

Escrow agreement for software

201903 OnLine

Softcrow

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The undersigned,

/.../, which has its seat in /.../, legally represented in this matter by /.../, hereinafter referred to as: the Beneficiary, and

/.../, which has its seat in /.../, legally represented in this matter by /.../, hereinafter referred to as: the Supplier, and

Softcrow Trusted Electronic Services B.V., which has its seat at Hettenheuvelweg 8, 1101 BN Amsterdam, legally represented in this matter /.../, hereinafter referred to as: SoftcrowServices,

whereas:

- the Supplier has granted to the Beneficiary, by licence agreement a non-exclusive licence to use the Software;
- the Supplier has reserved copyright to the Source-code version and the Software;
- the Supplier will carry out the Maintenance of the Software on the basis of a maintenance agreement for the benefit of the Beneficiary throughout the period of the use of the Software, in order to guarantee continuity of use of the Software;
- the Supplier recognises that the Beneficiary should, in certain circumstances, be able to have access to the Source-code version, but only in order to be able to guarantee continuity of use of and/or support for the Software;
- the Supplier does not wish to transfer the Source-code version to the Beneficiary outright;
- the Parties have for this reason agreed, pursuant to the existing licence and maintenance agreement, to deposit the Source-code version and the Software in SecureStorage with SoftcrowServices;
- in these specific circumstances, the Parties now wish to record their future legal relations in such a way as to be binding henceforth;

declare that they have agreed as follows:

Art. 1. Definitions

In this Agreement with Appendices, the following terms, written with an initial capital letter, have the following meanings:

1. 'Agreement': this escrow agreement.
2. 'Auditor': an independent accountant/expert attached to the Dutch Order of Registered EDP Auditors (NOREA). The Code of Conduct and Professional Rules for Registered EDP Auditors (Gedrags- en Beroepsregels Register EDP Auditors) shall apply.
3. 'Data Centre I': a data centre established in the European Union and having an ISO 27001 or comparable certification.
4. 'Data Centre II': a second data centre established in the European Union and having an ISO 27001 or comparable certification. Data Centre II synchronises its files with those in Data Centre I twice daily.
5. 'Deposit': the Deposit of the Source-code version, the Software, the accompanying Deposit Specification Form and the List of Persons placed or yet to be placed in SecureStorage by the Supplier.

6. 'Deposit Back-up': a copy or reserve copy of the Deposit(s) located in SecureStorage.
7. 'Deposit Specification Form': the specification form supplied by SoftcrowServices (<https://escrow.softcrow.com/uk/downloads/>) and to be completed by the Supplier, which gives an itemised statement of the Source-code version and Software to be supplied by the Supplier.
8. 'Intellectual Property Rights': the intellectual property rights comprise the following rights: (i) all copyright in the Software and the Source-code version thereof; (ii) all database rights if and in so far as the Software and/or the Source-code version or part thereof is/are designated as a database, and (iii) all patent rights in respect of the Software and the Source-code version thereof, if and in so far as the Software and/or the Source-code version thereof contain/contains inventions.
9. 'List of Persons': a list to be drawn up by the Supplier specifying the names of the persons involved in the Maintenance, together with their addresses and other contact data;
10. 'Maintenance': the maintenance, modification, enhancement, expansion and/or renewal of the Source-code version/the Software.
11. 'Parties': the Beneficiary and the Supplier together.
12. 'Random Check': the check to be made by SoftcrowServices, at the written request of the Beneficiary, within the Supplier's environment and in the presence of the Supplier, to determine the presence and readability of the files which have been selected by SoftcrowServices and to which it has been given access by the Supplier, the scope of the check being determined by SoftcrowServices.
13. 'Safekeeping': the taking into and holding in safekeeping under article 7:600 of the Dutch Civil Code of the Deposit by SoftcrowServices in accordance with article 15 following the release of the Deposit in accordance with the provisions of articles 11 and 12 of the Agreement.
14. 'SecureStorage': the storage to be created by SoftcrowServices within the StorageEnvironment pursuant to article 3 and made available online by SoftcrowServices to the Supplier and the Beneficiary for the placement and hold on deposit of the Deposit.
15. 'SecureStorage Registration Form': the form made available by SoftcrowServices and to be completed by the Supplier for the creation of a SecureStorage and the login credentials required for this purpose.
16. 'Software': the machine version of the Software (runtime executable) made available under the non-exclusive licence agreement to the Beneficiary, as described in the Deposit Specification Form.
17. 'Source-code licence': the irrevocable, non-exclusive right, not limited in time and exclusively for the benefit of the Beneficiary, to reproduce the Source-code version, to use it for the purposes of Maintenance or to generate a new machine version of the Software, to use the Software and to perform all acts which may be useful or necessary for the exercise of this right.
18. 'Source-code version': the Software in source-code described/yet to be described in the Deposit Specification Form, together with all materials needed for the installation, for understanding the arrangement and structure of the Software and/or of the database, and for the Maintenance of the Software, including:
 - a description of the requisite hardware platform (make, type, configuration);
 - the requisite development platform (or description of it) (i.e. programming language, 4GL, case tools, compilers/libraries, linkers and so forth);
 - the compilation script;
 - all available functional and/or technical (development and installation) documentation;

- any interfaces, conversion and migration programs, and
- the third party software in machine language (runtime executable) necessary to perform the Maintenance and/or use the Software.

19. 'StorageEnvironment': the secure environment created/yet to be created by SoftcrowServices in Data Centre I and Data Centre II.

20. 'Third Party Software': all software in which the intellectual property rights are vested in parties other than the Supplier and which is required for the agreed use of the Software.

