

## Blue Prism Professional Services Terms and Conditions (Americas)

These Blue Prism Professional Services Terms and Conditions (“Terms”) govern the Professional Services Blue Prism agrees to provide to Customer in a Statement of Work. Together, these Terms and the Statement of Work form the “Agreement”.

### 1) Definitions

- a) “**Affiliate**” as to a party, means any other legal entity that directly or indirectly controls, or is controlled by or under common control with such party, with ‘control’ as applied to any legal entity being the direct or indirect ownership of more than fifty percent (50%) of the equity or voting interest in such entity.
- b) “**Blue Prism**” means the Blue Prism entity indicated in the Statement of Work, or the relevant Blue Prism Affiliate including Thoughtonomy, where the context so requires.
- c) “**Change Order**” means an agreed upon written change or modification to the Professional Services.
- d) “**Confidential Information**” means any and all information (whether oral, written or in some other tangible or permanent form) disclosed by one party or its Affiliates (the “**Disclosing Party**”) to the other party or its Affiliates (the “**Receiving Party**”) under or in connection with this Agreement and that is marked as confidential, by its nature is confidential or relates to the business or affairs of the Disclosing Party, including but not limited to the Professional Services and the terms of this Agreement.
- e) “**Data Protection Legislation**” means the applicable data protection laws of a relevant jurisdiction to which that affected party may be subject.
- f) “**Deliverables**” means any reports, documentation, or process automations specifically described as a “Deliverable” in the Statement of Work and created by Blue Prism in the course of the provision of the Professional Services, but excludes any software provided by Blue Prism under any agreement.
- g) “**Personal Data**” has the meaning ascribed to it in the relevant Data Protection Legislation, which may include electronic Personal Health Information (ePHI) as defined under the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- h) “**Professional Services**” means those services performed by Blue Prism for Customer, as further described in an applicable Statement of Work.
- i) “**Statement of Work**” or “**SOW**” means a written document agreed by the parties describing the Professional Services provided by Blue Prism to Customer.

### 2) Services

- a) Blue Prism will perform the Professional Services outlined in the Statement of Work, subject to the terms of this Agreement.
- b) Either party may submit a request for a Change Order to the other party for review and consideration. Blue Prism shall provide in writing an understanding of the requested Change Order, and an impact assessment in terms of any cost and timetable variations. Blue Prism will implement changes to Professional Services only upon mutual written agreement of the Change Order.
- c) Each party acknowledges that the successful and timely rendering of the Professional Services requires good faith and timely cooperation. Both parties will use commercially reasonable efforts to perform their responsibilities and discharge their obligations in accordance with the Statement of Work or any Change Order. Customer acknowledges that a failure or delay by it to meet its obligations may impact Blue Prism’s ability to perform the Professional Services within the estimated time and cost. If a milestone of the project is delayed or rendered impossible due to Customer’s failure to fulfil its obligations, Blue Prism reserves the right to issue invoices for such milestone on the dates listed in the SOW irrespective of whether the milestone has been reached.

### 3) Personnel

- a) Blue Prism shall perform background investigations in accordance with Blue Prism’s policies on all Blue Prism employees performing Professional Services on-site at Customer’s location. While on-site at such location, Blue Prism employees shall comply with Customer’s applicable security and health and safety policies provided to Blue Prism in writing a reasonable time in advance of such visit.

### 4) Warranty

- a) Blue Prism warrants that the Professional Services will be performed in a professional and workmanlike manner. As the sole remedy for breach of this warranty, Blue Prism will re-perform any materially defective Professional Services until they are no longer materially defective, in Blue Prism’s sole determination, or correct or replace any materially defective Deliverables, free of additional charge, provided that (i) Customer promptly notifies Blue Prism in writing thereof within thirty

(30) days of delivery of the Services or Deliverables and (ii) such defects are not caused by, or the result of, the acts or omissions of Customer or anyone acting on its behalf.

- b) EXCEPT AS EXPRESSLY SET FORTH HEREIN, BLUE PRISM MAKES NO WARRANTIES, CONDITIONS OR REPRESENTATIONS FOR THE PROFESSIONAL SERVICES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY OR FITNESS FOR A PARTICULAR PURPOSE.

