

# End-User License Agreement

Trial Version

For proprietary code (not free/open source)

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In annex : specific terms (optional) and Service Level Agreement

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# End-User License Agreement

## General Terms and Conditions (GTC)

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### Definitions

*All undefined, capitalized words in the present document are defined in the Service Level Agreement (SLA).*

“**Documentation**” is the technical documentation, including if included in the package associated guides and user manuals. The documentation can either be printed on paper or in electronic form.

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“**Third Party Product**” means any computer program or database not published by Licensor.

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## 1 - License scope

### 1.1 - Rights granted under this License

Licensor hereby grants Licensee a temporary non-exclusive right to use the Software Product for evaluation purpose, under the terms and conditions of the present Trial License, as delivered solely in machine-readable executable code.

Licensee shall be free to use the results obtained with its own data from any authorized use of the Software Product.

Said right is subject to the conditions contained herein.

Licensee shall restrict the use of the Software Product to :

- its own needs for evaluating the Software Product;
  - o The term “own needs” in the case of the present Trial License expressly EXCLUDES:
    - computing services performed for third parties, even if Licensee’s activity consists in such services.
    - any demonstration of the Software Product for competitors of Licensor or for agents of said competitors.

- **Concerning the limitation for an evaluation**, using the Software Product for operational purposes which benefits any Licensee commercial business activity is **strictly prohibited**.

Under the present License, the Licensee has NO right:

- to sublicense or redistribute the Software Product, be it with or without charge;
- to extract data, by any means, from any Software Product database for a purpose incompatible with the intended use of the Software Product.
- to correct errors, as Licensor expressly reserves to itself this right.

No publication or communication is permitted to third parties (outside Licensee's group, if relevant) of benchmark results without Licensor's prior written authorization. This applies wherever such publication or communication contains a comparison between the Software Product and any other computer program(s).

Licensee is entitled to receive maintenance services under the terms of the annexed SLA, exception being made as for the duration of the SLA that shall be limited to the duration of the Trial License.

Should Licensee opt for a standard (i.e. non Trial) end-user license during the present Trial License, the parties shall then execute another agreement with Licensor's standard terms and conditions for further use of the Software Product. This option may be exercised at any time during the fixed trial period.

### ***1.2 License fees***

The present License is granted contingent upon full payment of the relevant usage fees. Should a temporary license key be communicated and full payment fail to be transferred according to the agreed terms, use of the Software Product shall be terminated with no indemnification due to Licensee.

### ***1.3 Delivery and validity of the License***

Delivery of the Software Product is deemed complete upon the electronic issue and remittance of the License keys that enable the Licensee to use the Software Product for the subscribed configuration.

The License is deemed valid as of the date of electronic remittance of Licensee's first password is transmitted electronically.

By exception to the above rules, Licensor shall be entitled to terminate the maintenance (Service Level Agreement) where an imperative regulation limits the right to export such products in the Country of Licensee.

### ***1.4 Installation***

Installation of the Software Product is Licensee's sole responsibility and shall be accomplished in accordance with the installation guidelines supplied by the Licensor.

Should the installation fail, the Licensee shall inform Licensor local representation immediately. Licensor local representation and Licensee will communicate and act in good faith to find quickly an efficient remedy. If no remedy is found within a reasonable timeframe, the Licensor shall commit to enter discussions in good faith with the Licensee so as to find a solution acceptable for both Parties.

## **2 - Hardware**

### ***2.1 - Principle of no transfer to different hardware***

The Software Product be installed on any hardware and the location can be changed by the Licensee. But as for the location of the files or system that allow the use (may it be a dongle monted to a hardware or licenses

files stored on some hardware (local computer or server) a transfer of those license files or dongle to another hardware may only be authorized to Licensees that are entitled to support and maintenance, on an identical hardware and software configuration, and only in the case where the transfer is necessitated by the obsolescence or failure of the hardware.

Licensee shall provide evidence of such failure or obsolescence and Licensor shall be entitled to a reasonable fee for said transfer, which fee is set out in Licensor's price list.

### ***2.2. - No Changes in system (hardware and software) configuration***

Licensee acknowledges having been informed of the required minimum configuration for use of the Software Product. Licensor neither claims nor guarantees the adequacy of the Software Product with any other configuration.

### ***2.2 - Obligations of Licensee consecutive to an authorized transfer***

In any case of replacement of the hardware as provided in 2.1., Licensee is required to ensure the deletion or destruction of any Software Product installed on the preceding hardware or on other computer devices which are to be either discarded or no longer used with the Software Product; said Software Products must be definitively erased from or destroyed with said hardware.