21. 'Verification Examination': the verification examination of the Source-code version to be instituted at the written request of the Beneficiary before the Deposit and to be carried out by an Auditor within the powers laid down in article 6. The standard Verification Examination is described in **Appendix 2**.

Art. 2. List of Persons

1. The Supplier shall submit a List of Persons to SoftcrowServices for Deposit, for the first time at the start of the Agreement and thereafter whenever there are changes of personnel involved in the Maintenance.

2. The Supplier hereby gives the Beneficiary unconditional and irrevocable consent, once the Beneficiary obtains access to the Deposit under the Agreement, to contact the persons included in the List of Persons for the purpose of having Maintenance-related work carried out by one or more of them on conditions to be agreed between them and the Beneficiary.

3. In relation to the works to be performed for the Beneficiary as described at 2 above, the Supplier hereby releases the persons included in the List of Persons from any limitation(s) and/or obligation(s), in any form and in any capacity whatever, which result from agreement(s) concluded between such persons and the Supplier.

Art. 3. SecureStorage

1. After signature of the Agreement, SoftcrowServices shall make the SecureStorage Registration Form available to the Supplier.

2. Using the SecureStorage Registration Form completed by Supplier (if necessary, in consultation with the Beneficiary), SoftcrowServices shall create a SecureStorage as quickly as possible, but in any event within a period of ten working days after signature of the Agreement.

3. The SecureStorage is accessible in the manner described in **Appendix 1**. If at some point SoftcrowServices prefers, in view of the latest technology, to use a different comparable form of secure communication, it shall implement it in proper consultation with the Parties. **Appendix 1** shall then be modified accordingly.

4. The Supplier shall upload the Deposit to the SecureStorage in the manner described in **Appendix 1**, doing so at the start of the Agreement and thereafter whenever changes are made, at a frequency indicated in the SecureStorage Registration Form (if necessary, in consultation with the Beneficiary).

5. The Deposit(s) shall be kept in SecureStorage by SoftcrowServices in accordance with the retention specified by the Parties in the SecureStorage Registration Form. Deposits that fall outside the scope of the stated retention shall be destroyed by SoftcrowServices observing the provisions of article 6, paragraph 8.

Art. 4. Third Party Software

1. If Third Party Software is placed in SecureStorage by the Supplier, this will consist solely in the placing and storage of a reserve copy of that software and the release thereof under article 11. In such a case the Beneficiary and SoftcrowServices acknowledge that it is clear to them that no further rights are granted by the Supplier.
2. The Parties jointly and severally guarantee to SoftcrowServices that no rights of third parties are inconsistent with the placing and/or storage of Third Party Software in SecureStorage and the release thereof under article 11. The Parties jointly and severally indemnify SoftcrowServices against any claim of third parties on any account whatever in respect of infringement of the rights of third parties to Third Party Software.
3. If an extra licence fee is owed for the placing and storage of Third Party Software in SecureStorage and is charged by the relevant supplier/licensor to SoftcrowServices, such fee and all other costs and charges in respect of this Third Party Software shall be borne by the Parties. The Parties indemnify SoftcrowServices against liability for the relevant licence fee and other costs and charges.

Art. 5. Random Check

1. At the written request of the Beneficiary, SoftcrowServices shall carry out a Random Check on the basis of the Deposit Specification Form before the Deposit is encrypted by the Supplier for SecureStorage in accordance with article 3. The Parties hereby undertake to cooperate in this check at such time.
2. In the event of a Random Check, SoftcrowServices shall determine, in the presence of the Supplier, that the files specified by the Supplier in the Deposit Specification Form are present and accessible. The Supplier shall make printscreens of the selected and located files for the benefit of the Beneficiary.
3. If the files selected by SoftcrowServices are present and/or can be accessed, the Supplier shall encrypt the Deposit pursuant to article 3 and place it in SecureStorage.
4. If the files selected by SoftcrowServices are not present and/or cannot be accessed, the Supplier shall arrange at its expense for replacement of the materials supplied for Deposit and a fresh Random Check shall then be carried out at the Supplier's expense.

Art. 6. Verification Examination of the Source-code version

1. If the Beneficiary has made a written request for a Verification Examination, SoftcrowServices shall instruct the Auditor to carry out a Verification Examination. The Parties hereby undertake to cooperate in any such examination. The costs of the Verification Examination shall be borne by the Beneficiary.
2. For the purposes of the Verification Examination SoftcrowServices shall supply the Auditor with a copy of the Deposit most recently placed in the SecureStorage for downloading. The Beneficiary shall make available to the Auditor the encryption key it has received from the Supplier.
3. The Supplier hereby grants to the Auditor the irrevocable right:
 - to decrypt the Deposit using the encryption key it has obtained from the Beneficiary;
 - to load the digital element of the Source-code version on to a computer system in order to carry out the Verification Examination referred to in the Agreement.

4. The Auditor shall be competent to examine:

- whether a machine version (runtime executable) of the Software as used by the Beneficiary can always be generated from the Source-code version (whether or not together with modifications);
- whether the Source-code version is suitable to be continuously and efficiently used by a party other than the Supplier to carry out the Maintenance, always assuming that such other party has sufficient expertise and the correct development environment.

5. If the Verification Examination shows that the Source-code version is suitable for generating the correct machine version of the Software and/or that the Source-code version is complete and suitable for the purpose of carrying out Maintenance, the result of the examination will be deemed to be positive.

