks or infections, power failures, industrial disputes affecting any third party, changes to the law, disasters, explosions, fires, floods, riots, terrorist attacks and wars);

“Host” means Katalysis Net Ltd, a company incorporated in England and Wales (registration number 4038306) having its registered office at Tollgate House, 69-71 High Street, Harpenden, Herts AL5 2SL;

“Host Confidential Information” means:

(a) any information disclosed by the Host to the Customer during the Term (whether disclosed in writing, orally or otherwise) that at the time of disclosure: (i) was marked as “confidential”, or (ii) should have been reasonably understood by the Customer to be confidential;

“Hosting Package” means a combination of Services and Resources as defined by the Host at the time of purchase.

“Implementation Date” means the date specified for the start of the service;

“Intellectual Property Rights” means all intellectual property rights wherever in the world, whether registered or unregistered, including any application or right of application for such rights (and the “intellectual property rights” referred to above include copyright and related rights, moral rights, database rights, confidential information, trade secrets, know-how, business names, trade names, domain names, trade marks, service marks, passing off rights, unfair competition rights, patents, petty patents, utility models, semi-conductor topography rights and rights in designs);

“Minimum Term” means the period of 1 Month starting on the Effective Date;

“Personal Data” has the meaning given to it in the Data Protection Act 1998;

“Prohibited Content” means:

(a) works and materials that:

(i) breach any laws, regulations or legally binding codes;

(ii) infringe any person’s Intellectual Property Rights or other legal rights; or

(iii) may give rise to any form of legal action against the Host or the Customer or any third party,

in each case in any jurisdiction and under any applicable law;

(b) obscene, indecent, pornographic, lewd, graphic, offensive or grotesque works and materials;

(c) works and materials which are likely to cause annoyance, inconvenience or anxiety to any internet user; and

(d) spam, including unsolicited bulk messages and unsolicited commercial messages;

“Resources” means the resources allocated in the Customer’s Hosting Package;

“Services” means the services detailed in Clause 4;

“Term” means the term of the Agreement;

“Website” means the Customer’s website or websites hosted through the Services; and

“Year” means a period of 365 days (or 366 days if there is a 29 February during the relevant period) starting on the Effective Date or on any anniversary of the Effective Date.

1.2 In the Agreement, a reference to a statute or statutory provision includes a reference to:

(a) that statute or statutory provision as modified, consolidated and/or re-enacted from time to time; and

(b) any subordinate legislation made under that statute or statutory provision.

1.3 The Clause headings do not affect the interpretation of the Agreement.

1.4 The ejusdem generis rule is not intended to be used in the interpretation of the Agreement.

## 2. The Agreement

2.1 In order to apply to become a Customer, the applicant must agree to purchase a Hosting Package.

2.3 This Agreement will come into force if and when the Host sends to the Customer an acceptance email.

2.4 This Agreement will continue in force indefinitely, unless and until terminated in accordance with Clause 12.

## 3. Transition and implementation

3.1 At the request of the Customer, the Host will transfer the Website from its development servers or use reasonable endeavours to assist with the transition of the Website from any third party host.

3.2 The Host will implement the hosting of the Website on or before the Implementation Date or, where the Host does not hold a copy of the Website at least 5 Business Days before the Implementation Date, within 5 Business Days after the date of receipt of a copy of the Website.

3.3 Within 5 Business Days following the Implementation Date (or, if later, the actual date of implementation of the hosting of the Website), the Customer will comprehensively test the hosting of the Website and will inform the Host of any issues arising from those tests.

## 4. Services

4.1 From the date of actual implementation, the Host will host the Website in the manner specified, and will make available the Resources for this purpose.

4.2 The Host may suspend some or all of the Services in order to carry out scheduled or emergency maintenance or repairs. The Host will use reasonable endeavours to minimise the disruption caused by maintenance and repairs. Subject to this Clause 4.2, the Host will use reasonable endeavours to maintain the Website availability level specified in the Schedule.

4.5 The Host will make available, on Business Days between the hours of 9.00 am and 5.00 pm (London time), an email facility for the purpose of providing support to the Customer (and the Host’s other customers).

4.6 The Host will make back-ups of the Customer’s Website on a daily basis, and will retain such back-ups for 10 days.

## 5. Customer Responsibilities

5.1 The Customer will provide the Host with all co-operation, information and documentation reasonably required for the implementation and hosting of the Website and the provision of the other Services, and the Customer will be responsible for procuring any third party co-operation reasonably required for the implementation and hosting of the Website and the provision of the other Services.

5.2 The Services are provided to the Customer only, and the Customer may not resell or sub-license the Services to any third party.