### 5) Charges

- a) Professional Services are charged on a time and materials or fixed price basis, as specified in the Statement of Work. Customer agrees to be invoiced and pay all applicable charges as outlined in the Statement of Work. The charges are exclusive of applicable taxes. If Blue Prism performs Professional Services on-site at Customer’s designated location, Customer shall also be responsible for expenses incurred by Blue Prism in accordance with Blue Prism’s then current travel and expense policy, including a per diem meal allowance. All such taxes and reimbursable expenses will be added, where applicable, to an invoice.
- b) All payments are due net thirty days from the date of the invoice. Blue Prism may charge interest on outstanding sums from the due date for payment until payment is made accruing on a daily basis and compounded monthly at the rate of one and one half percent (1.5%) per month or such maximum annual interest rate permitted by law, whichever is less. Blue Prism may also suspend the performance of the Professional Services for so long as any payment remains due and unpaid.

### 6) Intellectual Property

- a) Effective at the time Blue Prism receives full and final payment for the Professional Services, Blue Prism grants to Customer a non-exclusive, non-transferable, perpetual license to use the Professional Services for Customer’s internal business purposes.
- b) Effective at the time Blue Prism receives full and final payment for the Professional Services, the Deliverables shall be owned by Customer. Blue Prism acknowledges and agrees that it has no rights or claims of any type to the Deliverables, except for any pre-existing materials contained therein, and irrevocably waives and releases each and any claim to title and ownership rights thereto.
- c) Customer acknowledges and agrees that except for the Deliverables and any of Customer’s Confidential Information, title to all portions of the Professional Services and any pre-existing materials (including those contained in the Deliverables), and all intellectual property rights therein, including all derivative works and any enhancements, improvements or extensions conceived or developed during the Professional Services, are and remain owned by and vested in Blue Prism or its licensors.
- d) Customer acknowledges that Blue Prism provides similar Professional Services to other third parties and Blue Prism shall continue to be free to perform similar services for its other customers using its general knowledge, skills, tools, routines, algorithms, programs and experience.

### 7) Confidentiality

- a) Each party shall: (i) keep the other party’s Confidential Information confidential; (ii) not use the other party’s Confidential Information except for the purposes of this Agreement and as provided for herein without the prior written consent of the other party; and (iii) not divulge the other party’s Confidential Information to any third party, excluding to an Affiliate, except for the purposes of this Agreement and shall procure that each such third party is aware of and complies with these obligations as to confidentiality.
- b) The provisions of Section 7(a) shall not apply to any Confidential Information that the Receiving Party can show: (i) is in the public domain other than as a result of a breach of this Agreement or any other obligations of confidentiality; (ii) is or was lawfully received from a third party not under an obligation of confidentiality with respect thereto; (iii) is required to be disclosed under operation of law, by court order or by any regulatory body of competent jurisdiction (but then only to the extent and for the purpose required); or (iv) was developed independently of and without reference to any confidential information disclosed by the disclosing party.

**8) Limitation of Liability**

- a) SUBJECT TO SECTION 8(C) BELOW, EXCEPT AS PROHIBITED BY APPLICABLE LAW, BLUE PRISM'S MAXIMUM LIABILITY RELATING TO THE PROFESSIONAL SERVICES (REGARDLESS OF FORM OF ACTION, WHETHER IN CONTRACT, NEGLIGENCE OR OTHERWISE) SHALL BE LIMITED TO ONE HUNDRED AND TWENTY FIVE PERCENT (125%) OF THE CHARGES PAID OR PAYABLE TO BLUE PRISM FOR THE PORTION OF THE PROFESSIONAL SERVICES OR DELIVERABLES GIVING RISE TO LIABILITY.
- b) SUBJECT TO SECTION 8(C) BELOW, EXCEPT AS PROHIBITED BY APPLICABLE LAW, IN EACH CASE WHETHER ARISING FROM NEGLIGENCE, BREACH OF CONTRACT OR OTHERWISE, EVEN IF BLUE PRISM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE, IN NO EVENT SHALL BLUE PRISM BE LIABLE TO CUSTOMER FOR ANY LOSS OR DAMAGE WHICH DOES NOT ARISE AS A DIRECT AND NATURAL CONSEQUENCE OF THE DEFAULT IN QUESTION, INCLUDING BUT NOT LIMITED TO ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES, NOR, IN EACH OF THE FOLLOWING CASE, WHETHER DIRECT OR INDIRECT, LOSS OF PROFIT, LOSS OF REVENUE OR BUSINESS, LOSS OF ANTICIPATED COST SAVINGS, LOSS OF GOODWILL, LOSS OF USE OR DESTRUCTION OF DATA, NOR ANY LOSS OR DAMAGE TO THE EXTENT THAT IT WOULD HAVE BEEN AVOIDED OR LESSENER HAD CUSTOMER TAKEN BACKUP COPIES OF THE PROGRAMS AND/OR DATA IN ACCORDANCE WITH BEST COMPUTING PRACTICE.
- c) Nothing in the Agreement shall limit or exclude either party's liability for death or personal injury resulting from that party's negligence, for fraud or fraudulent misrepresentation, or for any other liability the exclusion or limitation of which is not permitted by applicable law.