## **3 - Interoperability**

### ***3.1 - Interoperability: use within the European Union***

Should Licensee use the Software Product within the European Union, the following dispositions apply:

Should Licensee wish to have the Software Product interoperate with a Third Party Product, Licensee will first inform Licensor or Licensor local representation of its intent.

Licensor may then decide to either communicate the required interface information or make a commercial proposal to pursue any development in order to achieve interoperability; the latter includes improvement of the Software Product or writing of an intermediate program.

If Licensee rejects Licensor's commercial proposal, Licensor will then, without requesting further justification, provide Licensee with the required interface information under the strict conditions of a Non-Disclosure Agreement prepared by Licensor and signed prior to any communication, for the sole purpose of achieving the desired interoperability.

Pursuant to the latter case, should Licensor perform subsequent modifications to the Software Product to allow it to interoperate with the concerned Third Party Product, Licensor will provide Licensee with the new version, which Licensee will be obligated to use, in order to facilitate maintenance.

All fees related to the new version shall depend on the origin of the modifications:

- o if requested by Licensee, Licensee shall pay the fees for specific developments performed and associated maintenance;

- o if originating from Licensor's development roadmap, Licensee shall only pay the fees for renewal of its licenses so as to obtain the new release.

### ***3.2 - Interoperability: use outside the European Union***

Should Licensee wish to have the Software Product interoperate with a Third Party Product, Licensee shall inform Licensor of its intent. Licensor will then make a commercial proposal for the development of any required modification or addition to the Software Product to achieve interoperability. The preparation of such a proposal may require a fee, depending on the scope of the project and provided that Licensee has been previously informed of estimated costs.

## **4 - Intellectual Property**

### ***4.1 - Warranty***

Licensor hereby declares that it is the owner of all intellectual property rights in the Software Product or that it is authorized by the owner of said rights to commercialize the Software Product; and certifies that there is no infringement on the intellectual property rights of any third party.

Licensee shall immediately notify Licensor, if Licensee is sued for infringement based on Licensee's use of the Software Product. Licensor shall assume, on its own behalf and at its own cost, the defence and settlement of the dispute. Licensee shall be obliged to cooperate fully with Licensor at Licensor's expense, providing that Licensor preserves the interests of both Parties.

Licensor shall have no obligation with respect to any claim of infringement to the extent that such infringement is the result of a Licensee's modification of the Software Product or its combination, operation, or use with programs or equipment not specified by Licensor.

The foregoing indemnity obligations are contingent upon Licensee giving prompt written notice to Licensor of any claim, demand, or action for which indemnity is sought and then fully cooperating at Licensor's expense in the defence or settlement or proposal of settlement.

Apart from the above-mentioned exceptions, Licensor shall not be liable for any special, incidental or consequential damages of any nature, providing that in the event Licensee is forced by a third party to discontinue use of the Software Product, Licensor shall assume any direct damages with this respect.

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Any act of infringement committed by third parties of whom Licensee may become aware should be reported without delay to the Licensor who shall then decide what action will be taken.

### 4.3 - Notices (proprietary and other)

Licensee shall not alter or remove any copyright, patent, trademark, proprietary or legal notices contained on or in copies of the Software Product. Licensee shall reproduce all such notices on or in all copies of Licensed Product as made under this Agreement.

### 4.4 - Security and audit

Licensor reserves the right to:

- Embed security mechanisms within the Software Product to monitor, store and transmit information concerning usage in order to verify compliance with this License, being pointed out that such security mechanism:
  - o Only reacts in case of non-compliance (use of an illegal copy).
  - o Cannot access to proprietary data created by the Licensee through use of the Software Product (access to proprietary data that are created or modified or to result of creation or modification is impossible).
- Use a hardware lock device, License administration software, or a License authorization key to control access to the Software Product.

The Licensee may not take any steps to avoid, bypass or defeat the purpose of any such security measures. Use of the Software Product without the required lock device or without the authorization key provided by Licensor is prohibited.

Licensor shall be entitled to audit the Licensee or have an audit performed on its behalf, during business hours, in order to verify that all conditions of the present License are respected. Licensor shall give prior notice at least three business days before said audit.

## 5 - Data Privacy

The Licensee hereby acknowledge and agrees that Licensor local representation or Licensor will process the contact details and minimal personal data of Licensee's employees that contact Licensor local representation or Licensor to receive services described in the annexed SLA, in accordance with the rights granted to Licensee in 1.1 above and the SLA.

The personal data to be processed include mainly first and last name, job title, email address and phone number as required as a minimum to provide the services subscribed under the SLA.

The purpose of processing Licensee's employees' personal data are:

- Providing services according to the present License (including offer, delivery of License keys or services in SLA).
- Direct marketing by Licensor or its affiliates.

Providing this information is mandatory, as contacting Licensee is required:

- (a) to deliver the License (including License keys) and services subscribed under the SLA,
- (b) to verify the list of Key Users provided by Licensee and the person(s) contacting Licensor local representation or Licensor.