5.3 The Customer will be responsible for obtaining suitable licences of third party software (such as email client software) which are required for the full use of the Services.

5.4 It is the Customer’s responsibility to keep any passwords relating to the Services confidential, and to change such passwords on a regular basis. The Customer will notify the Host immediately if it becomes aware that a password relating to the Services is or may have been compromised or misused.

5.5 The Customer grants to the Host a worldwide, non-exclusive, royalty-free licence to copy and otherwise use the Website and other works and materials processed through the Services by or on behalf of the Customer for the purposes of:

(a) providing the Services;

(b) fulfilling the Host’s contractual obligations under the Agreement; and

(c) exercising the Host’s contractual rights under the Agreement,

and the Customer also grants to the Host the right to sublicense these rights for these purposes.

## 6. Acceptable Use

6.1 The Customer must not use the Website or any of the Services:

(a) to host, store, send, relay or process any Prohibited Content;

(b) for any purpose which is unlawful, fraudulent, or infringes any third party rights; or

(c) in any way which may put the Host in breach of a contractual or other obligation owed by the Host to any internet service provider.

6.2 The Host reserves the right to remove content from the Website where it reasonably suspects such content is Prohibited Content.

6.3 The Website's utilisation of Resources must not exceed the limits agreed. If the Website's utilisation of Resources exceeds those limits, the parties will endeavour to agree a variation to the Agreement. If the parties cannot agree such a variation within a reasonable period (being not more than 30 days) following notice from the Host to the Customer requesting such variation, and Resource utilisation continues to exceed those limits, the Customer will be deemed to be in material breach of the Agreement for the purposes of Clause 12.

6.4 The Customer acknowledges that the Host does not purport to monitor the content of the Website or the use of the Services.

6.5 Where the Host reasonably suspects that there has been a breach of the provisions of this Clause 6, the Host may suspend any or all of the Services and/or the Customer's access to any or all Services while it investigates the matter.

6.6 Subject to Clause 6.3, any breach by the Customer of this Clause 6 will be deemed to be a material breach of the Agreement for the purposes of Clause 12.

6.7 The Customer hereby indemnifies the Host and undertakes to keep the Host indemnified against any and all liabilities, damages, losses, costs and expenses (including legal expenses and amounts paid in settlement of legal claims) arising directly or indirectly as a result of any breach by the Customer of this Clause 6.

## 7. Charges and payment

7.1 The Host will issue invoices for the Charges to the Customer either monthly or annually (depending on the agreement) in advance during the Term

7.2 The Customer will pay the Charges to the Host within 30 days of the date of issue of an invoice issued in accordance with Clause 7.1.

7.3 All Charges stated in or in relation to the Agreement are stated exclusive of VAT, unless the context requires otherwise.

7.4 Charges must be paid by direct debit, bank transfer or by cheque using such payment details as are notified by the Host to the Customer from time to time).

7.5 If the Customer does not pay any amount properly due to the Host under or in connection with the Agreement, the Host may:

(a) charge the Customer interest on the overdue amount at the rate of 5% per year above the base rate of HSBC Bank Plc from time to time (which interest will accrue daily and be compounded quarterly); or

(b) claim interest and statutory compensation from the Customer pursuant to the Late Payment of Commercial Debts (Interest) Act 1998.

## 8. Warranties

8.1 The Customer warrants to the Host that it has the legal right and authority to enter into and perform its obligations under the Agreement.

8.2 The Host warrants to the Customer:

(a) that it has the legal right and authority to enter into and perform its obligations under the Agreement; and

(b) that it will perform its obligations under the Agreement with reasonable care and skill.

8.3 Without prejudice to the Host's obligations under Clause 8.2, the Customer acknowledges and agrees that the Services may be interrupted as a result of a hardware failure or Force Majeure Event and that the Host will not be in breach of the Agreement by virtue of such interruption, providing that the Host must use reasonable endeavours to remedy the interruption as soon as reasonably practicable.

8.4 All of the parties' warranties and representations in respect of the subject matter of the Agreement are expressly set out in the terms of the Agreement. To the maximum extent permitted by applicable law and subject to Clause 9.1, no other warranties or representations concerning the subject matter of the Agreement will be implied into the Agreement or any related contract.

## 9. Limitations and exclusions of liability

9.1 Nothing in the Agreement will:

(a) limit or exclude the liability of a party for death or personal injury resulting from negligence;

- (b) limit or exclude the liability of a party for fraud or fraudulent misrepresentation by that party;
- (c) limit any liability of a party in any way that is not permitted under applicable law; or
- (d) exclude any liability of a party that may not be excluded under applicable law.