**9) Non-Solicitation**

- a) For the duration of an applicable Statement of Work and for a period of one year after the Professional Services are completed, Customer agrees not to employ or solicit the employment of any Blue Prism personnel who performed any part of the Professional Services. Customer agrees to pay to Blue Prism an amount equal to the annual compensation for the one-year period immediately preceding the hiring or solicitation of any such Blue Prism personnel in breach of this paragraph.

**10) Personal Data**

- a) Each party shall comply with all applicable requirements of the Data Protection Legislation.
- b) Customer acknowledges that Blue Prism does not want to receive, access, view or otherwise process any Personal Data of Customer or its customers or clients or which it otherwise collects or controls, in the course of providing the Professional Services. If Blue Prism is reviewing or evaluating any of Customer's databases or datasets, the Customer shall comply with data minimization principles in deciding whether to provide Personal Data to Blue Prism, and to the fullest extent possible, the Customer shall provide data that is anonymized, pseudonymized, or "dummy data", whereby it is not feasible for Blue Prism to reasonably re-identify any actual individuals from such data.

**11) General**

- a) This Agreement shall commence as of the date specified in the Statement of Work, or if that is not expressly stated, then the date of the later signature in the Statement of Work. Without affecting any other right or remedy available to it, either party may terminate this Agreement for breach of a material term, if the breach is not cured by the breaching party within 30 days of written notice requesting it to remedy the breach. This Agreement shall remain in full force and effect until the termination or expiration of the Statement of Work.
- b) Nothing contained in this Agreement shall create a relationship of employer and employee, principal and agent or partnership between the parties.
- c) Neither party may assign this Agreement, nor any of its rights, duties or obligations under this Agreement, without the prior written consent of the other party, except that Blue Prism may assign this Agreement to an Affiliate or a successor entity in the event of a merger or acquisition.
- d) Blue Prism may subcontract some or all of the Professional Services provided that Blue Prism remains responsible to Customer for any acts or omissions of such subcontractor.
- e) Neither party shall be liable to the other for any failure or delay in the performance of its obligations under this Agreement to the extent that such failure or delay arises due to an event of force majeure (provided always that the party so affected promptly notifies the other, in writing, of the cause and anticipated duration of the failure or delay).

- f) The invalidity or unenforceability of any provision of or any part of a provision of or any right arising pursuant to this Agreement shall not affect in any way the remaining provisions or rights, which shall be construed as if such invalid or unenforceable part did not exist.
- g) Any notice or written communication given under or in relation to this Agreement shall be given in writing and shall be delivered by hand (in which case it shall be deemed to have been given at the time of delivery) or sent by special delivery post (in which case it shall be deemed to have been given on the second day after posting) to the other party at its address set out in the Statement of Work or to such other address as it has previously notified to the sending party in writing or by email.
- h) This Agreement shall be governed by and construed and interpreted in accordance with laws of the State of New York without giving effect to principles of conflict or choice of law thereof, and the parties hereby accept the exclusive jurisdiction of the courts located in New York, New York.
- i) No variation of or amendment to this Agreement shall be effective unless made in writing and signed by authorized representatives of the parties.
- j) This Agreement sets forth the complete agreement between the parties and supersedes all previous discussions and communications relating to the subject matter of this Agreement. Both parties acknowledge and agree that the terms and conditions of this Agreement supersede any additional, different, inconsistent or pre-printed terms appearing on the face or reverse side of, or otherwise accompanying, any invoice, sales order, acknowledgement, purchase order or confirmation issued by Customer or Blue Prism.