6. If the Source-code version was modified or expanded during the Verification Examination before the positive result referred to at 5 above was obtained, the Supplier shall, pursuant to article 3, encrypt the Source-code Version and the version of the Software generated with it and upload it to SecureStorage for Deposit. The Auditor and the Supplier shall notify SoftcrowServices of this additional Deposit before it is uploaded to SecureStorage.

7. After the Verification Examination has been successfully completed by the Auditor, the Supplier shall remove the verified Deposit from the computer system on which the examination was carried out.

8. SoftcrowServices shall keep the verified Deposit in SecureStorage until a fresh Verification Examination has been successfully completed and the verified Deposit is in SecureStorage. Except where different instructions have been given by the Beneficiary to SoftcrowServices (which instructions have been confirmed by SoftcrowServices to the Beneficiary and the Supplier) the last verified Deposit will replace the previously verified Deposit.

9. The Auditor shall, at the request of the Beneficiary, make an extra copy of the Software generated in the Verification Examination exclusively for the purpose of having the Beneficiary establish, either in cooperation with the Auditor or otherwise, that this copy corresponds with the software as in use by the Beneficiary. If it transpires that this copy does not correspond with the software being used by the Beneficiary, a new Verification Examination shall be carried out in accordance with the provisions of paragraph 10 of this article.

10. If the result of the examination was not successful, the costs of the examination shall be borne by the Supplier. In that case the Supplier shall also bear the costs of replacing and/or supplementing the unusable parts or components of the Deposit. A fresh Verification Examination will subsequently be carried out.

Art. 7. Changes to the Deposit

1. If alterations are made to the Software and are accepted by the Beneficiary, the Supplier shall, at the request of the Beneficiary, upload the modified Deposit to SecureStorage within 30 days, in accordance with the provisions of article 3.

2. A Random Check or Verification Examination will be carried out on written request.

3. The Parties shall have the same rights and duties under the Agreement in respect of any subsequent Deposit as in respect of the original Deposit.

Art. 8. Deposit Management (optional)

1. The Beneficiary is aware that in the event of modifications to the Software (i.e. the Source-code Version) will change. If these modifications are being used by the Beneficiary, the Deposit must be updated.

2. In consultation with the Beneficiary, the Supplier has indicated in the SecureStorage Registration Form the frequency with which the Deposit will be renewed.
3. As regards any modifications to the Software, the Beneficiary requests SoftcrowServices to perform the Deposit Management. This means that:
 - in the event of any change to the Deposit the Beneficiary will receive an email message about this at such email address as it may specify;
 - SoftcrowServices will check that the frequency of delivering a Deposit corresponds with the frequency as stated in the SecureStorage Registration Form.
 - SoftcrowServices will request the Supplier to make a new Deposit as quickly as possible if SoftcrowServices determines that the frequency with which the Deposit is made does agree with what the frequency stated in the SecureStorage Registration Form.
4. The Supplier undertakes to reply by email to a request for information from SoftcrowServices within 5 working days of receipt of such request, and to send a cc to the Beneficiary. In the absence of a reply from the Supplier within the prescribed period, SoftcrowServices shall notify the Beneficiary of this by email.
5. If the Beneficiary decides not to have Deposit Management carried out by SoftcrowServices, the Beneficiary shall itself check that the Deposit is kept up to date.

Art. 9. Deposit Back-up

1. The Supplier shall keep a Deposit Back-up available under its own control.
2. If the release of the Deposit Back-up is necessary for the performance of the Agreement, the Supplier shall immediately upload the Deposit Back-up to SecureStorage at the request of SoftcrowServices.

Art. 10. Release of Deposit and Source-code licence

1. Besides the existing right (of use) granted by the Supplier to the Beneficiary in respect of the Software, the Supplier hereby irrevocably grants the Source-code Licence to the Beneficiary without charge, which right is hereby accepted by the Beneficiary.
2. The Source-code Licence granted by the Supplier to the Beneficiary as referred to in paragraph 1 is rescinded (is ontbonden) in accordance with article 6:265 of the Dutch Civil Code if and in so far as the Beneficiary gains access to the Source-code version other than on the conditions included in the Agreement and in the manner described in the Agreement and the Beneficiary has acted unlawfully towards the Supplier in obtaining the Source-code version.
3. As additional security for the uninterrupted performance of the Agreement, the Supplier hereby transfers free of charge to SoftcrowServices ownership of the Deposit placed in SecureStorage pursuant to article 3 (i.e. the encrypted Source-code version, the accompanying Deposit Specification form and the List of Persons) as an independent and separate copyright, which transfer of ownership is hereby accepted by SoftcrowServices in advance.

4. After the Beneficiary has received a copy of the Deposit under the Agreement through the intermediary of SoftcrowServices and on condition that the Source-Code Licence was not rescinded under paragraph 2, the Beneficiary may outsource the Maintenance to a third party, provided that such third party assents in writing to the provisions of the Agreement.

5. Pursuant to article 900 of Book 7 of the Dutch Civil Code, the Parties hereby record that, after the release of the Deposit pursuant to the Agreement, they will have nothing further to claim from each other under the Agreement. The Parties may not in any way subsequently dispute the release of the Deposit, namely the Source-code version, and the (legal) relationship applicable at that time, nor may they subsequently dispute in any way whatever and by whatever form of legal redress the Source-code licence granted by the Supplier to the Beneficiary.