Not providing this information may result in delay (until required information is obtained) or even the impossibility to deliver the services or the License itself.

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Licensee agrees to comply with the requirements of Data Protection Laws and Regulations and further acknowledges and agrees that it has sole responsibility for the accuracy, quality, and legality of personal data and the means by which Licensee acquired said personal data.

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## 7 - Warranty and Liability

Licensor shall guarantee the conformity of the Software Product with the specifications mentioned in the Documentation published by Licensor and the good working of the Software Product, according to said specifications, on a platform set up to match the required hardware configuration as defined in the Documentation.

Licensor does NOT guarantee that:

- (a) the functions contained in the Software Product will meet Licensee's requirements
- (b) said functions will enable the Software Product to attain the objectives Licensee has set for itself
- (c) said functions will operate in the combination selected by Licensee
- (d) the operation of the Software Product will be uninterrupted or free of errors.

Licensee shall have exclusive responsibility for

- (a) Software Product installation,
- (b) taking adequate measures to properly test, operate and use each concerned Software Product,
- (c) Software Product selection to achieve Licensee's intended results, all results obtained therefrom, and
- (d) selection, use and results of any other computer program, database or programming equipment or services used in connection with the Software Product.

Any warranty or responsibility of Licensor shall cease immediately upon Licensee's use of the Software Product in a non-appropriate configuration, or if Licensee or any third party makes any modifications not expressly authorized by Licensor.

## 8 - Termination for cause

Should Licensee's use of the Software Product fail to conform to the present agreement's conditions, Licensor shall have the right to terminate immediately said agreement upon formal notice by registered letter with acknowledgement of receipt.

Reception of said termination letter creates for Licensee an obligation to remove or erase the Software Product from any computer or device and to return or destroy all copies of the Documentation without delay.

Licensee shall send thereupon and without delay written confirmation to Licensor that this obligation has been met.

## 9 - Miscellaneous

### 9.1 - Case studies and customer feedback

Unless otherwise specified, Licensor will have the right to make any commercial or informative reference to Licensee's use of the licensed Software Product, without compromising any existing confidential obligations between Licensor, Licensor local representation and Licensee.

Licensor is free to use without restrictions (meaning in any way, at any time, through any means, in any format, wherever in the world, royalty free) any feedback about the Software Product communicated to Licensor by Licensee: either directly or through Licensor local representation and irrespective of the communication's format.

Feedback shall mean Licensee's communication of any ideas, suggestions, guidance or other information, including but not limited to Licensee test results or suggested improvements of the Software Product.

### 9.2 - Non-waiverability

Nothing in the attitude or actions of Licensor or Licensor local representation (examples: delay, inaction, any failure to perform or execute) shall be construed neither as a waiver of any rights, in whole or in part, granted by Law or in virtue of this License, nor as an authorisation or tolerance of any kind, which would permit Licensee's continuation of any misconduct or breach of the present agreement.

### 9.3 - Severability

If one or more provisions of the present agreement should be deemed invalid, all other provisions shall remain in force except where a legal ruling states that the nullity of a provision invalidates all other provisions. Moreover, the Parties shall then make all reasonable efforts to replace said provision by a provision complying with the applicable regulation and respecting as closely as possible the intent of the invalid original provision.

### 9.4 - Contractual documents

All Software Product Licenses are governed by the present EULA including General Terms, Specific Terms (if any), and the Service Level Agreement's terms hereby included as part of the present License. Licensor reserves the right to modify and adapt the present terms and conditions at any time.

The end user license is granted solely according to the present General Terms and Conditions. The general Purchase Terms and Conditions of Licensee are expressly rejected. Licensor is not bound by any other agreement or general conditions and further rejects any and all amendments to and modifications of the present license, unless agreed upon in writing in an agreement duly executed by Licensor's authorized representatives.

### 9.5 - Order of precedence

The contractual documents below are listed in descending order of precedence:

1. The Specific Terms of the present EULA
2. The General Terms of the present EULA
3. The SLA's terms corresponding to the ordered level of services contained therein
4. The offer made to Licensee
5. Licensee's order.

## 10 - Jurisdiction

The venue shall be the court of the district in which the Software Product is used. The Licensee's local law (i.e., the law where the Software Product is used), shall govern the present agreement both for its interpretation and its enforcement.

**In witness whereof**, the parties hereto have caused this Agreement to be executed by their duly authorized officers or representatives.

Made in duplicate.

For **Licensee**:

For **Licensor**,

Licensor local representation:

*(Include here the references of distributor if Licensor is not directly granting the license)*

By: ...

By: ...

Title: ...

Title: ...

Date: ...

Date: ...