

SS&C | Blue Prism Training Services Addendum

This SS&C|Blue Prism Training Services Addendum (this “**Addendum**”) is entered into between you and the SS&C entity named in the mutually agreed “**Statement of Work**” (or “**SOW**”). References to “we”, “our”, “us” or “Blue Prism” shall be references to the relevant SS&C entity. This Addendum contains additional legal terms applicable to the Training Services that we agree to provide to you and are as described in a Statement of Work. This Addendum, together with the SS&C | Blue Prism General Terms for Products and Professional Services (the “**General Terms**”) and the relevant Statement of Work, constitutes your Agreement for Training Services.

Capitalized terms used but not defined in this Addendum have the meanings ascribed to them in the General Terms, or if not defined in the General Terms, the meanings ascribed to them in the relevant Statement of Work. This Addendum is effective as of the earlier of the date the relevant SOW is fully executed or our commencement of the performance of the Training Services (“**SOW Effective Date**”).

1. Definitions

- a. “**Change Order**” means an agreed upon written change or modification to the Training Services.
- b. “**Data Protection Law**” means all privacy laws applicable to Personal Data processed under this Addendum.
- c. “**Deliverables**” means any training materials created by or with us in the course of the provision of the Training Services, including any works created for or in cooperation with you.
- d. “**Force Majeure Event**” means when used in this Addendum any circumstance not within our reasonable control including, without limitation: (i) acts of God, flood, drought, earthquake or other natural disaster; (ii) epidemic or pandemic; (iii) terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations; (iv) nuclear, chemical or biological contamination or sonic boom; (v) any law or any action taken by a government or public authority, including without limitation imposing an export or import restriction, quota or prohibition, or failing to grant a necessary license or consent; (vi) collapse of buildings, fire, explosion or accident; (vii) any labour or trade dispute, strikes, industrial action or lockouts; (viii) non-performance by suppliers or subcontractors; (ix) interruption or failure of utility service; and/or (x) illness or unavailability of training instructors or other unforeseen circumstances.
- e. “**Personal Data**” means “personal data” or the equivalent term as defined by Data Protection Law.
- f. “**Pre-Existing Materials**” means any materials embodying any Intellectual Property Rights, made, created, and/or reduced to practice (including all documents and materials provided by us relating to the Training Services) which existed prior to the SOW Effective Date.
- g. “**Training Services**” means those services performed by Blue Prism for Customer, as further described in an applicable Statement of Work.

2. Services

- a. Provision of services. We will perform the Training Services outlined in the Order and SOW, subject to the terms of the Agreement.
- b. Named Participants. At least 10 working days before the scheduled training start date, you will provide to us in writing the name and individual email address (not a generic or group email address) for each training and/or certification participant up to the quantity stated in the Order (the “**Named Participants**”). For training, you may only replace a Named Participant if such Named Participant no longer has a role with your organisation. No new participants can be added once a training program has started. For certification vouchers, once we have issued a certification voucher to a Named Participant, no changes can be made.
- c. Usage rights. Your Authorized Users and recipients of the Training Services are limited to the Named Participants. You and the Named Participants must not share Credentials and/or access to the Training Services with anyone else. The Named Participant must meet all prerequisite requirements within the communicated timeframe and comply with our specified attendance requirements for the training. For training courses with a minimum duration of five days, a maximum of one day’s absence is permitted, unless otherwise stated or agreed by us in writing. You and the Named Participant are responsible for determining the suitability of the Training Services for the Named Participant.
- d. Training labs. Where relevant to the Training Services, labs will be made available to Named Participants on a first come, first served basis.
- e. Certification and vouchers. Certification vouchers will be issued by Blue Prism to the Named Participants and are non-refundable. Certification vouchers are only valid for 12 months from the date of issue and cannot be resold or used by anyone other than the relevant Named Participant. By successfully passing an exam, the Named Participant may be issued with a corresponding certificate and/or access to a digital badge. The certification is issued to the individual and not associated with a particular organisation (including the organisation the Named Participant has a role with).
- f. Change Order. Either of us may submit a request for a Change Order to the other for review and consideration. The receiving party shall provide in writing an understanding of the requested Change Order, and an impact assessment in terms of any cost and timetable variations. We will implement changes to Training Services only upon mutual written agreement of the Change Order.
- g. Obligations to co-operate. Both parties acknowledge that the successful and timely rendering of the Training 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 SOW or any Change Order. You acknowledge that a failure or delay by you to meet your obligations may impact our ability to perform the Training Services within the estimated time and cost. If a project