Art. 11. Conditions for release of the Deposit to the Beneficiary

SoftcrowServices shall make available a copy of the Deposit for downloading to the Beneficiary if one of the following circumstances occurs:

- a. the Supplier is declared bankrupt (faillissement);
- b. the Supplier discontinues its business activities, without having transferred his obligations towards the Beneficiary to a party acceptable to the Beneficiary;
- c. the Supplier, whether due to force majeure or not, fails to perform one or more important obligations under the licence agreement and/or the maintenance agreement, as a result of which the continuity of all or part of the computer system and/or the automated data processing (or part thereof) of the Beneficiary is or will be jeopardised, and the Supplier remains in breach of this important obligation thirty days after being given written notice of default by the Beneficiary by registered letter, with a copy to SoftcrowServices;
- d. the Supplier will, whether at the end of the period for which the maintenance obligation was agreed or otherwise, no longer provide Maintenance for the Software as in use by the Beneficiary;
- e. the Supplier and/or the Software is/are acquired by a third party, and such party does not perform in full the agreement(s) between the Supplier and the Beneficiary and/or the related agreements between the Supplier and third party suppliers that are necessary for the continued and uninterrupted use of the Software;
- f. the Supplier fails to perform one or more important obligations resulting from the Agreement and remains in breach of this important obligation thirty days after being given written notice of default by registered letter, with a copy to SoftcrowServices.

Art. 12. Conditions for release of the Deposit to the Supplier

Softcrow shall release the Deposit to the Supplier if one of the following circumstances occurs:

- a. the Beneficiary is declared bankrupt (faillissement) and as a result the Supplier rescinds the licence agreement and the maintenance agreement;
- b. the Beneficiary rescinds the maintenance agreement, unless the rescission is a result of the Supplier failing to perform its obligations under the maintenance agreement and/or licence agreement.

Art. 13. Deposit release procedure

1. If the Supplier is declared bankrupt (faillissement) SoftcrowServices shall, subject to the terms of article 15, immediately release the Deposit to the Beneficiary.
2. If, without prejudice to the provisions of article 13, paragraph 1, the Beneficiary or the Supplier considers that one of the circumstances referred to in article 11 or article 12 has occurred and the party concerned believes that the release of (a copy of) the Deposit is necessary as a result of this occurrence, this party shall immediately request SoftcrowServices by registered letter for release.
3. After receipt of the written request for release, SoftcrowServices shall immediately notify the other party of this by registered letter. If the other party does not inform SoftcrowServices and the requesting party of his objections and the reasons therefor by registered letter within seven working days of the date of dispatch of the registered letter of notification by SoftcrowServices, SoftcrowServices shall release the Deposit to the requesting party, subject to compliance with the provisions of article 15.

Art. 14. Dispute resolution art. 11

1. If the Parties disagree about the validity of a request for release of the Deposit in the manner described in article 13, at paragraphs 2 and 3, they shall, other than in the circumstance referred to in article 11, at a), arrange to have their dispute settled by means of arbitration in accordance with the Arbitration Rules of the Foundation for the Resolution of Automation Disputes (Stichting Geschillenoplossing Automatisering), which has its seat in The Hague, without prejudice to the right of the Beneficiary and/or the Supplier to institute arbitration proceedings for preliminary relief and without prejudice to the right of the Beneficiary and/or the Supplier to take prejudgment attachment measures (see www.sgoa.org).
2. Before instituting arbitration proceedings as referred to in paragraph 1, the first party to take action shall initiate an ICT Mediation procedure in accordance with the ICT Mediation Rules of the Foundation for the Resolution of Automation Disputes in The Hague. The purpose of an ICT Mediation procedure in accordance with these rules is to provide mediation by one or more mediators. The counterparty undertakes to participate actively in any ICT Mediation procedure which is instituted. This in any event includes the legally enforceable obligation to attend at least one joint meeting of the mediators and the Parties in order to give this extrajudicial form of dispute resolution a chance. The Beneficiary and/or the Supplier are entitled to terminate the ICT Mediation procedure at any time after a joint first meeting of the mediators and the Parties. The provisions of this paragraph of this article do not prevent the Beneficiary and/or the Supplier from instituting arbitration proceedings for preliminary relief or taking prejudgment attachment measures (see www.sgoa.org).
3. The rules referred to in paragraphs 1 and 2 are available for inspection at SoftcrowServices and have been published at www.sgoa.org. If the Beneficiary and/or the Supplier makes use of the procedure referred to in the previous paragraphs, it shall notify SoftcrowServices of this by registered letter, with a copy to the other party. During such procedures SoftcrowServices shall not release the Deposit.
4. The ruling of the Foundation for the Resolution of Automation Disputes will be binding for the purposes of the Agreement.

Art. 15. Safekeeping of Deposit after release

1. If and in so far as the Beneficiary obtains an irrefutable right under the Agreement to the release of the Deposit, for example in the event of the bankruptcy of the Supplier, SoftcrowServices shall immediately arrange for the release of the Deposit. The Beneficiary requests SoftcrowServices to retain possession of the Deposit by way of Safekeeping, after release, which request is hereby accepted by SoftcrowServices, and the Beneficiary declares that it will demand the actual handing over of the Deposit from SoftcrowServices only in the circumstances referred to in paragraph 2 of this article.
2. The party which initiates the release as referred to in paragraph 1 hereby declares that it will request SoftcrowServices to hand over the Deposit from the Safekeeping only if this is necessary in order to guarantee the Maintenance. SoftcrowServices shall make available a copy of the Deposit to the Beneficiary for downloading in response to a mere written communication from the Beneficiary to SoftcrowServices that the Deposit needs to be handed over in order to guarantee the Maintenance.
3. If the release is initiated by the Supplier, subject to the provisions of article 12, paragraph a, the Supplier hereby declares that it agrees that the removal of the Deposit from SecureStorage by SoftcrowServices will not occur until after the bankruptcy judgement becomes final.
4. The costs of the safekeeping shall be borne by the party for whom SoftcrowServices has the Deposit in Safekeeping.
5. Termination of the Safekeeping of the Deposit may be initiated by the party on whose behalf SoftcrowServices has the Deposit in its possession by means of three months' notice given by signed letter sent by registered mail to SoftcrowServices prior to the expiry of the period for which the Deposit Fee was charged, in which it requests SoftcrowServices to terminate the Safekeeping of the Deposit.
6. If there is no longer any party on whose behalf SoftcrowServices maintains the Safekeeping of the Deposit, SoftcrowServices shall destroy the Deposit.