9.2 The limitations and exclusions of liability set out in this Clause 9:

- (a) are subject to Clause 9.1; and
- (b) govern all liabilities arising under the Agreement or any collateral contract or in relation to the subject matter of the Agreement or any collateral contract, including liabilities arising in contract, in tort (including negligence) and for breach of statutory duty.

9.3 The Host will not be liable in respect of any loss of profits, income, revenue, use, production or anticipated savings.

9.4 The Host will not be liable for any loss of business, contracts or commercial opportunities.

9.5 The Host will not be liable for any loss of or damage to goodwill or reputation.

9.6 The Host will not be liable in respect of any loss or corruption of any data, database or software.

9.7 The Host will not be liable in respect of any special, indirect or consequential loss or damage.

9.8 The Host will not be liable for any losses arising out of a Force Majeure Event.

9.9 The Host's liability in relation to any event or series of related events will not exceed the greater of:

- (a) £1,000 ; and
- (b) the total amount paid and payable by the Customer to the Host under the Agreement during the 12 month period immediately preceding the event or events giving rise to the claim.

9.10 The Host's aggregate liability under the Agreement and any collateral contracts will not exceed the greater of:

- (a) £1,000; and
- (b) the total amount paid and payable by the Customer to the Host under the Agreement.

## 10. Data protection

10.1 The Customer warrants that it has the legal right to disclose all Personal Data that it does in fact disclose to the Host under the Agreement, and that the processing of that Personal Data by the Host for the purposes of and in accordance with the terms of the Agreement will not breach any applicable laws (including the Data Protection Act 1998).

10.2 The Host warrants that:

(a) it will act only on instructions from the Customer in relation to the processing of any Personal Data performed by the Host on behalf of the Customer; and

(b) it has in place appropriate security measures (both technical and organisational) against unlawful or unauthorised processing, and against loss or corruption, of Personal Data processed by the Host on behalf of the Customer.

## 11. Confidentiality

11.1 The Host will:

(a) keep confidential and not disclose the Customer Confidential Information to any person save as expressly permitted by this Clause 11; and

(b) protect the Customer Confidential Information against unauthorised disclosure by using the same degree of care as it takes to preserve and safeguard its own confidential information of a similar nature, being at least a reasonable degree of care.

11.2 The Customer will:

(a) keep confidential and not disclose the Host Confidential Information to any person save as expressly permitted by this Clause 11; and

(b) protect the Host Confidential Information against unauthorised disclosure by using the same degree of care as it takes to preserve and safeguard its own confidential information of a similar nature, being at least a reasonable degree of care.

11.3 Confidential Information of a party may be disclosed by the other party to that other party's officers, employees, agents, insurers and professional advisers, provided that the recipient is bound in writing to maintain the confidentiality of the Confidential Information disclosed.

11.4 The obligations set out in this Clause 11 shall not apply to:

(a) Confidential Information that is publicly known (other than through a breach of an obligation of confidence);

(b) Customer Confidential Information that is in possession of the Host prior to disclosure by the Customer, and Host Confidential Information that is in possession of the Customer prior to disclosure by the Host; or

(c) Customer Confidential Information that is received by the Host, and Host Confidential Information that is received by the Customer, from an independent third party who has a right to disclose the relevant Confidential Information.

11.5 Nothing in the Agreement shall restrict a party from making any disclosure of Confidential Information that is:

- (a) required by law (whether under the Regulation of Investigatory Powers Act 2000 or otherwise); or
- (b) required by a governmental authority, stock exchange or regulatory body.

## 12. Termination

12.1 Either party may terminate the Agreement at any time by giving at least 30 days' written notice to the other party expiring at any time after the end of any Minimum Term.

12.2 Either party may terminate the Agreement immediately by giving written notice to the other party if the other party:

- (a) commits any material breach of any term of the Agreement.
  - (b) fails to pay any amount due under the Agreement in full and on time.
- 12.3 Either party may terminate the Agreement immediately by giving written notice to the other party if:
- (a) the other party:
    - (i) is dissolved;
    - (ii) ceases to conduct all (or substantially all) of its business;
    - (iii) is or becomes unable to pay its debts as they fall due;
    - (iv) is or becomes insolvent or is declared insolvent; or
    - (v) convenes a meeting or makes or proposes to make any arrangement or composition with its creditors;
  - (b) an administrator, administrative receiver, liquidator, receiver, trustee, manager or similar is appointed over any of the assets of the other party;
  - (c) an order is made for the winding up of the other party, or the other party passes a resolution for its winding up (other than for the purpose of a solvent company reorganisation where the resulting entity will assume all the obligations of the other party under the Agreement); or
  - (d) (where that other party is an individual) that other party dies, or as a result of illness or incapacity becomes incapable of managing his or her own affairs, or is the subject of a bankruptcy petition or order.