or milestone is delayed or rendered impossible due to your failure to fulfil your obligations, we reserve the right to issue invoices for Training Services already delivered to you irrespective of whether the project or milestone has been completed.

3. Personnel

- a. Background investigations. We will perform background investigations in accordance with our policies on all of our employees performing Training Services.
- b. Applicable policies. If we are engaged to perform the Training Services on-site at your location, our employees will comply with your applicable security and health and safety policies provided to us in writing a reasonable time in advance of such visit.
- c. Instructors. We may from time to time invite additional instructors to training sessions and record these sessions for their learning and development. These recordings are for our internal purposes and will not be made available to you.

4. Cancellation and Rescheduling

- a. Subject to Section 4(d) below, Training Services are non-cancellable and non-refundable.
- b. Training Services may be rescheduled by us or, subject to the remainder of this Section 4(b), by you provided that (i) written notice of the request to reschedule is received by us not less than 15 days prior to the date on which such Training Services were due to be performed, (ii) a rescheduled date is agreed for the Training Services which is no more than 60 days later than the original date such Training Services were due to be performed, and (iii) you pay us a rescheduling fee equal to 50 percent of the applicable charges for the rescheduled Training Services. At our discretion, you may be permitted to reschedule Training Services (i) on less than 15 days' written notice, subject to payment by you of a rescheduling fee equal to 100 percent of the applicable charges for the rescheduled Training Services.
- c. You may only reschedule any Training Services once and shall remain responsible for any expenses incurred by us in connection with any rescheduled Training Services.
- d. We shall be entitled to reschedule or cancel any Training Services in the event of a Force Majeure Event. In the event that Training Services are cancelled, we will not refund any fees paid or reimburse you for any travel and expenses incurred by you in connection with the Training Services.

5. Warranties

- a. Limited warranty. We warrant that the Training Services will be performed with reasonable skill and care.
- b. Remedy. We will re-perform or correct any materially defective Training Services until they are no longer materially defective, in our sole determination, free of additional charge, provided that (i) you promptly notify us in writing thereof within thirty (30) days of delivery of such defective Training Services and (ii) such defective Training Services are not caused by, or the result of, your acts or omissions or anyone acting on your behalf. This is the sole remedy for breach of the above warranty.

6. Travel and Expenses.

If we perform Training Services on-site at your designated location, you will be responsible for expenses incurred by us in accordance with our 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 monthly in arrears and payable by you 30 days from the date of the invoice.

7. Intellectual Property

- a. Title. You acknowledge and agree that except for any of your Confidential Information or materials, title to all portions of the Training Services, Deliverables, Pre-Existing Materials, and all Intellectual Property Rights therein, including all derivative works and any enhancements, improvements or extensions conceived or developed during the Training Services, are and remain owned by and vested in us or our licensors.
- b. License to use Deliverables. Subject to our receipt of full and final payment for the Training Services, we grant you a non-exclusive, non-transferable, irrevocable (unless we terminate the Agreement for your uncured material breach), non-distributable/resaleable, non-sublicensable license for you and your Affiliates to use any Deliverables and Pre-Existing Materials provided to you by us under the applicable SOW for your and your Affiliates' internal business purposes. Any utilities provided to you by us are licensed under the Blue Prism Asset Terms at <http://portal.blueprism.com/agreements>.
- c. No exclusivity. You acknowledge that we provide similar Training Services to other third parties and we shall continue to be free to perform similar services for our other customers using our general knowledge, skills, tools, routines, algorithms, programs and experience.