Art. 16. Warranties

1. SoftcrowServices shall keep the Deposit in SecureStorage and shall arrange for its release only in accordance with the conditions of the Agreement. If, in the light of the state of information technology, SoftcrowServices feels it necessary to take different and/or supplementary information security measures to ensure the security of either the SecureStorage or the StorageEnvironment, SoftcrowServices shall modify the SecureStorage and/or Storage Environment accordingly. Nonetheless, SoftcrowServices never warrants that its security/information security will be effective in all cases and in all circumstances.
2. The Supplier warrants that it is entitled to all intellectual property rights or that it is competent to conclude this Agreement on behalf of the party legally entitled.
3. SoftcrowServices declares that, when entering into the Agreement, it was not aware of any facts or circumstances which indicate or could have indicated that the Supplier did not have the copyright in the Software and its source code or that the Supplier, by using and/or operating the Software and entering into and implementing the Agreement, is infringing any intellectual property right of a third party. However, SoftcrowServices does not warrant to any of the parties that the Supplier, by using and/or operating the Software and entering into and implementing the Agreement, is not infringing any intellectual property right of a third party.
4. The Supplier warrants that the Source Code version and the Software as deposited with SoftcrowServices (expressly including any modification) are suitable for Maintenance by a third party, provided that it has sufficient expertise and the correct development environment at its disposal.

Art. 17. Privacy, data processing and security

1. If SoftcrowServices considers this to be important for the performance of this Agreement, the Parties shall, on request, supply SoftcrowServices without delay with information in writing about the manner in which they discharge their statutory obligations in respect of the protection of personal data.
2. The Parties jointly and severally indemnify SoftcrowServices against claims of persons whose personal data have been registered or are being processed in a register of personal data held by the Parties or for which the Parties are otherwise responsible by law, unless the Parties prove that the facts on which the claim is based are exclusively imputable to SoftcrowServices.
3. 1. With regard to the processing of personal data as referred to in the General Data Protection Regulation, parties agree to the Privacy Statement prepared by SoftcrowServices. SoftcrowServices will, as far as technically possible, cooperate with the obligations to be met by the Parties. The costs associated with this cooperation are not included in the prices and fees agreed between the Parties and are entirely at the expense of the Parties. The obligations of the Parties to pay these prices and fees to SoftcrowServices are jointly and severally.
4. The responsibility for data processed using a service provided by SoftcrowServices shall be borne exclusively by the Parties and never by SoftcrowServices. The Parties jointly and severally warrant to SoftcrowServices that the content, use and processing of the data are not unlawful and do not infringe any right of a third party. The Parties indemnify SoftcrowServices against any right of action of third parties on any account whatever in connection with these data or the performance of the Agreement.
5. The Parties are, in particular, entitled and obliged to provide SoftcrowServices with all names and contact data of the contacts and all other persons who work with or for one of the Parties and who are, in the opinion of SoftcrowServices, necessary for the proper implementation of this Agreement. The provisions of paragraph 4 of this article apply by analogy. The Parties hereby authorise SoftcrowServices to approach and deploy the persons concerned at any time and in any way and in any form in the further implementation of this Agreement – whether or not in the name and for the account of SoftcrowServices and/or one of the Parties – in order to ensure that the objectives of this Agreement are achieved. In this connection, the Parties will not invoke, either against SoftcrowServices or against one another, any legal or other impediment to the said deployment of these persons such as – but not limited to – a non-compete clause, a non-solicitation clause or a confidentiality clause in an employment or other contract with such persons.
6. If SoftcrowServices has an obligation under this Agreement or on any other ground to provide for any form of information security, such security will conform to the specifications agreed in writing between the Parties and SoftcrowServices. SoftcrowServices never warrants that the information security will be effective in all circumstances. If the agreement does not contain an express provision about security, the security will be of a level that is not unreasonable in view of the state of the technology, the sensitivity of the data and the costs incurred in providing the security.
7. If computer, data or telecommunication facilities are used in the performance of this Agreement, SoftcrowServices will be entitled to assign access or identification codes to one or more parties. SoftcrowServices is also entitled to change any access or identification codes that have been assigned. The Parties shall treat the access and identification codes confidentially and with due care and disclose them only to authorised members of staff. SoftcrowServices shall never be liable for loss or damage or costs that are a consequence of the use or abuse of access or identification codes, unless such abuse has been made possible as a direct consequence of intent or deliberate recklessness on the part of the management of SoftcrowServices.

Art. 18. Secrecy

1. Each of the parties undertakes to observe secrecy with regard to all information about and knowledge of the business affairs of the other party that come to its attention when this Agreement comes into being and/or during its performance.
2. The Beneficiary warrants that after the Source-code version has been released by SoftcrowServices this version will be accessible only to the Beneficiary and will not be given to any other party for inspection, except in so far as necessary for the Maintenance of the Software.