## 13. Effects of termination

13.1 Upon termination all the provisions of the Agreement will cease to have effect, save that the following provisions of the Agreement will survive and continue to have effect (in accordance with their terms or otherwise indefinitely): Clauses 1, 5.5, 6.7, 7.5, 9, 10, 11, 13 and 14.3 to 14.11.

13.2 Termination of the Agreement will not affect either party's accrued rights (including accrued rights to be paid) as at the date of termination.

13.3 If the Agreement is terminated under Clause 12.1, or by the Customer under Clause 12.2 or 12.3:

- (a) the Host will promptly provide to the Customer an electronic copy of the Website;
- (b) the Host will provide such assistance as is reasonably requested by the Customer to transfer the hosting of the Website to the Customer or another service provider, subject to payment of the Host's reasonable expenses; and
- (c) the Customer will be entitled to a refund of any Charges paid by the Customer to the Host in respect of any Services which were to be performed after the date of effective termination, and will be released from any obligation to pay such Charges to the Host (such amount to be calculated by the Host using any reasonable methodology).

13.4 Save as provided in Clause 13.3(c), the Customer will not be entitled to any refund of Charges on termination, and will not be released from any obligation to pay Charges to the Host.

13.5 Subject to Clause 13.3(a), the Host may following termination of the Agreement delete from its computer systems any or all Customer data.

13.6 Notwithstanding Clause 13.5, the Customer acknowledges that the Host may retain Customer data in its systems after the date of termination, whether for technical reasons, legal reasons or otherwise.

## 14. General

14.1 Any notice given under the Agreement must be in writing (whether or not described as "written notice" in the Agreement) and must be delivered personally, sent by recorded signed-for post, or sent by email, for the attention of the relevant person, and to the relevant address, fax number or email address given below in the case of the Host or specified on the Registration Form in the case of the Customer (or as notified by one party to the other in accordance with this Clause).

The Host: Katalysis Net Ltd, Tollgate House, 69-71 High Street, Harpenden, Herts AL5 2SL, telephone 01582 715130, email mail@katalysis.net.

14.2 A notice will be deemed to have been received at the relevant time set out below (or where such time is not within Business Hours, when Business Hours next begin after the relevant time set out below):

- (a) where the notice is delivered personally, at the time of delivery;
- (b) where the notice is sent by recorded signed-for post, 48 hours after posting; and

(c) where the notice is sent by email, at the time of the transmission (providing the sending party retains written evidence of the transmission).

14.3 No breach of any provision of the Agreement will be waived except with the express written consent of the party not in breach.

14.4 If a Clause of the Agreement is determined by any court or other competent authority to be unlawful and/or unenforceable, the other Clauses of the Agreement will continue in effect. If any unlawful and/or unenforceable Clause would be lawful or enforceable if part of it were deleted, that part will be deemed to be deleted, and the rest of the Clause will continue in effect (unless that would contradict the clear intention of the parties, in which case the entirety of the relevant Clause will be deemed to be deleted).

14.5 Nothing in the Agreement will constitute a partnership, agency relationship or contract of employment between the parties.

14.6 The Agreement may not be varied except by a written document signed by or on behalf of each of the parties.

14.7 The Customer hereby agrees that the Host may freely assign any or all of its rights and obligations under the Agreement to any third party. Save as expressly provided in the Agreement, the Customer may not without the prior written consent of the Host assign, transfer, charge, license or otherwise dispose of or deal in the Agreement or any of its rights or obligations under the Agreement.

14.8 The Host may subcontract any of its obligations under the Agreement to any third party.

14.9 The Agreement is made for the benefit of the parties, and is not intended to benefit any third party or be enforceable by any third party. The rights of the parties to terminate, rescind, or agree any amendment, waiver, variation or settlement under or relating to the Agreement are not subject to the consent of any third party.

14.10 Subject to Clause 9.1, the Agreement constitutes the entire agreement and understanding of the parties in relation to the subject matter of the Agreement, and supersedes all previous agreements, arrangements and understandings between the parties relating to the subject matter of the Agreement.

14.11 The Agreement will be governed by and construed in accordance with the laws of England and Wales; and the courts of England will have exclusive jurisdiction to adjudicate any dispute arising under or in connection with the Agreement.

## **Katalysis Net**

Tollgate House, 69-71 High Street, Harpenden, Herts AL5 2SL  
01582 715130 mail@katalysis.net www.katalysis.net