8. Training Environments

- a. Where Training Services involve access to and/or use of training platforms, environments and/or services ("Training Environments"), you and participants may be required to agree to alternative terms governing such access and/or use. Any access to and/or use of Training Environments shall be permitted solely for the purposes of completing the relevant training, for non-commercial, non-production purposes, and only for such period of time as we determine. We may, at our discretion and without notice, change, limit or discontinue access and use at any time. Training Environments may not be used to process any personal or commercially sensitive data and if any such data is introduced we have no responsibility for such data and may delete or destroy any data at any time. Training Environments, including any support and other supplemental services or materials provided, are provided "AS IS", WITHOUT REPRESENTATION OR WARRANTY OF ANY KIND, AND "AS AVAILABLE", AND WE EXCLUDE ALL WARRANTIES, CONDITIONS, TERMS, UNDERTAKINGS AND OBLIGATIONS IMPLIED BY STATUTE, COMMON LAW, CUSTOM, TRADE USAGE, COURSE OF DEALING OR OTHERWISE TO THE FULLEST EXTENT PERMITTED BY LAW; AND, SAVE

TO THE EXTENT LIABILITY CANNOT LAWFULLY BE EXCLUDED OR LIMITED, WE SHALL HAVE NO LIABILITY WITH RESPECT TO THE TRAINING ENVIRONMENTS, OR ANY SUPPORT OR OTHER SUPPLEMENTAL SERVICES OR MATERIALS.

- b. If you request changes to Blue Prism's standard training offering, Blue Prism may consider these at our discretion and any changes will be subject to you agreeing additional fees for tailored training.

9. Liability

- a. Cap on liability if no charges are payable. Subject to the relevant provisions in the General Terms, if no charges are payable for the Professional Services, our total aggregate liability arising in connection with the Agreement, whether for breach of contract, tort (including negligence), strict liability, statutory duty, or otherwise, is USD \$500.00 (or equivalent in local currency).
- b. Third party terms. You are solely responsible for compliance with any terms and conditions of any third party products and/or services used, licensed or otherwise provided by you, whether such use relates to, or arises in connection with, our performance of, or your use of, the Training Services or Deliverables with such third party products or services.

- 10. Non-solicitation.** For the duration of an applicable SOW and for a period of one year after the Training Services are completed, you agree not to employ or solicit the employment of any of our personnel who performed any part of the Training Services. You agree to pay to us an amount equal to the annual compensation for the one-year period immediately preceding the hiring or solicitation of any of our personnel in breach of this Section.

11. Data Protection

- a. Compliance with Data Protection Law. Each party shall comply with all applicable requirements of the Data Protection Law.
- b. Limited intake of Personal Data. To provide the Training Services to Customer, Blue Prism may need to receive limited Personal Data to enable it to communicate with Customer ("**Account Management Information**"). Customer acknowledges that, other than Account Management Information, Blue Prism does not want to receive, access, view or otherwise process any Personal Data in the course of providing the Training Services, and Customer agrees not to directly or indirectly disclose any such Personal Data to Blue Prism unless Blue Prism agrees to receive it in accordance with Section 9(c) below. If Blue Prism is reviewing or evaluating any databases, datasets or other information in the course of providing Training Services, 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, whether directly or indirectly, information that is anonymized, redacted, or otherwise altered, or "dummy data", whereby it is not feasible for Blue Prism to reasonably re-identify any actual individuals from such data ("**Cleansed Information**").
- c. Additional rights and obligations regarding Personal Data. If it is not possible for Customer to provide Cleansed Information, Customer shall notify Blue Prism and only provide Personal Data once Blue Prism, at its sole discretion, agrees in writing in a specific SOW or Change Order, to receive it. In the event that Blue Prism becomes aware that Customer has provided Personal Data to it without Blue Prism's written agreement, Blue Prism shall be entitled to delete it and cease providing the Training Services in question until Cleansed Information is provided or such a written agreement is put in place.

- 12. Order of Precedence.** If there is any conflict between your Order, an SOW, this Addendum and the General Terms, the order of precedence for construction purposes (from the highest priority to the lowest priority) shall be: (1) the Order for the relevant Training Services; (2) the SOW specific to the engagement; (3) this Addendum; and (4) the General Terms.