Art. 19. Liability and indemnification

1. The total liability of SoftcrowServices for a breach of contract imputable to it shall be limited to reimbursement of direct damage, subject to a maximum of €250,000 (two hundred and fifty thousand euros). The liability of SoftcrowServices for indirect damage, consequential loss and damage, loss of profit and damage due to interruption of business operations is excluded.
2. The party requesting SoftcrowServices for the release of the Deposit shall indemnify SoftcrowServices against claims which the other party and/or third parties may make against SoftcrowServices, unless the claim is the result of a failure imputable to SoftcrowServices.
3. The Supplier shall indemnify each of the other parties against every claim by third parties with regard to any right or any power in respect of the Deposit granted by it under the Agreement.

Art. 20. Fees

1. The Beneficiary/Supplier shall owe a once-only fee of €950, exclusive of VAT, for the preparation of the Agreement, configuration of the SecureStorage and support with and testing of the VPN/SFTP connection to be established by the Supplier on the basis of written instructions of SoftcrowServices (maximum duration of work: 2 hours). If the period of 2 hours' support by SoftcrowServices included in this amount is exceeded, SoftcrowServices shall inform the Beneficiary/Supplier of this as quickly as possible and charge for the extra work on the basis of an hourly rate of €95, exclusive of VAT. The Supplier shall owe SoftcrowServices an hourly fee of €95, exclusive of VAT, for the provision of support by SoftcrowServices in solving problems with/in the VPN/SFTP connection after the uploading of the first Deposit.
2. The Beneficiary owes SoftcrowServices an annual fee of €1,250, exclusive of VAT, for keeping the Deposit in the SecureStorage in DataCentre I and DataCentre II.
3. If as part of the Agreement, an individual deposit is held for the Beneficiary, for which an individual SecureStorage is created, the Beneficiary owes a one time fee of €450, exclusive of VAT, for setting up the additional SecureStorage. The Beneficiary shall owe an annual fee of €710, exclusive of VAT, for keeping an individual deposit in SecureStorage in DataCentre I and DataCentre II.
4. The first contract year shall start on the first day of the month in which the Agreement was entered into. Invoicing shall then always occur on the first day of the month preceding a new contract year.
5. The amount referred to in paragraph 2 and 3 is/are based on the principle that the size of the SecureStorage does not exceed 25 gigabytes, including 100 gigabytes of data transmissions each month. If, however, the SecureStorage and/or the data transmissions exceed this figure at any time in the contract year the amount owed by the Beneficiary to SoftcrowServices will be increased by SoftcrowServices with effect from the start of the calendar month concerned by an amount determined in accordance with the tariff structure generally applied by SoftcrowServices at that time.

6. SoftcrowServices shall be owed a fee of €400, exclusive of VAT, for carrying out a Random Check. These costs are based on the expectation that a maximum of four hours will be needed for the check. If it transpires that more than four hours is needed for the Random Check, SoftcrowServices will be entitled to adjust the fee on a pro rata basis. The travelling time and travelling expenses incurred by SoftcrowServices shall be borne by the Beneficiary.
7. The Beneficiary owes SoftcrowServices a fee of €2,600, exclusive of VAT, for the performance of a Verification Examination by the Auditor. The costs of the Verification Examination are based on the standard Verification Examination as described in **Appendix 2**, and the assumption, based on the experience of SoftcrowServices, that the Auditor in average will not need more than 8 hours to prepare, execute and report on the agreed Verification Examination. If it transpires that more than 8 hours is needed for the Verification Examination, SoftcrowServices shall be entitled to charge for the extra hours on the basis of a daily fee of €1,875, exclusive of VAT. The travelling time and travelling expenses incurred by the Auditor shall be borne by the Beneficiary.
8. The costs of Deposit Management (optional) are €87.50 a calendar quarter, excluding value-added tax (BTW), and are payable in advance annually.
9. Payment of the invoice(s) of SoftcrowServices by the Beneficiary or the Supplier should be made within thirty (30) days of the date of the invoice. Any right of set-off or suspension on the part of the Beneficiary or the Supplier is expressly excluded.

Art. 21. Adjustment of fees

1. SoftcrowServices is entitled to adjust annually on 1 January the fees specified in article 20 on the basis of the changes to the 'Consumer Price Index – All Households' as determined by the Statistics Netherlands (CBS). The deposit fee revised in this way shall never, however, be less than the level of the preceding year.
2. SoftcrowServices will be entitled every two years, for the first time on 1 January 2020, to review the fees owed pursuant to article 20 on the basis of market and service trends. SoftcrowServices shall make an offer for this purpose to the Beneficiary. If the Beneficiary does not wish to accept the offer made by SoftcrowServices it will be entitled to terminate the Agreement with SoftcrowServices as of the due date.

Art. 22. Term of the Agreement

1. The Agreement shall start on the day of signature by the Parties and shall last, subject to the provisions of article 22.2, for as long as the Beneficiary uses the Software.
2. The Agreement may, subject to a period of three months' notice before the expiry of the period for which the SecureStorage fee has been charged and was paid to SoftcrowServices, be terminated by the Parties by means of a registered letter to SoftcrowServices, in which they jointly declare that they wish to end the Agreement.
3. The Agreement may be terminated with immediate effect by SoftcrowServices by means of written notice, without notice of default or recourse to the courts, if the costs referred to in article 20 are not paid or not paid in time, and neither the Supplier nor the Beneficiary has paid them within a reasonable period after the written notice of default by SoftcrowServices.

4. After the Agreement has been terminated in the manner described at 2 and 3 above, SoftcrowServices shall destroy the Deposit. SoftcrowServices shall confirm the destruction of the Deposit to the Supplier at the last address notified by the Supplier to SoftcrowServices. The destruction of the Deposit does not affect the payment obligation of the Supplier or the Beneficiary pursuant to article 20.
5. This Agreement will end automatically without the need for any notice or other act of termination if and when the SoftcrowServices is declared bankrupt.
6. If SoftcrowServices is declared bankrupt, the Parties shall conclude an agreement that is substantively the same as this Agreement with the foundation known as Stichting Softcrow Continuïteit Services, which has its seat at Hettenheuvelweg 8, 1101 BN Amsterdam and is not a party to this Agreement, as a result of which Stichting Softcrow Continuïteit Services will take the place of SoftcrowServices. The Agreement with Stichting Softcrow Continuïteit Services will then be deemed to be a new agreement.
7. If the Agreement is terminated in the manner described at 5, Stichting Softcrow Continuïteit Services as referred to at 6 shall hold the Deposit/the Deposits on behalf of itself and of the Parties rather than on behalf of SoftcrowServices.
8. When the Agreement is terminated, SoftcrowServices shall not be obliged to refund the fee(s) paid to it.
9. The Agreement shall also terminate once the Deposit is released by SoftcrowServices to the Beneficiary or the Supplier in accordance with the provisions of the Agreement.

Art. 23. Transfer of rights

1. The Supplier undertakes to transfer its rights to the Software to third parties only after giving written notification to the Beneficiary and SoftcrowServices and also to arrange for the provisions of the Agreement and of the licence agreement to be part of any transfer of the rights to the Software to third parties.

Art. 24. Force Majeure

1. SoftcrowServices is not obliged to perform a contractual obligation if it is prevented from doing so by force majeure. Force majeure affecting SoftcrowServices is deemed to include: (i) force majeure affecting suppliers of SoftcrowServices; (ii) non-performance by suppliers used by SoftcrowServices as prescribed by the Supplier and/or the Beneficiary; (iii) the defectiveness of things, equipment, software or materials of third parties used by SoftcrowServices as prescribed by the Beneficiary and/or the Supplier or made available to SoftcrowServices by the Supplier and/or the Beneficiary; (iv) seizure, attachment and/or judicial sequestration by a third party of property in the possession of (a) SoftcrowServices, (b) a supplier used by SoftcrowServices, and/or (c) another third party who is of direct or indirect importance to the performance of this agreement; (v) execution by a third party of a court order granting it leave to take provisional or definitive measures to protect its intellectual property right (or alleged right) in relation to property in the possession of (a) SoftcrowServices, (b) a supplier used by SoftcrowServices, and/or (c) another third party who is of direct or indirect importance to the performance of this agreement; (vi) government measures and court judgments that hinder the performance of this agreement either de facto and/or de jure; (vii) power cuts; (viii) a failure of the internet, a computer network or telecommunication facilities; (ix) computer hacking and other disruptions beyond the control of SoftcrowServices to and/or attacks on the systems operated by SoftcrowServices, such as (but not limited to) ransomware, DDoS and malware; (x) war; (xi) strike; (xii) general transport problems; (xiii) fire; and (xiv) natural disasters.

Art. 25. Choice of law and forum

1. The Agreement shall be governed by Dutch law. The applicability of the Vienna Sales Convention 1980 (CISG) is excluded.
2. Any disputes between the Parties in respect of the Agreement shall be referred to the competent court in the district of Amsterdam.
3. If any provision of the Agreement should prove to be invalid, the other provisions shall remain in force.

Art. 26. General

1. The general conditions of delivery and payment of the Supplier, SoftcrowServices and the Beneficiary respectively or any other general or special conditions are not applicable.
2. The Appendices to the Agreement form part of the Agreement. In the event of any inconsistency between the provisions of the Agreement and the contents of the Appendices, the text of the Agreement shall prevail unless expressly provided otherwise.
3. If the content of the licence and/or maintenance agreement differs from the content of the Agreement, the provisions of the Agreement shall prevail.
4. Except where provision is made in the Agreement for the Parties to communicate by registered letter, the Parties acknowledge that they have agreed to use e-mail as the means of communication concerning matters relating to the performance of the Agreement. Oral statements, undertakings or arrangements will have no legal force.
5. A failure by one of the Parties to require performance of any provision within a period specified in the Agreement will not affect the right subsequently to demand for performance, unless the relevant party has expressly assented by registered letter to the non-performance.
6. All costs of a judicial or extrajudicial nature, including the costs of legal assistance, which any party incurs as a result of the non-performance of the Agreement by one of the other Parties shall be borne by the party in default.

Supplier

Beneficiary

Name:

Date:

Name:

Date:

Softcrow Trusted Electronic Services B.V.

Name:

Date:

List of Appendices:

Appendix 1

- Description of security of (and communication with) SecureStorage and Deposit

Appendix 2

- Description of the standard Verification Examination

Appendix 3

- Contacts

Softcrow

Appendix 1 - Description of security of (and communication with) SecureStorage and Deposit

The SecureStorage is accessible through a secure VPN connection. Transfer to and from the SecureStorage takes place through SFTP. The VPN and SFTP credentials required for access to the SecureStorage shall be supplied by SoftcrowServices to the Supplier before the first Deposit is made, with the User ID and the password being sent through separate channels.

The Supplier shall encrypt the Deposits to be placed in SecureStorage in order to make them inaccessible. The Supplier shall determine how the encryption is to be carried out, if necessary in consultation with the Supplier and the Beneficiary. This includes choosing the encryption tool, determining the length of the encryption key(s) to be used and determining the term of the validity of the encryption key(s) used and how long the encryption key(s) will remain valid.

The parties shall determine in mutual consultation how the encryption key(s) and the other relevant information are to be exchanged.

The encryption shall be carried out in accordance with the following procedure:

- a. using the Deposit Specification Form the Supplier assembles the Deposit;
- b. the Supplier encrypts the Deposit and uploads the encrypted Deposit as a single file to SecureStorage at SoftcrowServices;
- c. the Supplier separately encrypts the Deposit Specification Form belonging with the Deposit (using the same encryption tool and the same encryption key) and makes the encrypted Deposit Specification Form available to the Beneficiary;
- d. the Supplier makes the encryption key available in the agreed manner to the Beneficiary.

The Beneficiary shall determine whether the Deposit Specification Form can be decrypted using the encryption tool and the encryption key obtained from the Supplier. If it is established that the Deposit Specification Form cannot be decrypted using the encryption tool and the accompanying encryption key obtained from the Supplier, the Beneficiary shall give notice of this by email to the Supplier and SoftcrowServices without delay.

If the Supplier receives notice from SoftcrowServices that the planned Deposit has not been carried out or not properly carried out, or if the Supplier and SoftcrowServices receive notice from the Beneficiary that the encryption information that has been received is not correct or not complete, the specified encryption procedure shall be repeated and the Supplier, in proper consultation with the Beneficiary and SoftcrowServices, shall immediately upload a newly encrypted Deposit.

N.B. The encryption key is NOT being shared by the Supplier with SoftcrowServices. The Beneficiary for that reason is itself/ fully responsible for adequately managing the encryption key(s) supplied by the Supplier.

Appendix 2 - Description of standard Verification Examination

In the case of the standard examination the Deposit is made available from SecureStorage for downloading to the Supplier.

In the presence of an Auditor engaged by SoftcrowServices the Supplier will download the Deposit. After the downloading, the network environment will be uncoupled to create an insulated environment. An insulated environment is a stand-alone environment in which the process of the Verification Examination can be conducted in a manner capable of being monitored and measured by the Auditor.

The Supplier will then decrypt the encrypted Deposit using the key supplied by the Beneficiary to the Auditor. The Auditor will ascertain whether the components listed on the Deposit Specification Form are present.

NB: It is not the function of the Auditor to determine whether the components are correct and complete.

The source code of the Software obtained from the decrypted Deposit will then be loaded in the development environment as used by the Supplier and will be compiled in the presence of the Auditor.

The development environment may be of two kinds:

- a bare machine on which all (development) software must still be installed, or
- a machine with a partially or wholly preinstalled development environment.

In the case of a preinstalled environment the Auditor checks that a detailed description of the environment and its parametrisation is present in the decrypted Deposit.

If the Deposit was modified or expanded during the Verification Examination in order to achieve the positive result referred to in article 6, paragraph 5, the Supplier will encrypt and upload to SecureStorage the Deposit and relevant Deposit Specification Form pursuant to article 3. The Auditor and the Supplier will inform SoftcrowServices of this additional Deposit before the uploading to SecureStorage.

N.B.

In the case of the standard examination the Auditor only checks for the presence of technical documentation and does not therefore examine or make any pronouncements about the quality and completeness of this documentation.

N.B.

In the case of the standard examination, the Auditor only checks whether the production software can be compiled. The Auditor does not examine and therefore makes no pronouncements about the maintainability of the Software.

The Beneficiary is himself primarily liable for determining whether the software generated during the Verification Examination corresponds with the Software operated in its production environment.

The Beneficiary may for this reason request SoftcrowServices to widen the scope of the Auditor's verification remit to include checking whether the generated software corresponds with the production environment.

For the determination of the correspondence with the production environment, a choice may, in principle, be made between three types of comparison:

- a binary comparison;
- a comparison at file level (presence and scope), and/or
- a functional comparison.

Which is the most suitable method or combination of methods will have to be decided by the parties in consultation among themselves.

Prior to the Verification Examination the Beneficiary is entitled:

- to adjust, on the basis of the powers of the Auditor under article 6.4, the scope of the engagement for the Verification Examination;
- to request the Auditor to make an extra copy, on an information carrier provided by the Supplier, of the version of the Software generated during the Verification Examination exclusively in order in this way to establish the correspondence with the Software installed on the Beneficiary's system.

As regards the delivery of third party software which has been installed or is required for the Verification Examination, it should be noted very emphatically that the software in question is exclusively a back-up copy and that it is clear to both the Beneficiary and SoftcrowServices that no rights whatever are granted by the Supplier. If the Beneficiary intends to use this third party software, it must conclude a licence agreement for this purpose with the supplier of that software before using it.

Appendix 3 - Contacts

The various parties designate the following contacts for the purposes of the Agreement:

Beneficiary:	
Name of contact 1	
Address:	
E-mail:	
Telephone number (landline):	
Telephone number (mobile):	
Name of contact 2	
Address:	
E-mail:	
Telephone number (landline):	
Telephone number (mobile):	
Supplier:	
Name of contact 1	
Address:	
E-mail:	
Telephone number (landline):	
Telephone number (mobile):	
Name of contact 2	
Address:	
E-mail:	
Telephone number (landline):	
Telephone number (mobile):	
SoftcrowServices:	
Name of contact 1	Michel Kiès, Hettenheuvelweg 8, Amsterdam-Zuidoost
Address	michel@softcrow.com
E-mail	+31206962050
Telephone number (landline):	+31654956711
Telephone number (mobile):	
Name of contact 2	
Address	Gaston Vankan, Hettenheuvelweg 8, Amsterdam-Zuidoost
E-mail	gaston@softcrow.com
Telephone number (landline):	+31206962050
Telephone number (mobile):	+31653758981